

From: Lewis, Brandi <BLewis@a2gov.org>

Sent: Tuesday, January 28, 2025 5:15 PM

To: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>; [REDACTED]

Cc: ngreen@fhcmichigan.org; Butler, Patricia <PButler@a2gov.org>; bf3178@wayne.edu; RentalHousing <RentalHousing@a2gov.org>

Subject: RE: Renters being grossly overcharged for WATER in City of Ann Arbor.

Good afternoon,

Unfortunately, the Rental Dept does not handle any utilities invoicing or how it's distributed to tenants. As Kristen suggested, you would have to FOIA that information to see the bill. You could also ask the landlord to show you the breakdown and how it's figured for each unit. It could be in your lease on how the water bill is split up.

All the best,

Brandi Lewis

Brandi Lewis

Rental Housing Coordinator, Lead Administrative Assistant

blewis@a2gov.org | Cell 734-395-4357 | 734-794-6000 Ext.42504 Office VM | City of Ann Arbor |
1st Floor, Larcom City Hall | 301 E. Huron St. · Ann Arbor, MI · 48104-8647

[Building and Rental website](#)

[Archives/ Historical Lookup](#)

[ETrakit](#) (Permits prior to 2022)

[STREAM](#)



Please Think Green! Don't print this e-mail unless necessary.

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

Sent: Monday, January 27, 2025 12:36 PM

To: [REDACTED]

Cc: ngreen@fhcmichigan.org; Butler, Patricia <PButler@a2gov.org>; bf3178@wayne.edu; RentalHousing <RentalHousing@a2gov.org>

Subject: RE: Renters being grossly overcharged for WATER in City of Ann Arbor.

Hi [REDACTED]

Following our phone conversation, below is information in response to your email to the Renters Commission:

- It doesn't sound to me like there is a housing code violation happening, however staff in Rental Housing Services would be able to confirm. Rental Housing Services reviews and enforces complaints related to housing code. I've copied them on this email to bring them up to speed.
- Water bills are a document can be requested via a Freedom of Information Act request. More information on submitting those requests here: <https://www.a2gov.org/departments/city-clerk/Pages/records-request-foia.aspx>
- This email will be provided to the Renters Commission at their next regular meeting on 2/20 at 5:30. They may further discuss this communication and discuss additional potential resources. If they identify any additional resources, I will contact you via email after the meeting.

Thank you,

Kristen

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 | www.a2gov.org

Follow the Clerk's Office on Instagram [@a2cityclerk](https://www.instagram.com/a2cityclerk)

From: [REDACTED]

Sent: Friday, January 24, 2025 9:37 PM

To: Ann Arbor Renter's Commission

Cc: nngreen@fhcmichigan.org; Butler, Patricia ; bf3178@wayne.edu

Subject: Re: Renters being grossly overcharged for WATER in City of Ann Arbor.

Some people who received this message don't often get email from [REDACTED] [Learn why this is important](#)

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.

We also do not receive access to, nor do we have equipment for, the \$60 per month internet charges

On Fri, Jan 24, 2025, 2:30 PM [REDACTED] > wrote:

Hi Kristen,

I am sorry about that blank scan; face up, rather than face down on the scanning device is key!

Hopefully [this one](#), shows up on your end (also attached)

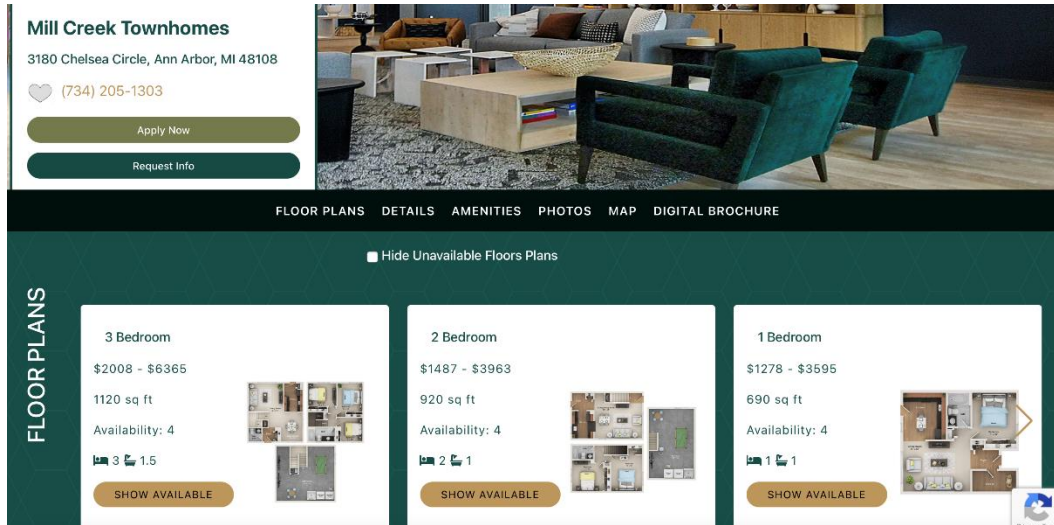
I pay an average of \$89 per month to the landlord and am in a 2 bedroom townhome that is approximately 920 square feet, at [Mill Creek Townhomes, a Village Green property](#).

