



DEH ID: 2019-RH-CMP-0308

**Facility Information**

RESIDENCE  
 1955 ARAPAHOE ST APT 708

**Complainant Information**

[REDACTED]  
 [REDACTED]  
 [REDACTED]

**Complaint Information**

**Complaint Type:** Residential Health  
**CRM Case #:** 3538198

**Received Date:** 4/2/2019 7:21:00 AM  
**Received By:** Linda Hollins

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

**Complaint Notes**

**Complaint Date:**  
**Assigned To:** Reid Matsuda  
**Assigned Date:** 4/2/2019 7:22:00 AM

**Nature of Complaint:**

Description: Customer stated it is black mold in residence and management property is not doing anything about it.  
 Has Mgmt/Landlord been notified? yes (Collect information and route)  
 Can the Health Depart. contact the property owner/landlord or management? yes  
 Mgmt/Landlord Contact #: PK Management/Travis/3032961780  
 Is tenant currently in an eviction process? No  
 Building, unit number: #708  
 Is caller the owner or tenant: Tenant  
 When did you first notice the issue: 11/1/2018

**Investigation Notes**

**Investigation Date:** 4/9/2019 1:20:00 PM  
**Contact Complnt:** False  
**Contact Date:**

**Investigation Comments:**

4/2/19 at 9:15AM Investigator left message for the complainant to call back. RKM  
 4/9/19 at 1:20PM Investigator attempted a site visit and the complainant no called no showed. RKM  
 4/16/19 at 10:30 Investigator conducted a site visit and walk through of the dwelling unit. The complaint is founded as the interior common hallway had evidence of water intrusion and a hole in the interior wall. The shower stall had cracked tile and holes in the ceiling. Water was seeping onto the floors and walls from the shower stall. Details of the moisture content are in the notice of violation. Investigator to send notice of violation to the property manager via email. RKM  
 4/19/19 Notice of violation sent to property manager [REDACTED] via email. Investigator to follow up within 21 days. RKM  
 5/10/19 Investigator received email notice form the property manager [REDACTED] stated that repairs were on going and should be completed within the next 3 weeks. RKM  
 6/5/19 Investigator received a call from the complainant stating that no action had been taken as of yet. Investigator sent over due notice via email to assistant property manager. Investigator to follow up in 10 days. RKM  
 6/17/19 Investigator called the complainant via phone and the complainant stated again that no action has been taken. Investigator sent final notice to the assistant property manage [REDACTED] via email. Investigator spoke with [REDACTED] whom stated that she will check on what action has been taken. Investigator to check back in 5 business days. RKM  
 6/24/19 Site visit and office visit. The contractors have been working on the violations and drying out the interior walls. The only remaining issue is to reset the vinyl baseboards. Assistant Property manager [REDACTED] stated that

another 10 days will be need to complete the project due to scope of the violation. Investigator to check back on 7/2/19. RKM

7/2/19 Investigator conducted a site visit and an office visit. Interior hallway wall had been cut. The baseboard was tested with a moisture meter and the readings ranged from 70-100% saturation. The interior of the unit no repairs had been made and or any efforts to abate the violation. Investigator conducted an office visit with Travis the property manager stated that the work was ok'd and is to start on 7/3/19. Investigator hand delivered orders to [REDACTED] at 11AM. Investigator to follow up within 5 days. RKM

7/8/19 at 12:26PM. Investigator received phone call from the complainant whom stated that they stopped work because the contractor was just trying to cover up the issue with drywall when visible puddles of water were identified in the exposed cavity. Investigator conducted a site visit and walk through of the dwelling unit. At the time of inspection it was identified that a large portion of the interior hallway drywall had been removed and was covered with plastic barrier. There was a mold like substance on the exposed insulation. Investigator conducted another office visit. [REDACTED] asked [REDACTED] the maintenance tech what the issue was. The maintenance tech stated that there is a hole in the roof and that is what is the underlying reasons why the violation was present. Investigator advised [REDACTED] verbally that a action plan or work plan will need to be submitted to the office for review by close of business on 7/12/19 to avoid further enforcement action. RKM

7/15/19 Investigator did not receive any form of communication from the [REDACTED] at PK management. Case will now be reviewed for Administrative Citation. RKM

7/15/19 Due to the lack of compliance an Administrative Citation (2019-RH-AC-0014) was issued for failure to comply with orders issued on 4/19/19, 6/6/19 and 6/17/19. TLO

7/25/19 at 1:48 pm Investigator conducted a site visit and walk through of the dwelling unit. The interior common hallway had been resealed. Moisture readings were taken on the baseboard which appeared to be soft. The moisture reading was 27.7%. The investigation moved to the interior of the dwelling unit. An access panel board was used to cover up the majority of the dwelling unit hallway. One portion of the baseboard had still not been sealed. Moisture readings were taken off of the exposed portion and the readings were 88.7%. The bathroom shower stall had been sealed and appeared to be completely redone. Moisture readings were taken from the replaced drywall and the readings were 100% saturation. Investigator conducted an office visit. The maintenance tech and the office manager stated that the roof had not been repaired and the source of the saturation was still unknown. This violation has not been satisfied. RKM

