



LANDMARK

Resident Concern Form

Willow Creek Apartments, Kansas City MO, 64114

Name: Susana Bruhn

Date: **7/22/23**

Address: 10017 Walnut Dr. #102

Subject: **RENT INCREASE too high and unjustified**

I do like living in Willow Creek, but I think there could be better practices to increase the living and driving experiences, security, and to improve residents treatment.

This is the highest rent increase in 32+ years and it is unjustified. Thus, I am proposing only a \$10 vs. a \$75 increase, due to the issues encountered below.

1) The reason an office member has given for the increase, is due to inflation, but inflation has gone down. "US Inflation Rate is at 2.97% (June 30, 2023), compared to 4.05% last month and 9.06% last year. This is lower than the long-term average of 3.28%" .

https://ycharts.com/indicators/us_inflation_rate#:~:text=US%20Inflation%20Rate%20is%20at,Long%20term%20average%20of%203.28%25

These high rent increases have been in effect all this year. For residents with already renewed contracts, are you decreasing their rent next year as inflation continues to decrease?

2) Each of us in 10017 had our water/sewage bill go up by \$30 in July. Please investigate why. Did 103 (who were great neighbors) not pay a final bill when moving out? Was 204 moving back-in not added to the bill? Is there a leakage or billing error?

3) I have requested a different carport which has yet to be granted. The reason is that mine is 7 feet from the stoop of 10013, and is used by their residents and guests. I have had pesticide contractors use it. Also, a maintenance worker when he would visit another WC employee living in that building. Please move me to the open spot of 189 which is closer to my building. The office has said they don't allow carport movement, but I have provided evidence that it has been granted in the past. Thanks.

4) There have been several items under contract and advertised that aren't provided.

a) For at least 2 years WC hasn't been a 'premier gated community' as it has been advertised, for the gates haven't been open for the majority of that time. From Dec. 2021 to Nov. 2022 the gates were open for mgmt. discontinued the person-manned gate system before deciding upon and contracting a totally electronic system. Due to a rush implementation and poor instructions many cars sporadically backed up onto Wornall Street. At times 12+ cars were waiting to get into their residential complex. We saw these lines again during major holidays when visitors would come. Then for 3 months in early 2023, the gates remain open while waiting for a part replacement. Then we saw the lines again, for mgmt. had discontinued the security app subscription, and all residents had to apply again. Crimes increased significantly during these periods, including 2 murders within 2 months of each other, as well from Sept-Nov 2022, a drug dealer operated daily in front of 10017. There are times when the gates are to be working, yet the exit gate closest to me does not. This has happened many times including the past two weekends, leaving the gates inoperable for the entire weekend. Thus, forcing 500+ residents to drive .5 more miles, over 5 speed bumps, up-hill then down-hill then uphill again, to the next closest gate. The gate closest to me is the one closest to the 4-story building that was condemned in 2020 due to 2 fires. **Please open the 99th St. gate during rush hours and holidays, as you open the Warnoll gate. By doing so you reduce wear and tear on the cars by reducing some of us traveling 1 mile more 1-3 times a day, plus going over 4 more speed bumps - saving on breaks, shocks, and tires. Also, the main entry is off a steep**

hill and as you wait in the turn-lane, my car has been shaken by other cars during rush-hour going fast down the steep hill or just getting off the interstate. It is scary.

b) **The promoted party room has been closed for over a year.** The bathrooms open this June for pool and fitness center users (the bathrooms were not available to pool users last summer). Residents haven't been invited to use it on an individual bases or can book it for group use.

c) **After more than a year, while still being advertised though closed, the fitness rooms opened this month, but are still unusable for they aren't air conditioned and temperatures have exceeded 100 degrees and are usually above 90 outside.** Even though it defies the WC maintenance 'emergency' policy of outside temps 80 degrees and higher, calls for emergency conditions when air conditioners must be immediately repaired.

d) **There was no heat for 6 weeks** for 500+ residents this past Fall and at times it got below 40 degrees. Again, it defies the WC maintenance 'emergency' policy, that heat must be provided immediately when 50 degrees or lower.

e) Earlier this week an email blast was sent to residents **threatening to close the 2 pools for the rest of the year**, if one more piece of glass was broken within the pool areas. So, one person could cause the closure of pools contracted to 900+ units. I was told this was a great safety concern, thus it is better to take that tone with residents then to threaten them. Such abrupt communication is not uncommon for certain staff members to take, thus many residents are frustrated by the harsh treatment of some staff members.

f) **Poor ventilation of building 10017.** This was due to the clothes dryer not being hooked-up to an outside exhaust system, causing constant coughing when using basement storage units and the laundry room. Reported first on 9/8/22, but the issue was not addressed till November.

