

**From:** [REDACTED]  
**Sent:** Tuesday, June 6, 2023 2:09 PM  
**To:** Ann Arbor Renter's Commission <RentersCommission@a2gov.org>  
**Subject:** Re: Sending verification boxes have been moved and Courthouse Square inspecting my unit on June 2nd, 2023

This message was sent from outside of the City of Ann Arbor. Please do not click links, open attachments, or follow directions unless you recognize the source of this email and know the content is safe.

Thank you Kristen, for all your help. Have a good day and God bless you.

[REDACTED]

On Tue, Jun 6, 2023, 1:52 PM Ann Arbor Renter's Commission <[RentersCommission@a2gov.org](mailto:RentersCommission@a2gov.org)> wrote:

Hi [REDACTED],

Your email has been received and will be provided to the Renters Commission meeting at their next meeting. If you'd like to file a complaint with the City of Ann Arbor please contact Janet Farrell at [JFarrell@a2gov.org](mailto:JFarrell@a2gov.org) or visit the [How to File a Complaint](#) section of Rental Housing Service's website.

Please let me know if you have any questions.

Take care,

Kristen

**Kristen Vander Lugt, Office Manager** (she/her/hers)

Ann Arbor City Clerk's Office | Guy C. Larcom City Hall | 301 E. Huron, 2nd Floor · Ann Arbor · MI · 48104

Direct dial (734) 794-6140 Ext. 41404

[kvanderlugt@a2gov.org](mailto:kvanderlugt@a2gov.org) | [www.a2gov.org](http://www.a2gov.org)

Sign up for the City of Ann Arbor Automatic Absent Voter List [Here](#)

From: [REDACTED] >

Sent: Monday, June 5, 2023 3:59 PM

To: [courhousesquare@kmgprestige.com](mailto:courhousesquare@kmgprestige.com); Ann Arbor Renter's Commission

<[RentersCommission@a2gov.org](mailto:RentersCommission@a2gov.org)>

Cc: [questions@kmgprestige.com](mailto:questions@kmgprestige.com)

Subject: Re: Sending verification boxes have been moved and Courthouse Square inspecting my unit on June 2nd, 2023

This message was sent from outside of the City of Ann Arbor. Please do not click links, open attachments, or follow directions unless you recognize the source of this email and know the content is safe.

Hi Ms. Gaston. I apologize in advance that this email is so long, but it will be so difficult to try to type it in a Microsoft Word document as opposed to using the computer voice system on my phone, that I simply refuse to do it!

So in any case, last week I sent a quick email advising you I had moved certain boxes from my kitchen doorway, and provided the necessary pictures in an attachment to that email. I also placed a short note on my apartment door for the maintenance staff, making them aware as well.

You responded with thanks that I had complied with the removal request, but stated your staff would still be entering my apartment for an inspection. Well, I had quite a few events planned on that day and would not be home, but even though I have a document in place in my file denying entry into my home unless I am present, I realized from your response to me that the document would not be honored by your office. It was my understanding from your email that your office would enter despite my wishes and the fact that you knew I was in compliance.

But since you made it clear my pics would not be accepted as proof of compliance, and that an inspection would still be required of me, I began to wonder if you had been made aware that I was not on the re-inspection list. In any case, I acquiesced to your office's demand for an inspection, so that I would not be given a violation, even though that action would actually be improper and not valid since my unit was not supposed to BE re-inspected. In any case, I stayed home to allow staff entry into the apartment.

I cancelled all my important engagements and appointments and waited for your staff to arrive. And I waited, and I waited, and I waited. I waited the entire day, from early morning until close of day at 4:00 p.m. and your staff never showed up to perform the inspection you insisted I allow; they never came to my door, there was no knock stating "maintenance, we're here for the re-inspection, etc, etc, etc." Just nothing, nothing at all. Not even a courtesy phone call from your office advising me there was a change of plans and no inspection would be conducted in my apartment on Friday the 2nd of June.