7/26/19 Based on the inspection conducted on 7/25/19 a second Administrative Citation (2019-RH-AC-0019) was issued for failure to comply with orders issued on 4/19/19, 6/6/19 and 6/17/19. TLO

8/20/19 at 1:40PM Investigator called the complainant and stated that nothing has been done to abate the violation. Investigator conducted a site visit and walk through at 2:45PM. Carpet appeared to have staining showing water pooling near the door of the dwelling unit. The baseboard in the common hallway was pulling away from the wall. The baseboard was tested with a moisture meter. The moisture meter readings stated at 41% near the electrical closet and turned to 100% at about the half way point. Then 100 % saturation was observed from the half way point to the door of the dwelling unit. Investigator checked the interior hallway of the dwelling unit. Paint bubbles were forming and moisture reading on the still exposed baseboard directly adjacent to the front door had a moisture reading of 80%. Office staff was busy preparing for a CHAFA inspection scheduled for 8/21/19. This violation has not been satisfied. RKM

8/21/19 Based on the inspection conducted on 8/20/19 a third Administrative Citation (2019-RH-AC-0021) was issued for failure to comply with orders issued on 4/19/19, 6/6/19 and 6/17/19. TLO

8/28/19 at 3:07 PM Investigator conducted a site visit and walk through of the dwelling unit. The baseboard for the common hallway was tested with a moisture meter and the readings ranged form 100-20% saturation

highest near the unit door and lowest at the mid point between the unit and the electrical closet. The hallway for the interior of the dwelling unit was tested with a moisture meter and the readings ranged from 100-80% saturation. Water was observed coming up from the wood foyer. Paint bubbles were observed on the interior wall. Interior wall of the bathroom tested with a moisture meter was 100-80% saturated and mold like substances were observed along the bottom of the bathroom wall. The investigator was unable to speak with management due to the posted sign stating "the office is closed and is not available to speak with you". RKM

9/4/19 Investigator called the property manager [REDACTED] via phone at 2:11PM [REDACTED] stated that the roof was repaired and the property was waiting for a part to help keep the shower water in the shower. The property management is also buying an extended shower curtain to help contain the water in the ADA shower. Investigator will check with the complainant early next week to check the status of the repairs. RKM

9/9/19 Investigator conducted a site visit and walk through of the dwelling unit. The carpet had just been cleaned in the interior common hallways. The baseboard had signs of moisture, paint bubbling, and the baseboard was bowed out from the wall. The baseboard and wall were tested with a moisture meter and the readings ranged from 50%- 100% saturation. The investigation moved into the dwelling unit. A makeshift vinyl strip had been added to the threshold of the shower to prevent water from escaping. The property management provided a new shower curtain to help protect against water escaping the shower. The wall directly adjacent to the shower was tested with a moisture meter and the readings ranged from 70%- 100% saturation. The investigator moved into the hallway of the dwelling unit and identified mold like substances in the corners and seams between the drywall and the floor. A moisture meter reading was taken on the corner directly adjacent to the door and the readings ranged from 88%- 100% saturation. When walking on the foyer of the dwelling unit water could be seen seeping out between the flooring members. The investigator conducted an office visit and advised the property manager [REDACTED] the non compliance. The property manager and the maintenance technician both accompanied the investigator to the dwelling. The maintenance technician removed the baseboard from the interior common hallway and exposed large mold like substances on the baseboard and the wall of the interior hallway. The property manager advised the maintenance technician to bring a forced air fan to dry out the surfaces. Investigator advised the maintenance technician to not set the forced air fan on the mold like substances since it may spread mold spores. Due to the lack of compliance a GV was issued to the property manager for failure to comply with an order. Investigator advised the property manager that another compliance check will be conducted next week. RKM

9/10/19 Investigator received phone call from the complainant stating that now the flooring in the bathroom was beginning to pull up and a strong smell of mold was observed. Investigator conducted a site visit at 2:36 PM. The complainant had accidentally pulled up a tile from the bathroom floor with the suction cup of the ADA shower seat. The occupant pulled the exposed tile up and a strong mold like smell emanated from the exposed tile. Investigator to draft specific orders for compliance to ensure the safe and sanitary aspects within the dwelling unit are maintained. RKM

9/16/19 Based on the inspection conducted on 9/9/19 a fourth Administrative Citation (2019-RH-AC-0021) was issued for failure to comply with orders issued on 4/19/19, 6/6/19 and 6/17/19. TLO

9/17/19 Investigator and supervisor conducted an office visit. The GV summons originally issued to [REDACTED] was reissued to PK management . Property manager stated that "The One" contractors will be addressing the issue. It is scheduled for 9/20/19. To address drywall, crash plate. When asked about the scope of the repair the property manager was unaware expanding issues. Investigator advised the property manager that a written response will need to be advising of a expected completion date by close of business. City Supervisor advised the property manager that as long as the unit is occupied and the violation remains unabated citations will continue and even increase to daily. RKM