g) **8 carports w/o security lighting** for 5 weeks. There can be a loophole with maintenance in common areas. Most apartment maintenance requests are fixed within 24 hours (which is great), **but with common areas, they can be ignored for weeks.**

4) A known criminal is living in unit 204. He often violates policies and the law, as well as his visitors at times.

a) **He sold illegal drugs in front of 10017** for two months in the Fall of 2022. After several residents complained, the office addressed the issue.

b) Shortly after moving in several storage units were broken into over several weeks. This stopped upon mgmt. addressing the selling of drugs on the property.

c) He has had 1-3 unregistered adults living with him, causing an increase in the building water and sewage, since that is paid per registered building resident. One of these adults is his live-in girlfriend and her daughter, who he moved in with. They have lived here all but 4 weeks of the last 10 months. Another was a relative who had lived with him for 6+ weeks that had a probation ankle bracelet.

d) **Another relative has visited him from time-to-time who in May robbed an Uber driver in our parking lot.** The Uber driver came back the next day to confront those in the apt. They admitted to her and me (she rang my doorbell to get into the building and I escorted her to 204), it was a relative that robbed her. She then went into the apartment to see about retrieving medical records and other personal items that were taken. Twenty minutes later 8 police officers descended on the building. They temporarily blocked the entrance to the building and the parking lot. The lot entrance is the only one for 5 buildings.

e) **They were evicted upon this ,but 2 weeks later mgmt. let them move back in.**

f) **They have had an unregistered car parked in the lot for over a month.** The same one that was parked there before the eviction for 3 months, the last month it had 4 flat tires - gray Jeep, plates CYO S7W.

g) **Once again, he has jammed the building security door lock,** so it is difficult to close shut. The longest time it has worked w/o issue since he moved in, is for the two

weeks he had been evicted. It was jammed again, shortly after he moved back-in. To remind you, this is the resident that would also leave the back emergency fire door open daily when he first moved in, so he and his relatives had access to the building without having keys.

h) She occasionally does pot in the car then **drives under the influence.**

i) It would be ideal if mgmt. and security **work with the police to stop his criminal activity.** He leaves for his drug runs between 1-2p M-F driving a red Kia Forte, plates VJ6 J3E.

j) It would also be ideal that **his lease not be renewed, due to criminal activity of him and his visitors.**

5) **There is a high-turnover in WC.** Of the 8 units in my building, 4 of the units have tenants that have lived here less than a year. Two of the units have tenants that have lived here less than 2 years. **Reducing high turnover is a win-win for mgmt. and residents.** Some suggestions from:

<https://butterflymx.com/blog/tenant-turnover/#:-:text=1.-,Foster%20community%20with%20residents,and%20ask%20for%20their%20feedback.>

- **Foster community with residents** - I agree, do events every week. A series of kids' events altered by a series for adults. Feature 2-5 pets of the month. Look to many of the surrounding apartment complexes for ideas as well as online.
- Stay up to date with multifamily market trends
- Keep up with **(common area)** maintenance
- Invest in proptech - **Do video cameras in the parking lot. The person who hit my parked car could have been ID, as well as the thief that stolen my bike.** Do a community board for dog/babysitting, buying and selling things, house cleaning wanted, area events, etc....
- Be strategic when raising rent **(which you are not being this year)**
- **Screen prospects** - **My background check was no completed. I can only assume so of the drug dealer, who moved in after me.** In the previous townhouse I lived in, it had a drug dealer, he also had a business of advising other dealers how to get MO Workmen's Comp, apparently it is easy to do so in MO. **Make sure to follow-up on residents' work and criminal background checks.** Since living here, I have notices 4 residents with probation ankle bracelets.
- Update outdated policies - Address obnoxious orders as you do noise. Illuminate someone's pot smelling up atriums and hallways for everyone in the building or on that floor (require they have air-purifiers, do non-smoking (edible) pot instead,...). I have had it enter my vitalization system. Suggest new pool rules on no intoxication and no use of alcohol or drugs. Plus, the playing of music gets out-of-hand, so post no music on sparkers w/o headphones. Have children under 10 use floating devices. Earlier this month I saw a 7-yr-old save a 4-yr-old as the father was trying to amuse the 2-y-old he was holding.
- Offer incentives to long-term residents
- Conduct exit interviews - even sporadic ones would be insightful.

The above is meant to create win-win situations. Plus, will help prevent a federal government investigation. Apparently, WC has a loan out and they are hearing rent increases have been too high, and are asking tenants for other areas of concern.

For Office Use Only

Signature: _____

Call Back Date: _____