Do you see how unfair this type of behavior is to a tenant, and how it could really make someone very, very angry?

Even on an ordinary day this type of behavior towards me is really aggravating, it's just so rude and disrespectful to be treated like this. This isn't the first time I've been given an appointment and staff doesn't show up at the appointed hour, or even on the appointed day. Or, work is begun in my apartment, but not finished. Then, days later they may show up unannounced, put their key in the lock if I don't answer when they knock, and try to enter the unit. Can no one understand that at this point, their actions are the same as entering a tenant's apartment without an appointment, without a 24-hour notice, and without their permission!?

I understand the staff might have a busy repair schedule, but it's simply unreasonable that management behaves as if a former notification from days prior simply extends into the future forever, allowing them to send the workmen into a tenant's apartment during whatever timeframe suited them and their work schedules! Like the example I just gave of your office setting up the June 2nd inspection date, yet no one showing up to perform the inspection or contacting me to let me know that no one was coming. And as far as I'm concerned, that notification is now null and void, and I certainly hope your office doesn't try to extend it to today or tomorrow or anytime in the future.

Ms. Gaston, senior citizens are people too, we are simply human, and have things to do, just like you and everyone else does. Since today is now Monday, June 5th, 3 days after I waited all day for your workmen to come, I sincerely hope Courthouse Square management does not continue its tradition of trying to send workmen into my home randomly, on any given day that you choose, simply because you gave me a notification in the past.

To reiterate, notifications for a specific date do not carry on infinitely into the future! Since I have not received any notifications from your office for today, tomorrow or anytime in the near future for

repairs, inspections or anything that will require your people entering my apartment with their key, please do not send them to my apartment. That would be contrary to Michigan landlord/tenant code.

I essentially just repeated myself, yes, I know.

But I am becoming concerned that the actions of the Courthouse Square management team are rising to the level of harassment. When the original inspections were performed around the beginning of April, the city of Ann Arbor stated my apartment was NOT slated for re-inspection. I was simply asked to move some boxes. Yet that scenario ultimately ended in my receiving a serious leasing violation from the community manager Ms. Burgee, which could have resulted in my eviction if the violation were valid. Well clearly it was not, and Ms. Burgee ultimately rescinded that violation, and apologized profusely for fraudulently placing it on my record in the first place.

What occurred was that at the end of April the courthouse square management team sent their representative to my apartment, who then inserted a key into my lock and proceeded to enter my apartment. I was lying on my couch, half asleep and undressed when the key turned and the door began to open. Fortunately I did have the chain on the door as well, and only that prevented staff from coming completely into my unit.

Then, when I called out and demanded to know who was at my door and why, the response I got was that it was a member of the maintenance staff, and he was there to perform the re-inspection. Well, I utterly refused to open the door and allow them entry; I was completely undressed, and had no idea they were even coming to my apartment that day. THAT Ms. Gaston, is the point at which their actions were illegal. It didn't matter whether they were trying to do a reinspection, paint a wall or coming to fix a faucet. They simply did not provide me proper notification as required by Michigan law to enter my unit.

Not giving notification was the first illegal action the management staff took, the second was giving me a serious violation for not allowing them to do an inspection that I wasn't even required to have. That's why Ms. Burgee ultimately apologized for her actions. After I receive the violation, I had promptly contacted her superiors and made them aware of the situation.

But those things happened after I questioned the staff member who was trying to gain entry into my apartment. He said in an ambiguous sort of way that I SHOULD have received some type of notification that they were coming to reinspect. Really? Well I agreed I should have received notification, but since

I did NOT, I informed them that they had no right to unlock my door and simply walk into my apartment whenever they chose to. That is simply outrageous! That's when I denied them entry and they reported me to the office, who then cited me with the violation of Refusing To Allow The Staff Member To Perform The Reinspection, and placed it in my door.

Yes, all that drama happened weeks ago concerning the very same inspection event that your office and I are in conversation about right now.

