

**From:** [REDACTED]  
**Sent:** Thursday, January 15, 2026 3:54 PM  
**To:** Ann Arbor Renter's Commission <RentersCommission@a2gov.org>  
**Subject:** Re: UPDATE NO WORK DONE

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.

I fixed the toilet thanks

[REDACTED]

On Thursday, January 15, 2026 at 10:03:00 AM EST, Ann Arbor Renter's Commission  
<[renterscommission@a2gov.org](mailto:renterscommission@a2gov.org)> wrote:

Thank you for your email, it will be shared with the Renters Commission at their next regular meeting.

**Kristen Vander Lugt, Deputy Clerk - Operations (she/her/hers)**

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

Direct dial (734) 794-6140 Ext. 41404

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

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**From:** [REDACTED]  
**Sent:** Saturday, January 10, 2026 10:43 AM  
**To:** Ann Arbor Renter's Commission <[RentersCommission@a2gov.org](mailto:RentersCommission@a2gov.org)>  
**Subject:** Re: UPDATE NO WORK DONE

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.

I wish for you to know that originally the city requested that the toilet be cleaned and maintenance caused the current condition of the toilet by doing a acid wash but only cleaning half for appearances only leaving the drain untouched and rust filled fully knowing that in that condition it would continue to worsen and that it would be unusable There is a 1/4 inch of rust in the toilet drain and it will not flush when waste is in the basin The attached letter states that a acid wash is unfeasible but it was done before and must be done again The toilet will not flush and it further states that a video was taken but that it was only showing clean water being flushed and doesn't show the true condition of the rust in the drain which is causing it not to flush when waste is in the bowl

Turner-Tolbert, Lisha

From: lturner-tolbert@a2gov.org

[REDACTED]

Cc: Farrell, Janet

Fri, Jan 9 at 5:29 PM

Hello Mr. [REDACTED]

I understand you submitted a complaint to the office on 1/8/2026 regarding your toilet. The Building and Rental staff contacted the property's management to request a resolution, and they, in turn, sent a video of the toilet flushing properly. We contacted the head of maintenance again today, and he confirmed that the toilet is functioning properly, so we would consider the case resolved. He did offer that there is a stain in the bottom basin, and that your request to

acid wash is not feasible. While we cannot regulate the cleaning rituals of the responsible party, being the tenant or cleaning staff, we are concerned with enforcing the ordinance to ensure that all facilities are functioning properly. If you are still having concerns about the toilet's function and you are not getting results from management over the weekend, please let us know on Monday, and we will make contact again. Please keep in mind that we will not pursue concerns about the toilet's cleanliness, but will address any issues with it not flushing properly.

Sorry for the delayed response to your phone call on December 30, 2025; I just returned from vacation today and received both your call and your email.

Regards,



*Lisha Turner-Tolbert*

*City of Ann Arbor / Community Services*

*Building and Rental Service Manager*

Email: [LTurner-Tolbert@a2gov.org](mailto:LTurner-Tolbert@a2gov.org)

301 E. Huron St., Ann Arbor, MI. 48104

City Hall Larcom Building

**The best contact method is email; however, scheduled in-person and virtual meetings are always welcome. Thank You.**

**From:** [REDACTED]

**Sent:** Friday, January 9, 2026 3:19 PM

To: Turner-Tolbert, Lisha <[LTurner-Tolbert@a2gov.org](mailto:LTurner-Tolbert@a2gov.org)>

Subject: IVE RESUBMITTED MY COMPLAINT IM [REDACTED]

You don't often get email from [REDACTED]. [Learn why this is important](#)

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[REDACTED]

[REDACTED]

To:Farrell, Janet

Wed, Jan 7 at 2:59 PM

add this

[REDACTED]

[REDACTED]

To:rentalhousing@a2gov.org

Wed, Jan 7 at 11:03 AM

[REDACTED]

[REDACTED]

To:chuck.rullman@redwoodhousing.com

Tue, Jan 6 at 10:02 PM

see the attached but nothing was done..

I have suffered for years with a non functioning toilet and management at courthouse square will not address the issue

Years ago a half hearted effort was made to clean rust from the basin in the toilet but the drain wasnt touched and now it getting worse whereas if anything is in the basin it will not flush and must be plunged this is very difficult for me as I pay good rent but cant use the toilet

Maintenance is reluctant to do what needs to be done namely a acid wash. Until this or another means is done the toilet will not work as it is plugged up in the drain and will not flush

you must help please Im [REDACTED]  
[REDACTED]

[REDACTED]

On Friday, January 9, 2026 at 05:29:54 PM EST, Turner-Tolbert, Lisha <[lturber-tolbert@a2gov.org](mailto:lturber-tolbert@a2gov.org)> wrote:

Hello [REDACTED]

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*Lisha Turner-Tolbert*

*City of Ann Arbor / Community Services*

*Building and Rental Service Manager*

Email: [LTurner-Tolbert@a2gov.org](mailto:LTurner-Tolbert@a2gov.org)

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You don't often get email from [REDACTED]. [Learn why this is important](#)

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Paul jensen

[REDACTED]

To:Farrell, Janet

Wed, Jan 7 at 2:59 PM

add this

[REDACTED]

To:rentalhousing@a2gov.org

Wed, Jan 7 at 11:03 AM

[REDACTED]

[REDACTED]

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you must help please Im [REDACTED] courthouse square [REDACTED] ann arbor mi [REDACTED]  
[REDACTED]

From:noreply-onesitefacilities@lettersandnotices.residentemails.com

To [REDACTED]

Tue, Dec 30, 2025 at 10:16 AM

Dear [REDACTED]

The service request for service issue #6696-1, 'Toilet-other problem' was completed on 12/30/2025 10:15:52 AM.

The technician completed the following action(s): Other - Please see completion notes (For feedback, comments, or suggestions, please reach out to: [RedwoodListens@Redwood-Communities.com](mailto:RedwoodListens@Redwood-Communities.com) Snaked toilet. Checked operation. Toilet is working properly now.).

Please contact your leasing office if you have any questions or concerns.

Thank you,  
Courthouse Square  
100 S 4th Ave  
Ann Arbor, MI 48104-1921



On Friday, January 9, 2026 at 03:16:38 PM EST, Ann Arbor Renter's Commission  
<[renterscommission@a2gov.org](mailto:renterscommission@a2gov.org)> wrote:

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**Kristen Vander Lugt, Deputy Clerk - Operations (she/her/hers)**

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Wed, Jan 7 at 11:03 AM

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Thank you,  
Courthouse Square  
100 S 4th Ave  
Ann Arbor, MI 48104-1921  
(734) 995-5511

[REDACTED]