

Sent: Friday, January 9, 2026 3:03 PM

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

**Subject: 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.

To:Farrell, Janet

Wed, Jan 7 at 2:59 PM

**add this**

To:rentalhousing@a2gov.org

Wed, Jan 7 at 11:03 AM

Paul jensen

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] courthouse square [REDACTED]  
[REDACTED]

From:noreply-onesitefacilities@lettersandnotices.residentemails.com  
[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  
(734) 995-5511**



**From:** Ann Arbor Renter's Commission <RentersCommission@a2gov.org>  
**Sent:** Wednesday, January 7, 2026 9:24 AM  
**To:** [REDACTED]  
**Cc:** RentalHousing <RentalHousing@a2gov.org>  
**Subject:** RE: can you help

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.

If you're a University of Michigan student, you also have access to Student Legal Services, who may also be able to assist further.

Link to Student Legal Services: <https://studentlegalservices.umich.edu/>

Link to complaint form:

<https://www.a2gov.org/media/uj5hgl2u/fillable20rtr20complaint20form203-29-2024.pdf>

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

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

**From:** [REDACTED]  
**Sent:** Sunday, January 4, 2026 5:07 PM  
**To:** Ann Arbor Renter's Commission <[RentersCommission@a2gov.org](mailto:RentersCommission@a2gov.org)>  
**Subject:** can you help

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My toilet wont flush

Yahoo/Sent

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[REDACTED]

[REDACTED]

To:annarbortenantsunion@gmail.com

Sun 4 Jan at 16:59

For a couple of years now i have had trouble with the toilet and it wont flush .

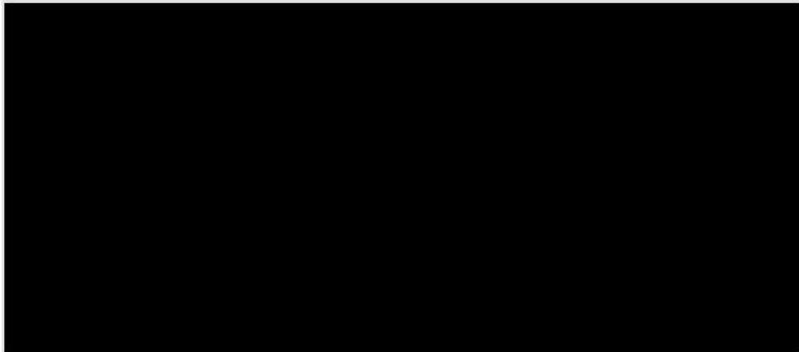
If anything is in the basin it wont flush and must be plunged

I recently filed a compliant with the city of ann arbor rental services see the attached and cancel when i got assurances from courthouse square that the toilet would be fixed but it hasnt

What do you think can we do anything and do you have a list of legal resources you can send me by mail

Im [REDACTED] ann arbor mi [REDACTED]

[Tenant Resources | City of Ann Arbor](#)



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