In any case, after I receive the violation, I also immediately contacted the city of Ann Arbor building and inspection division and left messages with at least four different inspectors, asking if anyone had scheduled me for a reinspection for that day; The two inspectors who returned my call were very adamant about the fact that my unit was not scheduled for re-inspection on that day or any other day, and that the computer showed no inspectors were assigned to be at Courthouse Square Apartments that day. They also stated that even if they HAD scheduled me for a reinspection, Courthouse Square management had no right or authority to say they were performing any re-inspections of units the city of Ann Arbor had flagged.

The person who emailed me directly told me she was especially displeased with the actions of courthouse Square, based on the fact that my unit was not even supposed to be reinspected at all. I was told by this Ann Arbor city official months ago, IN WRITING, that when the city inspectors returned in June, that no one was even supposed to come to my unit, because it was NOT flagged nor scheduled for reinspection!

But I didn't want to cause any problems or trouble between myself and Courthouse Square staff when you demanded I allow another inspection; you are new, you have not done any of the things previous staff have done that violated a lot of my civil rights, and to be fair, I do not know if you were aware my unit was not scheduled for re-inspection. The truth is all that was required was to show your office proof that a few boxes had been moved, and I did that by sending those pics to you. That's why I really don't think it was unreasonable of me to want to get the inspection over as soon as possible, so I could go out and take care of all the business I needed to take care of on that Friday, without the worry that someone would be going through my apartment when I wasn't there.

One thing is, I actually felt like I was being held hostage when I stayed the entire day waiting for maintenance personnel and no one showed up. It was very annoying. How would YOU have felt if someone did that to you, or worse, did that to your elderly mom or your auntie?

Please understand, I'm just a person, and I have important things I have to do, just like you and everyone else does. But your staff knows that I have always been present for any repairs, inspections, or anything requiring entry into the unit. Always. That's why I stayed at the apartment, I didn't make a major fuss about getting an inspection which was not authorized by the city. I just hoped the staff would come early, do the inspection that your office desired, and then allow me sometime left in the day to take care of the business that I needed to.

So in the end, do you see that I really tried as hard as I could to be amenable to your office and the things you asked of me? But look at how I was treated in return; I lost the entire business day that I needed to take care of so many things, and no one was even courteous enough to let me know that you guys weren't coming to do the inspection after all. I just don't understand why something as simple as moving a couple of boxes had to turn into such a problematic thing.

Nevertheless I still want to work with your office to maintain a normal landlord/tenant relationship, if possible. My lord and Savior Jesus Christ commands me to seek peace, first and foremost, above all else. That is what I have been trying to do for years. Take care, and have a good day. Sincerely, Kathleen Toplin

On Fri, Jun 2, 2023, 10:51 AM Patricia Gaston <[patricia.gaston@kmgprestige.com](mailto:patricia.gaston@kmgprestige.com)> wrote:

Hi [REDACTED]

Thank you for moving the boxes. We will still be inspecting your apartment today. Please allow our staff entry.

Patricia L. Gaston  
Community Manager  
Courthouse Square Apartments  
100 S. 4th Ave.  
Ann Arbor, MI 48104  
Phone: 734-995-5511  
Fax: 734-995-5533

[Patricia.gaston@kmgprestige.com](mailto:Patricia.gaston@kmgprestige.com)

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From: [REDACTED] >  
Sent: Friday, June 2, 2023 9:28:10 AM  
To: Courthouse Square; [courthouse@kmgprestige.com](mailto:courthouse@kmgprestige.com)  
Subject: Sending verification boxes have been moved

CAUTION: This email originated from outside of KMG Prestige. Please use caution opening any attached documents or links.

Good morning Ms. Gaston. This is [REDACTED] from [REDACTED]. I was asked to move some boxes that were blocking entrance into my kitchen from the front door hallway.

I moved the boxes as requested. Also, I am sending a couple of pics in this email to show the boxes were moved. That's it, take care and have a good weekend! Sincerely, [REDACTED]