



DEH ID: 2018-RH-CMP-0283

Facility Information

T-304
 10700 E DARTMOUTH AVE
 AURORA, CO 80014-4801

Complainant Information

[REDACTED]
 [REDACTED]
 [REDACTED]

Owner Information

Contact Name: BRIDGE WF II CO PEMBROOKE GREEN
Company : LLC
Address:
City/State/Zip: ,,

Complaint Information

Complaint Type: Residential Health
CRM Case #: 2617010

Received Date: 4/9/2018 4:52:00 PM
Received By: Paula Lopez

Referred By: 311
Referred To: Department of Public Health & Environment
Referred Date:

Complaint Notes

Complaint Date:
Assigned To: Carmen Short
Assigned Date: 4/11/2018 10:06:00 AM

Nature of Complaint:

RODENT INFESTATION
 Is caller the owner or tenant: Tenant
 Can the Health Depart. contact the property owner/landlord or management? Yes
 Is tenant currently in an eviction process? no
 When did you first notice the issue: About a year ago
 Has mgmt/landlord been notified (y/n): Yes
 Mgmt/landlord contact #: BLDG Management 303.996.2333

Investigation Notes

Investigation Date: 4/13/2018 10:30:00 AM
Contact Complnt: False
Contact Date:

Investigation Comments:

4/11/18 Investigator left voicemail message with tenant. CES
 4/11/18 Tenant left voicemail and stated he works nearby and could meet me anytime. Investigator left voicemail setting up inspection time of 1:45pm. Tenant did not show up. Tenant left voicemail stating he got held up at office. CES
 4/12/18 Tenant called and the inspection was scheduled for
 4/13/18. Tenant stated he believed there are small rats and outdoor burrows are located by the dog park and along the building. Tenant has seen them on his window sill. Tenant stated his neighbors are also complaining about rodents. CES
 4/13/18 A complaint from unit E-103 came in at 9:00am today. Case number 2018-RH-CMP-0291.CES
 4/13/18 Inspection found large scale rat infestation including burrows and tunnel action. Observed areas at retaining wall in front of building Q and R having large burrow holes and tunnel system including burrows underneath the sidewalks, stairways and electrical boxes. Observed entry points at red-faced facades located on buildings R, Q and T. Observed five dead and one live rodent in apt T-304 and T-302 along with rodent feces. Observed gnawed holes eaten through the kitchen sink stand/vanity in T-302. Observed rodent on inside of window screen trapped between screen and inside window. Observed no lids on dumpsters. Observed a childcare facility located next door along with other tenants at commercial property. Large property complex consists of 40 building A-T and AA-SS. It appears that two separate owners are responsible for sections of the property. Pictures obtained. Notice of Violation (NOV) letter emailed. Investigator called and spoke to [REDACTED], property manager, to discuss the urgency of the situation. Investigator also called Supervisor to discuss. Follow up in one week. CES
 4/16/18 Observed photos from previous inspection from Bldg Q with a dead rat that was larger than the hole for the trap. Observed photo of feces and rodent debris on the car motor underneath the car hood.

Investigator discussed case with supervisor. Investigator left voicemail message with [REDACTED], Environmental Quality (EQ) Representative for assistance. CES

4/16/18 [REDACTED] the exterminator for the property and employee of Bug-A-Boo, called, and then Investigator included [REDACTED], the owner of Bug-A-Boo, [REDACTED] in on the call. Investigator requested exterminator to work with property manager on plan of action to exterminate rodents which is needed in writing by Friday 4/20/18. Explained the gnawing of kitchen sink cabinet observed during inspection and rodent trapped in the window. Investigator left message for [REDACTED], complainant, to schedule an inspection at 1pm on 4/20/18. Investigator will be with the exterminator and will be looking for evidence of rodents to include; feces and trail marks. Investigator also requested the phone number of tenant at T-302. Investigator would also like to investigate that unit during the site visit scheduled on 4/20/18. CES

4/17/18 Research on the rodent activity points toward the Norway rat species and house mice species.

