

CC: Adm.

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From: Christopher2@aol.com
Sent: Sunday, February 10, 2013 5:53 PM
To: Christopher2@aol.com
Subject: COMPLAINT

MT. OLIVE MANOR TENANTS ASSOCIATION
Chris Wood, President

(Signed by 45 residents - names withheld for fear of reprisal except from original complaint).

COMPLAINT OF MISMANAGEMENT & MISTREATMENT OF SENIOR CITIZENS

at Mount Olive Manor ("Bldg. I") and Mount Olive Manor II ("Bldg. II")
Ownership – Abiding Peace Senior Housing Corp., a controlled entity of
Lutheran Social Ministries of New Jersey, Inc. (LSM).

January 10, 2013

Residents have experienced unfair treatment by management for years that senior citizens should not have to tolerate. Most, if not all, people who reside here are thankful for this facility. However, it is seriously mismanaged causing residents unsafe and unsecure problems along with their having to endure appalling and unjust conduct toward them by management. Management refers to LSM employees in Burlington, NJ as well as on site management

If it is decided to do an inspection and the management is going to be notified of it, as many things as possible will be taken care of before the inspection as has been done for past inspections. Authorities will see the true situation if no notice is given.

Many residents feel that the Property Manager is not capable of managing this facility for many reasons and experiences they have had.

Management's handling of the evacuation of building I, due to damage from Super storm Sandy, exceeded the high levels of incompetence along with condescending, pompous and arrogant treatment of residents that has taken place for years and continues. Management often expresses an I don't care attitude.

Management acted panicked when evacuating building I, upsetting senior residents; one was taken out by ambulance in shock. Many experienced severe upset as a result of the way management handled the situation.

Management clearly had no plan, experience or ability with handling an evacuation.

Residents were rushed out with a couple of hours notice.

Senior residents with no place to go were housed in the Community Room with no shower facility, little or no clothes or food and management provided no supervision or arrangements for these residents.

Interior repairs of the building were started before the roof was repaired. Rain and snow caused more leaking and damaged the interior work that was started.

It took a week or more before the roof repair started.

Management did not hire experienced, licensed, qualified, bonded and insured workers for roof repairs as it seems they also did in the past.

A new roof was done on building I in 2009 and within 2 years it leaked so badly that residents had to be evacuated due to mold and mildew while roof and interior repairs were supposedly done correctly.

Was a certificate of occupancy obtained before residents were returned?

If prior roof work was done well perhaps the roof would have held up during recent storm (Hurricane Sandy).

Management always places more attention to cost than to quality.

Not once during the approximate 6 weeks residents were evacuated did management send communication with the residents evacuated about progress of the work.

Management opened and left open all apartments entrance doors including those without damage were left open.

Management did not provide any security of any kind during the time repairs were done.

Management sent a schedule for residents to return over a 3 day period. When residents returned they were told to wait or come back because the building was not ready.

Management notified residents to return before work was completed causing unsafe surroundings and many inconveniences.

Apartments were very dirty with construction dirt and the common areas were dirty and not repaired. Some found toilets used but not flushed.

Resident's valuables were missing.

A month after management told residents to return, repairs are still not completed.

When they returned residents were told to stay in their apartments due to work still being done and that there would be noise into late night hours

Many residents complained about the condescending manner in which management treats them when they ask about problems and concerns they have.

During the time residents were evacuated the electric outlets in their apartments were used resulting in bills 2 or 3 times higher than usual for some.

Management did not offer any information to residents about availability of FEMA assistance while they were evacuated.

Management did not contact Cablevision and telephone companies to tell them that residents could not have service while they were evacuated and that they should not be charged.

Management did not offer return of resident's security deposit as provided if a resident is evacuated for more than 5 days.

Some apartments have mold & mildew.

Permits for work done were not obtained.

Security camera's were turned toward walls, some still are and others are missing.

In addition to the complaints in connection with the evacuation of building I the following are additional complaints and negative incidents:

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Many annual rent recertifications not done on time.

