



**DEH ID: 2020-RH-CMP-0424**

**Facility Information**

APT H106  
 10700 E DARTMOUTH AVE APT  
 H106

**Complainant Information**

[REDACTED]  
 [REDACTED]  
 [REDACTED]

**Complaint Information**

**Complaint Type:** Residential Health  
**CRM Case #:** 4492401

**Received Date:** 8/4/2020 11:46:00 AM  
**Received By:** Paula Lopez

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

**Complaint Notes**

**Complaint Date:**  
**Assigned To:** Keith Smith  
**Assigned Date:** 8/4/2020 11:46:00 AM

**Nature of Complaint:**

Leaking water into apartment from light fixture and roaches have been seen.  
 baby has respiratory issues

**Investigation Notes**

**Investigation Date:** 8/4/2020 1:20:00 PM  
**Contact Complint:** False  
**Contact Date:**

**Investigation Comments:**

08/04/20 Called the complainant at 11:58 AM and left a voicemail message. KLS

08/04/20 No return call received from the complainant. Went to the unit at 1:20 PM and there was no answer at the door. Called the complainant at 1:33 PM and there was no answer so left another voicemail message. Left a business card in her door. Went to the office to check maintenance records but there was a long line of folks outside of the door waiting to enter so decided to wait for a return call from complainant. KLS

08/05/20 No return call received from the complainant so called at 11:40 AM and left a voicemail message. KLS

08/07/20. Investigator called the tenant and the mother of the tenant. The tenant stated that pest control was at her unit to treat. The tenant stated she did not have any photos of the roaches in her unit. The investigator set up an inspection time on 08/10/20 at 12:30 PM. DMC.

08/10/20. The investigator went onsite but could not get access to the unit. The tenant did not answer the investigator's phone call. The investigator called the mother who was able to get a hold of the daughter who stated she is no longer able to take any more time off work. Another inspection was scheduled for 2 PM on 08/12/20. The investigator went to the leasing office and verified the unit was treated on 07-20-20. Pest control tried to enter the unit on 08/06 but the per notes unit was too dirty and not prepped. Investigator will follow up. DMC.

08/12/20 Received an email at 1:52 PM with photos of the pest control records for unit H103. The complaint says H106 but the complainant actually lives in H103. KLS

08/12/20 Investigators arrived at the unit at 1:55 PM and met with the complainant. The complainant is in unit H103. There was a live cockroach found in a glue trap in the kitchen. There are a few small gaps around the

pipes under the kitchen sink. The complainant is moving to unit T204 and requested that investigators go to her new unit for a quick look around. Investigators agreed and the complainant went to the office to get a key. Met the complainant at unit T204 and performed a walk through inspection in the empty unit. No signs of cockroaches were found. There were small gaps around the piping under the kitchen and bathrooms sinks. The drawer to the right of the kitchen sink was broken. KLS & DMC.

08/12/20 Received an email at 2:03 PM with photos of the live cockroaches found in a glue trap in the kitchen. KLS

08/13/20 Letters sent to the manager at 7:41 AM via email for units H103 & T204. KLS

08/13/20 Received an email at 7:42 AM stating; "Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server: [REDACTED] Subject: 10700 E Dartmouth Ave H103 & T204" KLS

08/13/20 Received an email at 11:56 AM stating; "Will do. Thank You [REDACTED] Community Director" KLS

09/01/20 Went to the office at 12:20 PM and spoke to the manager about the repairs in the unit. She said everything was completed and there were new residents living in the unit. Investigator reminded her that the unit was supposed to remain vacant until the cockroaches were eliminated and an inspection was performed. The manager apologized and went through the database to find maintenance and pest control records. The pest control company, Alchemy Solutions, Inc., treated the unit on 7/20/20 and found 5 live cockroaches; on 7/31/20 they treated the unit and found 1 live cockroach; and on 8/7/20 they treated the unit and found only dead cockroaches. The maintenance records show routine maintenance tasks were completed to inspect and clean the unit, clean the carpets, make any needed repairs, and paint the unit. Documents scanned and added to the file. Walked over to the unit and met with the new tenant. She said they haven't seen any cockroaches in the unit. The repairs in H103 have been completed. Walked over to T204 and couldn't get access to the building. Called the complainant and she verified the repairs were completed. Closing the complaint. KLS

**Approved By:** Tara Olson

**Complaint Status:** Founded

**Finalization Date:** 9/8/2020 9:52:00 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*

*Dispostition:* CMP

*Recall Date:*

*Notice Type:*

*Delivery Type:*

*Use Change:*

*Demolition:*

*Bath Share*

***Violations:***

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*Violation 1:*

*Violation 2:*

*Violation 3:*

*Violation 4:*

*Violation 5:*

*Violation 6:*

*Count:*

*Corrected:*

***Violation Comments:***

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*GV Number*

*Court Date*

*Appeal Type:*

*Appeal Number:*

*Recording Date:*

*Recording Reception #:*

*Release Date:*

*Release Reception #:*