4/18/18 Complainant called back stating he will be available and gave Investigator the contact number for unit T302. Investigator left a message about the scheduled investigation on 4/20/18. CES

4/19/18 Investigator emailed property manager to relay message that her exterminator requested my assistance on Friday 20th at 1pm. Asked if she is available to meet with investigator at 12:30pm. CES.

4/20/18 Investigator met briefly with assistant supervisor since [REDACTED] was out of office. Inspection conducted with [REDACTED] the maintenance supervisor and [REDACTED] with Bug-A-Boo pest control. Assistant supervisor stated the complaints E-103 and T-302 were not reported to the office, except Investigator listened to a voicemail from E-103 calling to complain about the rodents. Since tenant didn't ask for an apartment inspection for rodents they didn't call her back.

Complainant from T-304 complained about AC, electrical and rodents but didn't get called back. Property maintenance supervisor stated they aren't allowed to enter apartments if tenants don't want them to. Investigator explained that there is a severe rat infestation with gnaw holes on the exterior of the buildings and property management should be proactive which should include: calling tenants back to gather more information and gaining access into the apartments as needed to protect public health and safety of all tenants and employees from potential diseases that the rodents carry. Property maintenance supervisor has no paperwork such as a map or layout showing rat activity and treatment. Investigator suggested that a map be generated showing which buildings have rat holes on exterior of building and the holes be investigated by property maintenance to see how far they penetrate and if necessary check behind drywall of adjacent apartments to investigate and sets traps as needed. Investigation found many burrow holes on the grounds located by bldg. R, Q and C and at golf course area by bldg. C. Also witnessed gnaw holes into buildings. T, R, and Q. Witnessed mice feces and gnaw holes in the kitchen sink vanity in apt T-302 in which the exterminator added bait behind the stove. Investigator asked about adding snap traps behind the refrigerator where they are out-of-reach from pets and kids. Investigator asked what property maintenance was doing about trapping? Property maintenance supervisor is currently offering nothing for guidance or supplies and stated that the exterminator is handling it. Investigator will visit weekly on Tuesdays or Thursdays when exterminator is present for follow-up. Investigator recommended applying Integrated Pest Management practices at this facility with safe trapping, baiting, removing food sources and eliminating entry potential. Dumpsters lack drain plugs and lids. Due to the easy access to food, dumpsters need both plugs and lids. Property maintenance supervisor stated that the tenants don't like lids on dumpsters. Investigator explained that proper working dumpsters with lids are needed to help remove food source for the rats. Plan of action received from the exterminator was reviewed and discussed. Exterminator and property maintenance supervisor and investigator will work together to rid facility of rodents. Investigator will inquire about the golf course next door as burrow holes where witnessed on their property located by bldg. C dumpster on Pembroke on the Green. CES

4/23/18 Complainant left voicemail message thanking investigator for hard work and helping the resident. Investigator called [REDACTED] property manager, to discuss and sent 2nd Notice of Violation. Emailed Bug-A-Boo pest control the aerial map and bldg. log.

Follow-up is needed. CES.

4/24/18 Investigator received a new complaint 2018-RH-CMP-0325 for pests. Investigator emailed new complainant for phone number and inspection time. Investigator received email with phone number [REDACTED]. Per the complainant, there are no rodents in her unit at bldg. PP, but rodents are messing with her car at Parking OO-1. Investigator replied via email that inspection would be conducted. CES.

4/26/18 Property manager called with an update that dumpster lids and plugs are to be installed within two weeks. Investigator stated that all cracked and leaking dumpsters to be replaced as well. Property Manager stated that Pest Control gave okay to fill exterior building holes at R, T and Q. No info on where the holes are leading at this time. Investigator reminded property manager for property maintenance to investigate interior of building to see how far and where the holes are leading. Investigator also requested that safe trapping be done and not just bait for mice and rats.