Treatment of residents is often rude, unresponsive and threatening.

Eviction is threatened when not appropriate.

Smoke and Carbon Monoxide detector batteries not changed in more than a year.

Under refrigerators not cleaned as stated in the request for rent increase. They have never been cleaned.

Lighting in outside parking area is dim causing safety concerns.

Require residents to move cars for snow plowing but had to wait hours, sometimes, for the plow to come.

Residents requested 1 washing machine and 1 dryer (hookup's already there) large enough for comforters; didn't get them.

Washing machines not secured until one fell off platform.

Prevention action and maintenance is rarely done.

Larger than necessary offices built in building I taking away most of the resident Community Room there.

LSM made contract with Coinmach who supplies the washing machines and dryers but when residents have problems they are told they must contact Coinmach.

Darkening window shades especially needed to keep heat in and out depending on the season are replaced with cheaper ones that are not as heavy material.

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We requested a laundry card replenishment machine for building II – that was denied.

The halls in building I have heat but no air conditioning. The halls in building II have little heat and air conditioning due to a faulty unit on the roof of the building. Many complaints have been ignored.

Building II approaching 5 years and many things are wrong; doors, windows, faucets, leaks, carpet worn and frayed, paint is so cheap it is like whitewash, electrical, and more.

Some residents of building II placed nice flowers and plants along the entrance walk to the building at their expense and they did the planting pruning and care. Management commented on how nice it looked but took away the ability to water and many were lost.

There was a serious problem of black mold in an apartment in building I that management did nothing after the resident reported it 3 times. So the resident called the Township health dept. and they called management warning them that would be there to inspect this in a few days. Then management acted quickly to remove the mold and sheetrock and covered it up with new sheetrock. That isn't remediation. Others in both building have had mold and mildew problems in the past and also now.

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There are no benches or anything to sit on outside building II so one resident provided some outdoor furniture. That was a very enjoyable place for residents to congregate during warmer seasons. An incident took place of a resident telling another (not the person who supplied the furniture) they should move because that resident was going to smoke. The resident (near age 90) complained to the Property Mgr. who responded by yelling and shaking a finger in the face of a resident saying – you told a 90 year old they had to move? The problem is that the Property Mgr. did that to the wrong person and when told that, without apology, she moved on to the person who did it. The Property Mgr. said that the furniture being placed there therefore becomes the facility's property. Responding to that the resident removed the furniture. So, now there is no place to sit outside building II as there is in front of building I.

Management initiated eviction of a resident based on the word/complaint of another resident. In the past, complaints about problems residents, signed by many residents who had experienced the problems with that resident, was submitted to management and the response was nothing could be done. Suddenly, on the word of one resident about another, management issues an eviction notice.

The 5 MPH speed limit in the parking area is ignored by many including some employees.

Parking in visitors area is and no parking areas causing blocking of residents cars is not enforced by management.

Management refuses to have assigned parking spaces which would resolve problems and management won't increase the handicapped parking which is needed.

Pull cords in apartments only good when someone is in the office. What is the point of having them?

A couple of years ago management presented assisted living they plan for this facility. That caused serious concerns for many residents as to how it could be implemented. Management didn't seem to know how either. Nothing happened except to upset residents. How could LSM manage assisted living here when they can't manage what they claim is independent living here?

It appears that this facility is being "milked" by LSM for salaries of main office management (in Burlington, NJ) and other things.

There are 2 kitchens attached to the Community Rooms. They are both locked so residents cannot use them.

Heating and air conditioning in the large Community Room does not work well and the thermostat is covered with a sealed metal box possibly interfering with the temperature readings as well as making it impossible for residents to adjust it for the few activities they attempt.

It took a couple of years before management placed a FOB on the outside of the rear door in the large Community Room so residents could enter from the outside. The Community Room in building I still has no FOB. That door leads to the only outside patio. Most residents have lost trust, confidence in mgt.

Mgt. told different thing about the same subject to residents and flip flopped on other things.