Please help me understand if the Renter's Commission can protect low-income families (like mine is, at this time) from this blatant overcharging for the size and rate of water usage in my household.

Thanks again,

[REDACTED]

734.757.7450



On Fri, Jan 24, 2025 at 1:51 PM Ann Arbor Renter's Commission <RentersCommission@a2gov.org> wrote:

Hi [REDACTED]

Thank you for reaching out. Do you pay your water utility bill directly to the landlord or to the City of Ann Arbor? This will help me to determine the best resource for you.

The .pdf attached originally appears to be blank, can you rescan and send again? Taking a photo and attaching to an email would also be acceptable.

Thanks!

Kristen

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

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kvanderlugt@a2gov.org | www.a2gov.org

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From: [REDACTED]

Sent: Thursday, January 23, 2025 2:38 PM

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

Cc: ngreen@fhcmichigan.org; Butler, Patricia <PButler@a2gov.org>; bf3178@wayne.edu

Subject: Renters being grossly overcharged for WATER in City of Ann Arbor.

Some people who received this message don't often get email from [REDACTED] [Learn why this is important](#)

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Greetings,

I currently rent a Village Green property at Mill Creek Townhomes and also receive an MSHDA voucher.

I am the head of my household and am currently earning an MSW at Wayne State University.

While I am awaiting my placement for a practicum this fall, I am currently between jobs and have a much lower income than I was earning after earning my bachelor's degree as a non-traditional student at EMU in 2018 (annual salary of \$58K). Consequently, my rent with the MSHDA Voucher is adjusted to reflect my lower-than-average income, at this time, while I continue my studies and hunt for work commensurate with my experience and skills.

After investigating the water usage calculations illustrated through [the city of Ann Arbor's Water department site](#), and asking the people working in the city hall building if I am being overcharged for water, along with hearing from several homeowners in the surrounding area, I believe I am being overcharged for water, especially while my oldest daughter is primarily living in a sorority house on campus, and our water usage has dropped significantly in the recent months. Please advise, after looking at the monthly rate my household is being charged for water (attached pdf), if you would advise me [to file a formal complaint through the Renter's Commission site](#), or which avenue a lower income family like mine can stop being overcharged for water?

Thank You,

[REDACTED]

[REDACTED]

Living and working on Anishinaabe land.

----- Forwarded message -----

From: <donotreply@aadl.org>

Date: Thu, Jan 23, 2025 at 2:16 PM

Subject: Scan from AADL

To: [REDACTED] >

Resident Ledger

Date: 01/23/2025

Code	t0059041	Property	Mill Creek Townhomes	Lease From	06/25/2024
Name		Unit		Lease To	06/17/2025
Address		Status	Current	Move In	06/12/2010
		Rent	203.00	Move Out	
City	Ann Arbor, MI 48108	Phone (H)	(734) 757-7450	Phone (W)	