Pest control, [REDACTED] called. He didn't release them to fill holes yet. He is charting his work and will assist in trapping rodents as well as baiting. Investigator will meet him Thursday May 3rd 9:30am along with [REDACTED] property maintenance for review.

Inspection of tunnel rat holes using the camera on a stick was conducted today by C. Short with Investigator D. Clark assisting. Investigated Bldg Q, R and T. Unsure if rat holes have penetrated the building at this time. No live rodents witnessed. One large dead rat witnessed on the grass near retaining wall at Bldg Q.

4/27/18 Investigator emailed Property Manager, [REDACTED] an update of the camera inspection. Investigator requested joint inspection with [REDACTED] and [REDACTED] on Thursday May 3rd, 2018. CES

5/2/18 Investigator contacted golf course via their website contact. CES

5/3/18 Inspection conducted with Property Maintenance supervisor, pest control, investigator and supervisor of bldg. Q. Unit Q-103. Investigated rat entry hole into exterior of bldg. No evidence of entry directly into apartment. Plywood in closet was ripped out. Investigator used a 3' camera on a stick and found no evidence of entry directly into apt unit at this time. Complaint 2018-RH-CMP-0325 was not logged in their book and they were not aware of this complaint of rats eating wires under the car hood at parking lot 00-1. Complainant stated they called the property and left a message regarding the complaint but there is no record of it. Property Supervisor checked bldg S and found no rat entry but mice in three units and is treating as needed. He also checked bldg. O and no rat entry found but mice in 5 units and treating as needed. Property Maintenance gave the number of [REDACTED], who may be the Facility Manager ([REDACTED]). [REDACTED] is to be called regarding the lack of lids or drain plugs on the dumpsters. Investigator left voicemail message with [REDACTED]. Investigator left voicemail message with property manager [REDACTED]. Sent copies of NOV's to owner listed on record and left message with Property Manager to confirm owner address since Property Maintenance Supervisor could not confirm at time of inspection. Follow-up inspection needed. CES

5/4/18 Investigator received voicemail message from complainant that he now has bed bugs and so does his neighbor. He left a message at office. Investigator called complainant back and per the complainant his neighbor downstairs and across the hall have bed bugs really bad. Emailed [REDACTED] regarding this complaint. CES

5/4/18 Golf Course vendor left voicemail message saying wrong number. Investigator reached Golf Course Manager, [REDACTED] and left message. [REDACTED] called back and asked investigator to email [REDACTED] to discuss rodent concerns. Investigator emailed [REDACTED]. Investigator emailed [REDACTED] property manager an update from yesterday's inspection and requested a written plan of action for item #3 on the 2nd notice of violation dated 4/23/18. CES

5/4/18 Investigator emailed property manager, [REDACTED], an update from the follow-up inspection since she was not present and requested item #3 on the notice of violation from 4/23/18 to be addressed and a plan of action be emailed. Investigator was given [REDACTED] name to email for help with rodents. He handles rodent cases for the Environmental Quality

(EQ) program. Investigator left voicemail for [REDACTED] asking for assistance. CES

5/11/18 [REDACTED] left voicemail message. Investigator replied via email requesting plan in writing. Investigator received emailed plan from property manager and will plan to attend their Thursday meeting with the exterminator. CES

5/17/18. Due to change in schedule investigator could not join in on their meeting. CES.

5/18/18 During a site investigation, Investigator found missing lids on dumpsters. Evidence of rat burrows and tunneling. Overdue notice sent to owner and property management. CES.