Defective, insufficient air conditioning – bldg II

Very loud exhaust fan in wall between living and bedrooms – bldg II

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No heat or air conditioning in bathrooms – bldg II

Insufficient air circulation system in halls – bldg II

Air vent in bathrooms not cleaned – bldg II

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Very loud generator recharges for about ½ hour at 9am disturbing residents in rear of bldg II

Generator in case of loss of power does not operate entrance door – residents can't enter. It failed when needed Oct. '12

Stove top burners too near to wood cabinets

Paint is cheap & spoiled paint was used

Air quality is not good

Hall circulation system does not work properly

Apt ventilation in bath allows odors into apartments on upper floor from lower one(s)

Window sills are in disrepair – bldg II

Closet doors, uneven cause rubbing and breakage

Windows scratched bldg II

Management acts like "Schoolyard Bully".

Management distributed gift cards to selected residents

After a couple of years of residents of building II asking for sufficient air conditioning and having to go to elected officials for assistance, residents were finally told by NJ DCA that having an a/c unit in their bedroom windows was OK and not a restriction of a fire code as management got from the local Fire Marshal. But management continued to make it as difficult as possible for us to install our own a/c units. Nonsensical rules for installation of an air conditioner were invented by management to further harass residents who were experiencing insufficient air conditioning with a loud exhaust fan between our living room and bedroom.

Management conceals problems like water leaks, mold and much more.

Many times, the buildings entrance doors open without the FOB allowing anyone to enter.

No trash receptacle in front of building II.

Management spent to have heating units placed along bottom of wall between large community room & door to bldg I – did no good. But there is never money for requests residents make. Another example - ceiling heater & a/c between entrance doors bldg II – did no good – now turned off all the time.

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Management offered "Wii" for cost of \$500., according to mgt. Residents didn't want it – no offer by mgt. to use the \$ for something they would like.

Buildings & grounds "spruced up" only when "VIP's" or inspections expected. Otherwise not nicely maintained.

Community Room TV remote control locked in kitchen.

TV located at a height too low for residents to see (except those in front of it) for a year until a shelf was built.

Security camera's, inside and outside, do not cover a lot of places and areas.

Community Room chairs are weak and break. The tables have legs that jut out beyond the edge of the table and cause residents to trip.

Small section of sidewalk around bldgs. Not finished.

Removed decorative wreath from 3rd floor hall – delayed returning it for no reason.

Installed heat in one apt along outside wall but told 2 other residents that was not done and is not available for their outside wall

Did many things to undermine tenants assoc.

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Fan over stove burners – bldg. II blows back into room easily setting off the smoke alarm.

a/c unit removed from 1 apartment but not another.

Bldg 2 halls – floor 1 – floor 3 - hall a/c & heat – differs significantly.

Useless heater & a/c installed in bldg 2 between entrance doors.

Often nobody on call during “off” hours & very slow to respond.

Not taken care of by mgt. – newspaper dispenser on premises, ice on walks to nearby stores, seeing that overgrowth is cut down to reduce near rats, mice, skunks, etc.

Location of only thermostat on wall is too low and too near source.

Management calls “Mandatory Meetings”.

Refused requests for annual report, financial statement and budget.

Reserved parking based on stickers not enforced as promised by mgt.

New furniture from sitting room in bldg II removed to bldg I

Stair doors and doors between buildings slam loudly causing disturbance for those who have apartments near them.

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Two members of mgt. stomped to an apt. to complain about their opening hall windows. Should have been handled in a more professional manner – call them or ask them to come to office.

Tenants being disturbed at early hours (7:30am) to do repairs.

Management scheduled things to interfere with tenant association meetings.

Washing machines are capable of taking money more than once for the same load. Dryers are not so washers should be that way too.

Lint removal in dryers is not done when it should be done.

Please excuse the way we have presented our problems and complaints and that they are not organized well; this is an unpleasant thing for us to do. Complaints have been consolidated from residents input. We cannot continue to be treated as we have been and urgently need help to have the problems corrected.