Date	Code	Description	Charges	Payments	Balance	Charges/Receipts
06/12/2010	SEC	Security Deposit converted	400.00	0.00	400.00	2526437
06/12/2010	KEY	Security Deposit converted	50.00	0.00	450.00	2526438
06/12/2010		Deposit - Gate Card Deposit - Gate Card	0.00	400.00	50.00	1217056
06/12/2010		Deposit - Key FobDeposit - Key Fob	0.00	50.00	0.00	1217057
04/04/2024		Receipt AllocationReceipt Allocation	0.00	1,019.00	1,019.00	1214518
05/01/2024	PTF	Pet Rent (monthly) (05/2024)	60.00	0.00	-959.00	2578173
05/01/2024	RNT	Rent (05/2024)	1,760.00	0.00	801.00	2578382
05/01/2024	TCI	Internet Usage From 03-01-2024 to 03-31-2024	60.00	0.00	861.00	2657782
05/01/2024	TRS	Trash Usage From 03-01-2024 to 03-31-2024	15.00	0.00	876.00	2657783
05/01/2024	WTR	Water Usage From 03-01-2024 to 03-31-2024	86.31	0.00	962.31	2657784
05/01/2024	HRV	HRV/RNT split correction	1,000.00	0.00	1,962.31	3157720
05/01/2024	RNT	HRV/RNT split correction	1,000.00	0.00	962.31	3157721
05/02/2024		chk# :ACH-WEB Online Payment - EFT Payment. Mobile Web - Resident Services	0.00	921.31	41.00	1257314
05/14/2024	HRV_susp	HRV Suspense Account 05/24 Rec - 1272519 A	1,000.00	0.00	1,041.00	2678063
05/14/2024	HRV_susp	HRV Suspense Account 05/24 Rec - 1272519 B	1,000.00	0.00	41.00	2678064
05/14/2024		chk# 1335179 :HAP -	0.00	1,000.00	-959.00	1272519
06/01/2024	TCI	Internet Usage From 04-01-2024 to 04-30-2024	60.00	0.00	-899.00	2741858
06/01/2024	TRS	Trash Usage From 04-01-2024 to 04-30-2024	15.00	0.00	-884.00	2741859
06/01/2024	WTR	Water Usage From 04-01-2024 to 04-30-2024	86.92	0.00	-797.08	2741860
06/01/2024	PTF	Pet Rent (monthly) (06/2024)	60.00	0.00	-737.08	2801892
06/01/2024	RNT	Rent (06/2024)	1,760.00	0.00	1,022.92	2801922

06/01/2024	HRV_susp	HRV Suspense Account 06/24 Rec - 1327697 A	1,000.00	0.00	2,022.92	2820714
06/01/2024	HRV_susp	HRV Suspense Account 06/24 Rec - 1327697 B	1,000.00	0.00	1,022.92	2820715
06/01/2024	HRV	HRV/RNT split correction	1,000.00	0.00	2,022.92	3157729
06/01/2024	RNT	HRV/RNT split correction	1,000.00	0.00	1,022.92	3157730
06/01/2024		chk# 1350042 :HAP -	0.00	1,000.00	22.92	1327697
06/03/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	921.92	-899.00	1319205
07/01/2024	PTF	Pet Rent (monthly) (07/2024)	60.00	0.00	-839.00	2909341
07/01/2024	RNT	Rent (07/2024)	1,771.00	0.00	932.00	2909342
07/01/2024	TCI	Internet Usage From 05-01-2024 to 05-31-2024	60.00	0.00	992.00	2969189
07/01/2024	TRS	Trash Usage From 05-01-2024 to 05-31-2024	15.00	0.00	1,007.00	2969190
07/01/2024	WTR	Water Usage From 05-01-2024 to 05-31-2024	87.77	0.00	1,094.77	2969191
07/01/2024	HRV_susp	HRV Suspense Account 07/24 Rec - 1377178 A	1,012.00	0.00	2,106.77	2971065
07/01/2024	HRV_susp	HRV Suspense Account 07/24 Rec - 1377178 B	1,012.00	0.00	1,094.77	2971066
07/01/2024	HRV	HRV/RNT split correction	1,012.00	0.00	2,106.77	3157735
07/01/2024	RNT	HRV/RNT split correction	1,012.00	0.00	1,094.77	3157736
07/01/2024		chk# 1365405 :HAP -	0.00	1,012.00	82.77	1377178
07/08/2024		chk# 0000919146 :CHECKscan Payment	0.00	981.77	-899.00	1387875
08/01/2024	TCI	Internet Usage From 06-01-2024 to 06-30-2024	60.00	0.00	-839.00	3031297
08/01/2024	TRS	Trash Usage From 06-01-2024 to 06-30-2024	15.00	0.00	-824.00	3031298
08/01/2024	WTR	Water Usage From 06-01-2024 to 06-30-2024	91.25	0.00	-732.75	3031299
08/01/2024	PTF	Pet Rent (monthly) (08/2024)	60.00	0.00	-672.75	3137932
08/01/2024	RNT	Rent (08/2024)	1,771.00	0.00	1,098.25	3137933
08/01/2024	HRV	HRV/RNT split correction	1,012.00	0.00	2,110.25	3157739
08/01/2024	RNT	HRV/RNT split correction	1,012.00	0.00	1,098.25	3157740
08/01/2024	HRV_susp	HRV Suspense Account 07/24 Rec - 1467434 A	1,012.00	0.00	2,110.25	3160993
08/01/2024	HRV_susp	HRV Suspense Account 07/24 Rec - 1467434 B	1,012.00	0.00	1,098.25	3160994
08/01/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	985.25	113.00	1449175
08/01/2024		chk# 1380118 :HAP -	0.00	1,012.00	-899.00	1467434
08/31/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	986.72	1,885.72	1521268