6/1/18 Site visit conducted. Investigation found excessive overflowing trash and dumpsters without lids. Final NOV sent. CES

6/20/18 Investigator and program supervisor, conducted final re-inspection and found missing lids on dumpsters, missing plug holes, loose trash around dumpsters, no exterior structural holes filled in yet. Investigator also noted new burrow holes located by dumpsters located at top of retaining wall at Bldg Q. New gnawed holes witnessed in Bldg Q exterior structure. No property maintenance plan available to show their progress. No evidence of progress to reduce food sources for rodents witnessed during follow-up inspection. Tenant on lower floor offered his fear of how the kids scream when playing outside at dusk when the rats are out. Due to lack of compliance a General Violation summons to court prepared onsite, discussed and hand delivered to property manager. Court date August 8th 1:15pm. CES

6/26/18 Investigator received voicemail from waste management, [REDACTED]. Investigator explained why lids and plugs on dumpsters are needed. Also discussed side doors on dumpsters and scheduled a meeting on 6/29/18 at Advenir Cherry Creek South location. CES

8/20/18 [REDACTED] forwarded new complaint for rats eating car wires 2018-EQ-CMP-0735 to [REDACTED].

8/21/18 [REDACTED] replied to email stating he has been out to investigate and has not seen recent activity. He stated since they have active extermination company, he is not initiating any further action. CES

8/22/18 Investigator received voicemail from [REDACTED], regional manager for the apartment complex (BLDG Apts). CES

8/23/18 Investigator left voicemail with regional manager. CES

8/27/18 Investigation found little improvement regarding food sources and dumpster lids being closed. Investigator witnessed behind Bldg R outside, trash storage at a lower apartment and rat feces on the porch slab. Investigator also witnessed trash bags on the ground next to and on top of dumpsters. All dumpsters had at least one lid open during inspection. Burrow holes were present at the edge of the parking lot where car wires were being eaten. New activity with new fresh dirt witnessed at wall, and by bldg. R and Q. Witnessed the structure red façade holes filled in with concrete. Emailed regional manager pictures and requested more action to exterminate rats. Additional action should include: removing new hiding places and train employees and tenants to keep trash in closed dumpsters. Investigator emailed [REDACTED] with the City for help. Investigator included pictures that show recent activity of the pest problem. Investigator also emailed [REDACTED] on several other properties that have pest problems as well. Investigator included pictures in the email. CES

9/4/18 Investigation found dumpster lids open, trash outside the same porch behind bldg. R and also on the lower left porch in front of building T. Investigator found new burrow holes and new activity at the top of the rock wall at Q (toward parking lot), dumpster area, at the electrical box in front of Q, as well as new burrow holes behind bldg. R and Q. Observed thin wood patch for red façade area behind bldg. Q. Found new burrow holes behind building F, and G had burrow holes on the lower porch in the juniper bushes. Follow-up needed. CES

9/24/18 Investigator emailed property manager and Maintenance supervisor a video on Integrated Pest Management (IPM) for pest control. CES

9/25/18 Investigator joined meeting with Supervisor and [REDACTED] with EQ and [REDACTED] is going to start his education and enforcement process with Pembroke on the Green.

During the meeting the court case update was reviewed. The owners did

not take the recommendation. New court date set for Oct 15th 2018 at 8am in court room 4A.CES

10/11/18 Prosecuting Attorney is looking to approve a three month grace period request from defendant for the court case scheduled on Monday 15th, 2018. After the three months, new violations can begin if needed. CES

10/12/18 [REDACTED] from Environmental Quality Department is now working with property management and they are looking at seven key principles to exterminate rats from the property. Investigator discussed with Supervisor. Due to Environmental Quality handling exterior rodent complaints, this case is being closed. CES

Complaint was re-opened due to lack of compliance. Public Health Investigations will now be the lead agency for this case. Due to the on-going lack of compliance, the Residential Housing Supervisor will write additional orders and a general summons to court (GV) will be issued. The original court date for the first GV was on Dec 18, 2018 and the LLC was given a three month grace period to exterminate the rodents. This time frame has passed and the violations still persist.

3/12/19 Investigation conducted with D. Lee and N.Hogg to evaluate the property. During the investigation, a dead rat, multiple burrow holes, and open dumpsters were witnessed. Photos were taken at time of investigation.