9/23/19 Investigator called the property office via phone and [REDACTED] was not in the office. Investigator left a message and asked to be called back as soon as possible. Investigator called the complainant via phone and the complainant stated that she was unable to attend the Friday inspection so the inspection was pushed to Monday. The inspector from the "One" was

argumentative and said there was no problem. Investigator to wait to hear back from the property manager [REDACTED]. RKM

9/27/19 Investigator did not hear back from the property manager via phone, email, or cell phone communication. RKM

9/30/19 Investigator called the complainant via phone at 1:20pm. The complainant stated that a new contractor came out today and is scheduled to start work tomorrow 10/1/19. Complainant thought it would be best to check back 10/2/19 to check status of the repairs. Investigator to check with management to see if additional enforcement action will be issued. RKM

10/2/19 at 10:48AM. Investigator conducted a site visit and walk through of the dwelling unit. The investigator spoke with [REDACTED] the property manager. The property manager stated that a new contractor GC Select was contracted to do the repair. It is his belief that the work is to be completed within the next 7 days. [REDACTED] stated that the occupants do have access to another bathroom during the repairs. Investigator walked through the dwelling unit. A single repair man was breaking up the tile and grout in the shower stall. The interior walls were being flood cut. The metal beams had rust about 2-3 ft up from the floor. The contractor did say the bathroom floor tiles would need to be pulled up. In both cases the shower stall and the bathroom floor had 2 layers flooring that would need to be removed. The vinyl layer underneath the shower stall was significantly soiled and saturated. Investigator to conduct another site visit at 10/9/19. RKM

10/15/19 Investigator called the complainant via phone and set appointment for 9:15AM. RKM

10/16/19 at 9:15AM Investigator conducted a site visit and walk through of the dwelling unit. The entire shower assembly had been replaced again. The bathroom flooring had been replaced with tile. The baseboards had been removed and were to be replaced after being painted for the bathroom, the interior hallway, and the common hallway. Investigator spoke with the maintenance tech [REDACTED] who stated the paint and trim should be completed by end of day today. The flooring for the interior hallway and the foyer were to be replaced with plank boards throughout. The property was just waiting for the vendor. Investigator to follow up in 2 weeks to check to see if the last pending violation had been completed. RKM

10/31/19 Investigator conducted a site visit and spoke with the complainant at 8:15 Am. The complainant stated that no further action was taken. Still waiting for the vendor to address the interior landing and the carpeting that was saturated. Investigator sent last notice to the new property manager and all PK management via email. Investigator to follow up in 5 days to check for compliance. RKM

11/6/19 Investigator called the complainant via phone at 315PM. The complainant stated that work was to be completed last week but, no action took place. Per the complainant no further action to abate the saturated interior foyer, and the saturated carpeting in the interior hallway of the dwelling unit. Investigator to check with management to see if additional enforcement action will be issued to the property management. RKM

11/13/19 at 8:38AM Investigator called the complainant via phone. The complainant stated that flooring guys showed up on 11/12/19 without enough material to complete the job. Re-inspection to take measurements to be completed 11/14/19. RKM

11/14/19 at 9:15Am Investigator conducted a site visit and walk through of the dwelling unit. The remaining flooring had still not been replaced. This includes the carpet in the interior hallway and the front foyer. Moisture readings were taken with a moisture meter and the readings ranged from 20-51% saturation. Investigator to follow up weekly. RKM

11/21/19 at 11Am Investigator called the complainant. The complainant stated that no work has been completed. Investigator scheduled a site visit for 9:30AM 11/22/19. RKM

11/22/19 at 9:30AM Investigator conducted a site visit and walk through of the dwelling unit. The foyer plank was tested with a moisture meter and readings were 46.2% saturation. The forced air fan was still in the hallway

closet. The foyer planks were not replaced and the saturated carpet was not replaced. Investigator to present to management to see if additional enforcement action will be issued to the property management. RKM

12/4/19 Investigator sent PK management [REDACTED] and Denver regional PK manager a copy of the outstanding orders. Investigator then received a phone call from [REDACTED] stating that the repairs had in fact taken place. Investigator advised [REDACTED] that repairs had not been completed and scheduled a walk through inspection to show the outstanding violations. At the time of inspection an entire team of maintenance technicians was on site and confirmed that the foyer and the interior hallway were not addressed. [REDACTED] confirmed that immediate action would be taken to abate the outstanding violation by end of the following business day. Maintenance team also removed the forced air fan that the previous maintenance team had left in the dwelling unit for several months. RKM

12/3/19 at 12:15PM Investigator conducted a site visit and walk through of the dwelling unit. The foyer had been replaced as well as the interior hallway. This matter has been resolved. RKM

**Approved By:** Tara Olson

**Complaint Status:** Founded

**Finalization Date:** 12/9/2019 7:32:00 AM

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## Complaint Handling

**Site Visit** ■

**Letter** ■

**Office Visit** ■

**Telephone** ■

**Received Via:**

**Received Via Comments:**

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## 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:**

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