

From: Siciliano, Rhonda M <Rhonda.M.Siciliano@hud.gov>
Sent: Thursday, December 15, 2022 7:32 AM
To: Dennis Farias <Dennis.Farias@newbedford-ma.gov>

Subject: [EXTERNAL] Melville Towers information

Good Morning,

Below you will find the responses in red that we have received from the property manager at Melville Towers, additionally they report that the building's elevator which was reported not working at the November meeting is operational and they said that this was confirmed by the City's Building Inspector who had been on site on the same day as the November City Council meeting. We would encourage residents to bring their concerns to property management first to give them an opportunity to correct/address any issues raised and if they do not get a resolution after raising their concerns to property management, they can reach out to our HUD Office to seek assistance.

There are a couple of items below that we are still waiting for some additional clarification from property management regarding and I will follow up with you if any of the responses below should change or need additional clarification after we receive a response.

Please feel free to reach out if you have any additional questions or concerns. We appreciate you bringing these items to our attention and look forward to continuing to work with you.

Best,
Rhonda

-Not being able to use the kitchen: Besides the Covid "restricted" time period, the dining room/kitchen area have been available for resident use by appointment. The "Kitchen" had never been open to the public for safety reasons.

-The lobby bathroom being locked and not available for use by residents: Once Covid restrictions of public areas had been lifted, so had the availability of the public restroom(s).

-Tenant-Management meetings have been discontinued: These meetings had reduced to low attendance and faded away. (Residents can request that these meetings be started again to provide an avenue to resolve concerns)

- "Pull Cords" in apartments are not connected directly to 911: The original installation of the emergency pull cords could not/did not require direct connect to emergency personnel.

-No handicap-accessible ramp at the building's rear entrance: All doors to the building are wheelchair accessible and in conjunction with elevator access.

-Residents are charged for things they should not be, for example: \$25 for wearing pajamas in the hallways and \$50 for being "locked out": Varied services and lease violations incur charges. (We have asked for additional clarification from property management on this item)

-The Pool Table in the Community Room is ripped up and unusable: Unsupervised visitors had damaged the pool table. This has since been repaired.

-Threats of violence from other tenants, which the Office disregards: Behavior of this nature is recorded to file, referred to our legal team and referred to the Police Dept.

-Drugs being rampant in the building including Crack Cocaine: All illegal activity is reported to the Police Dept/DEA for review and our legal team as needed.

-The smell of burning plastic – as a result of the Crack Cocaine use: All illegal activity is reported to the Police Dept/DEA for review and our legal team as needed.

-Cigarette smoking inside the building: **Melville Towers is a smoke free building. Confirmed violators are referred to our legal team.**

-The Library is constantly locked and unavailable for residents to use: **Besides the Covid “restricted” time period, the library has been available for resident use by appointment. Prior to Covid restrictions, this area was no longer open 24/7 due to inappropriate computer activity.**

-Residents are charged \$75 to throw away box springs/mattresses: **The property incurs additional charges for the disposal of box spring, mattress, tv, computer and air conditioners which is, in turn, charged to the resident.**

-There are cracks in the cement, which damages residents’ wheelchairs and “rollators”: **Concrete repairs were conducted in Summer 2022.**

-Rules are “ridiculous”, for example: There is a limit of 14 nights per year that residents are allowed to have overnight guests: **This is a HUD/Mass Housing guideline enforced by management.**

-Garbage overflows from the dumpsters regularly: **Dumpsters are adequate size/pick up; improper disposal of items in the trash chute are occasionally an issue.**

-Residents are charged a fee when they lose the keys to their apartments: **Varied services incur a fee.**

From: Dennis Farias <Dennis.Farias@newbedford-ma.gov>

Sent: Wednesday, December 07, 2022 12:21 PM

To: Siciliano, Rhonda M <Rhonda.M.Siciliano@hud.gov>

Subject: <External Message> RE: [EXTERNAL] HUD Contact

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Hello Rhonda,

Thank you so much for your call and assistance.

Attached are copies of the Meeting Minutes for the two respective Committee Meetings at which this issue was discussed.

Please feel free to reach out with any questions or if you should need further information.

Thank you again; and I hope you have a very Happy Holiday season!

Dennis

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