3/18/19 During a follow up site visit for a separate complaint at the property, Supervisor of the Residential Housing program witnessed burrow holes around the building and dumpster as well as an open dumpster near building G. TLO

3/20/19 During investigation, investigator C. Short captured a video of a live rat at dumpster behind bldg I at 2:45pm and also witnessed a rat run from bldg B into the juniper bushes on February 25th while she was on premises due to an interior complaint.

3/20/19 An onsite meeting with Pembroke on the Green property management, Ecolab, DDPHE representatives and the City Attorney's Office to discuss the ongoing violations witnessed at the property. The management company is BLDG management company. [REDACTED] (regional manager), [REDACTED] (Property manager) and [REDACTED] (former Artisan property manager) and [REDACTED] with Maintenance were present from BLDG management, [REDACTED] (sales development manager) from Ecolab, Paul Bedard from EQ, Melissa Drazen Smith (city attorney), Nicol Hogg, Tara Olson, Carmen Short and Danica Lee, via phone, were present from Public Health Investigations.

The following was discussed:

Investigation conducted on 3/12/19 by D. Lee and N. Hogg, found multiple open burrow holes, open dumpster lids and loose trash located around the dumpsters. Additionally, during a site visit by C. Short and T. Olson on 3/18/19 found burrow holes as well as a open dumpster at building G. D. Lee stated she witnessed evidence of holes being gnawed into the building structures. The seven items on the rat reduction plan created by [REDACTED] from EQ were discussed. Dumpsters and burrow holes were reported to not meet the requirements of the rat reduction plan per inspections conducted on 3/12/19 and on 3/18/19. Ecolab was hired 3/13/19 and have placed 240 external rodent stations on the property. Ecolab is baiting the burrow holes as well and doing weekly inspections. [REDACTED] reported that rats have entered the building G. [REDACTED] stated he is planning to use concrete siding in lieu of wood to prevent rats burrowing into the building structure. [REDACTED] stated the rock wall at building Q will be removed in May 2019. They are removing juniper bushes and have a worker pick up trash and close dumpster lids on Saturday morning.

Additional orders will be written to Pembroke Owner LLC to include the following: Conduct thorough daily inspections of all areas of the property, remove all visible dead pests daily and fill all burrow holes daily, maintain dumpster areas clean at all times, with tight-fitting closed lids at all times except when in use and effectively block any dumpster drain holes at all times, repair all entry holes on the outside and inside of the apartment

buildings, provide to the Department all pest control invoices/reports for the property, ensure that building doors have adequate weather stripping to prevent pest access, and maintain daily records indicating the scope of monitoring, control measures taken and observations regarding daily pest activity. In addition to the orders, a general violation summons (GV) to court will be issued for non-compliance.

Property manager is to give to inspector the proper name and address of the owner of the property. CES

3/21/19 Investigation conducted to verify the building number of the pictures taken on 3/12/19. These pictures will be uploaded as evidence when submitting the GV. CES

3/26/19 Orders were issued to the property management company. See order letter dated 3/26/19. TLO

3/26/19 Investigation conducted to verify building number from the photos taken on 3/12/19 to include as additional evidence when submitting the GV. CES

3/29/19- Received pest control invoices, removal of juniper invoices as well as the agreement and an invoice for Ecolab. These items were emailed from [REDACTED]. TLO

4/1/19- Received "weekly rodent inspection log" from the property manager.

4/1/19 Investigation conducted on 4/1/2019. Investigator observed lack of compliance with orders issued on 3/26/19.