09/01/2024	TCI	Internet Usage From 07-01-2024 to 07-31-2024	60.00	0.00	1,825.72	3218335
09/01/2024	TRS	Trash Usage From 07-01-2024 to 07-31-2024	15.00	0.00	1,810.72	3218336
09/01/2024	WTR	Water Usage From 07-01-2024 to 07-31-2024	92.72	0.00	1,718.00	3218337
09/01/2024	PTF	Pet Rent (monthly) (09/2024)	60.00	0.00	1,658.00	3312077
09/01/2024	RNT	Rent (09/2024)	759.00	0.00	-899.00	3312078
09/01/2024	HRV	HRent Voucher Market Rate (09/2024)	1,012.00	0.00	113.00	3324901
10/01/2024	PTF	Pet Rent (monthly) (10/2024)	60.00	0.00	173.00	3427568
10/01/2024	RNT	Rent (10/2024)	759.00	0.00	932.00	3427569
10/01/2024	HRV	HRent Voucher Market Rate (10/2024)	1,012.00	0.00	1,944.00	3446819
10/01/2024	TCI	Internet Usage From 08-01-2024 to 08-31-2024	60.00	0.00	2,004.00	3478457
10/01/2024	TRS	Trash Usage From 08-01-2024 to 08-31-2024	15.00	0.00	2,019.00	3478458
10/01/2024	WTR	Water Usage From 08-01-2024 to 08-31-2024	92.10	0.00	2,111.10	3478459
10/02/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	986.10	1,125.00	1606212
11/01/2024	TCI	Internet Usage From 09-01-2024 to 09-30-2024	60.00	0.00	1,185.00	3618363
11/01/2024	TRS	Trash Usage From 09-01-2024 to 09-30-2024	15.00	0.00	1,200.00	3618364
11/01/2024	WTR	Water Usage From 09-01-2024 to 09-30-2024	87.75	0.00	1,287.75	3618365
11/01/2024	PTF	Pet Rent (monthly) (11/2024)	60.00	0.00	1,347.75	3667546
11/01/2024	RNT	Rent (11/2024)	759.00	0.00	2,106.75	3667547
11/01/2024	HRV	HRent Voucher Market Rate (11/2024)	1,012.00	0.00	3,118.75	3688106
11/01/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	981.75	2,137.00	1676877
11/01/2024		chk# 1394830 :HAP -	0.00	1,012.00	1,125.00	1691356
11/01/2024		chk# 1409343 :HAP -	0.00	1,012.00	113.00	1691365
11/01/2024		chk# 1423936 :HAP -	0.00	1,012.00	-899.00	1691729
12/01/2024	RNT	Rent (12/2024)	203.00	0.00	-696.00	3752357
12/01/2024	PTF	Pet Rent (monthly) (12/2024)	60.00	0.00	-636.00	3752358
12/01/2024	HRV	HRent Voucher Market Rate (12/2024)	1,568.00	0.00	932.00	3752359
12/01/2024	TCI	Internet Usage From 10-01-2024 to 10-31-2024	60.00	0.00	992.00	3814158
12/01/2024	TRS	Trash Usage From 10-01-2024 to 10-31-2024	15.00	0.00	1,007.00	3814159
12/01/2024	WTR	Water Usage From 10-01-2024 to 10-31-2024	86.69	0.00	1,093.69	3814160

12/01/2024		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	424.69	669.00	1746582
12/03/2024		chk# 1438575 :HAP -	0.00	1,568.00	-899.00	1755277
01/01/2025	TCI	Internet Usage From 11-01-2024 to 11-30-2024	60.00	0.00	-839.00	3938624
01/01/2025	TRS	Trash Usage From 11-01-2024 to 11- 30-2024	15.00	0.00	-824.00	3938625
01/01/2025	WTR	Water Usage From 11-01-2024 to 11- 30-2024	86.99	0.00	-737.01	3938626
01/01/2025	HRV	HRent Voucher Market Rate (01/2025)	1,568.00	0.00	830.99	4047251
01/01/2025	RNT	Rent (01/2025)	203.00	0.00	1,033.99	4047252
01/01/2025	PTF	Pet Rent (monthly) (01/2025)	60.00	0.00	1,093.99	4048538
01/01/2025		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services	0.00	263.00	830.99	1828469
01/03/2025		chk# 1452930 :HAP -	0.00	1,568.00	-737.01	1837840
01/23/2025		chk# :ACH-WEB Online Payment - EFT Payment. Web - Resident Services [Payment Pending]	0.00	161.99	-899.00	1867914