

From: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>

Sent: Tuesday, February 10, 2026 2:13 PM

Cc: RentalHousing <RentalHousing@a2gov.org>

Subject: RE: Formal Tenant Complaint – Suspected Utility Meter Fault, Repeated Overbilling, and Unresolved Maintenance – The Legacy at Ann Arbor

Hello,

Thanks for reaching out. I've copied the City's Rental Housing Services department on this email. They can assist with determining if a code violation is taking place and what the next steps are.

Thank you,

Kristen

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

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From: [REDACTED]

Sent: Tuesday, February 10, 2026 11:58 AM

To: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>

Subject: Formal Tenant Complaint – Suspected Utility Meter Fault, Repeated Overbilling, and Unresolved Maintenance – The Legacy at Ann Arbor

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Dear Rental Housing Services,

I am a tenant at [REDACTED] and I am submitting a formal complaint regarding an ongoing unresolved utility metering and billing issue, repeated overcharging, and prolonged lack of technical resolution despite multiple reports.

Over the past several months, my water utility bills (also so many people living in the same apartment have complained the same) have consistently been extremely high, typically in the \$100–\$250 per month range for a single studio room, despite very low actual occupancy. I only stay in the unit occasionally, like 2 days a month. Comparable or even larger units with full-time occupancy report significantly lower usage.

More concerning, I have personally observed that the water meter serving my unit continues running even when no water fixtures are in use. This strongly indicates a possible leak, metering fault, or pump/mechanical system error.

I have reported this issue to property management multiple times over several months. Each time, I was told that inspections would be conducted. However:

- No written inspection report has been provided
- No meter verification documentation has been provided
- No repair confirmation has been issued
- No billing adjustment has been made
- No investigation timeline was given

Only after continued complaints did management reply in writing that they are “working with the utilities company” and that the issue “may be a mechanical error with the pumps and/or meters.” This confirms the problem is likely infrastructure-related rather than tenant usage.

Despite this acknowledgment, tenants are still being billed at full — and unusually high — utility amounts during the unresolved period. I also received a Default / Delinquency Notice

demanding payment under threat of penalties and enforcement, even while this known unresolved metering issue is under investigation. I paid the balance to avoid escalation, but this places unfair financial pressure on tenants while the root cause remains uncorrected.

From a tenant perspective, this pattern feels like prolonged deflection and delayed action while continuing to collect potentially inflated utility charges.

I am requesting city review and assistance regarding:

- Whether the utility metering and billing practices are compliant
- Whether the unit meter is correctly assigned and functioning
- Whether mechanical or pump system faults are causing false readings
- Why no written inspection findings were provided after repeated reports
- Whether tenants are being improperly charged during unresolved equipment faults

I can provide billing records, maintenance requests, email correspondence, and management acknowledgments upon request.

Thank you for your time and attention to this matter. I respectfully request that this complaint be recorded and reviewed.

Sincerely,

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