4/2/19- Managers (N. Hogg, P. Bedard), Director (D. Lee), City Attorney (M. Drazen-Smith) Supervisor (T. Olson) and Investigator (C. Short) met to discuss and review documents provided by Pembroke management. The documents submitted did not comply with the order letter dated 3/26/19. An administrative citation will be issued for failure to comply. TLO

4/2/19 GV uploaded. CES

4/3/19 Due to observations on 4/1/2019 an Administrative Citation (2019-RH-AC-0001) was issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

4/3/19 An inspection was conducted by T. Olson, C. Short and P. Bedard, at the property at approximately 2:00pm to monitor compliance. During that visit, T. Olson spoke to both the property manager and regional director about lack of compliance at the property.

4/5/19 EQ representative conducted an inspection at walking trail along the Pembroke property line to assess neighboring properties. Inspection conducted with Parks and Rec. CES

4/8/19 Investigation was conducted to assess compliance with the NOV issued on 3/26/2019. During investigation, violations not in compliance with the NOV were observed.

4/11/19 An Investigation was conducted by C. Short and Paul Bedard with Environmental Quality. Based on observations, a NOV was issued due to lack of compliance with Chapter 40-50, 40-52, and 48-43 of the Denver Revised Municipal Code.

4/12/19 Based on observations from the inspections conducted on 4/8 and 4/11 an administrative citation (2019-RH-AC-0002) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206 A

4/17/19 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-0003) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

4/24/19 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-0004) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

4/24/19 Inspection found violations not in compliance with the NOV issued on 4/11/2019 and an Administrative Citation (2019-RH-AC-0005) was issued for \$999.00. Administrative citation issued to Pembroke Owner,

LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/1/2019 Inspection found violations not in compliance with the NOV issued on 4/11/2019 and an Administrative Citation (2019-RH-AC-0006) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/3/2019 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-0007) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/4/2019 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-0008) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/7/2019 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-0009) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/7/19 Investigator received pest control notes from Ecolab. CES

5/8/19 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-00010) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/8/19 Inspection found violations not in compliance with the NOV issued on 4/11/2019 and an Administrative Citation (2019-RH-AC-00011) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave.,

5/10/19 Inspection found violations not in compliance with the NOV issued on 3/26/2019 and an Administrative Citation (2019-RH-AC-00012) was issued for \$999.00. Administrative citation issued to Pembroke Owner, LLC 3003 E. 3rd Ave., Ste. 201 Denver, CO 80206

5/17/19 Investigator conducted an inspection. Violations of were not in compliance at that time however some improvements, such as less trash debris and building repairs were observed.

5/22/19 Investigator conducted an inspection. Several improvements observed at time of inspection. Buildings were repaired, less trash was observed, and investigator did not witness any rodent droppings at that time throughout the property.

5/30/19 Investigator conducted an inspection. More improvements were observed. Screen windows on most buildings were repaired to prevent rodent entry.

6/5/19 Investigator conducted an inspection and found property management correcting the last remaining outstanding items such as the repairing/replacing the remaining screen windows. CES

6/12/19 Investigation found significant improvements to the property such as no rats witnessed, no trash witnessed, and dumpster lids properly closed, and all building repair violations and rodent entry points have been corrected per the NOV issued on 3/26/2019. This property will continue to work directly with Ecolab and follow their Integrated Pest Management plan. This complaint will be closed as founded. EQ will continue to investigate and enforce their NOV issued on 4/11/2019. CES

Approved By:

Complaint Status: Founded

Finalization Date: 11/14/2018 3:14:00 PM

Complaint Handling

Site Visit ■

Letter ■

Office Visit ■

Telephone ■

Received Via:

Received Via Comments:

RHH Details

Complet 149

Complet Master

Recording / Release

Disposition: cmp

Recall Date:

Notice Type:

Delivery Type:

Use Change:

Demolition:

Bath Share

Violations:

Violation 1:

Violation 2:

Violation 3:

Violation 4:

Violation 5:

Violation 6:

Count:

Corrected:

GV Number

Court Date

Appeal Type:

Appeal Number:

Recording Date:

Recording Reception #:

Release Date:

Release Reception #:

Violation Comments:

Error: Subreport could not be shown.