



# TOWN OF EAST HARTFORD FAIR RENT COMMISSION AGENDA

WEDNESDAY, APRIL 24, 2024- 6:00PM  
50 CHAPMAN PLACE, EAST HARTFORD, CT 06118  
IN THE AUDITORIUM

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RE: APRIL 24, 2024      6:00 p.m.      Community Cultural Center Auditorium

1. Call to order
2. Approval of Minutes
  - A. March 27, 2024 meeting
3. New Business
  - A. Case# 2024-02 Yenni Benitez VS Israel at Deerfield Apartments (resolved)
  - B. Case# 2024-03 Ashley Clark VS Samuel Springer
  - C. Case# 2024-04 Maria Magana VS Chanel Verastegui
4. Payment of Clerk
5. Adjournment

FAIR RENT & QUALITY HOUSING COMMISSION  
COMMUNITY CULTURAL CENTER AUDITORIUM

March 27, 2024

PRESENT Shawna Rohan, Goviana Morales and Sarah Lapean  
ABSENT Katherine Russello and Cathy Flippen

ALSO Robert Fitzgerald, Assistant Corporation Counsel and Juliet Relph, Clerk  
PRESENT

CALL TO ORDER

The meeting was called to order at 6:06 pm.

APPROVAL OF MINUTES

MOTION By Shawna Rohan  
seconded by Goviana Morales  
to **approve** the minutes from the January 24, 2024 meeting  
Motion carried 3/0

NEW BUSINESS

A. Case # 2024-01 Tatiana Rodriguez-Ariztaba vs Magdiel Riveria

The Commission received notice that the parties came to an agreement and this case has been resolved outside of this hearing with the town.

MOTION By Shawna Rohan  
seconded by Goviana Morales  
to dismiss this case, it has been resolved outside of this hearing with the town.  
Motion carried 3/0

B. Case# 2024-05 Ingrid McManus vs Hinch Crowley

Tenant Ingrid McManus arrived at 6:10 pm.

Chair Rohan called Ingrid McManus, resident at 23 Deerfield Court, Apt. C4 East Hartford. Ms. McManus stated that her present rent is \$950.00. In February of 2024, the resident received notice from management that her rent would be increased to \$1,200 for annual lease or to \$1,300.00 month to month effective July 2024. Ms. McManus stated she has resided at the apartment for 11 years that no substantive improvements have been made during her residence. The resident stated that there is leakage in the roof and also rat infestation. The resident also stated that she had communicated with other tenants and claimed that they are paying less than what she is paying for similar units.

The Commissioners asked clarifying questions regarding the complaint filed.

Owners – Greg Donahue and Amit Patel attended the hearing as owners of the property. The property owners are in process of having the roof repaired and are currently awaiting a contracted roofer to acquire the necessary materials to complete the repairs.

The respondents provided the following additional documents:

- list of comparable rents in the immediate area.
- a work order history for the unit in question.
- document addressing items as outlined on the Fair Rent website, including description of unit, tax and insurance expenses, and property improvement plans

The Commission asked additional questions of the respondent and clarified that initial complaints regarding roof leakage were submitted in 2021. The respondents claimed that patch repairs have been made, but those repairs have not adequately resolved the issue.

The respondents confirmed that there have been no substantive updates to the unit during its occupation due to the challenges of accommodating the residents during repairs.

Mr. Patel stated that as he resides locally, he will be available to meet with the tenant personally and create a list of items for repair.

MOTION

By Shawna Rohan

seconded by Sarah Lapean

to **allow** for the increase of the property's rent to \$1200 starting July 1 in a 12-month lease with the following conditions:

1. The building roof be fully mitigated by July 1, 2024
2. The landlord will provide \$1,000 for additional conditional improvements throughout the property by July 1<sup>st</sup>.

Motion carried 3/0

Mr. Fitzgerald confirmed that following the proceedings of tonight's meeting, a written order signed by Commission Chair Rohan reflecting the decision made will be completed and provided to the public.

#### PAYMENT OF CLERK

MOTION

By Shawna Rohan  
seconded by Sarah Lapean

to **pay** the Commission Clerk for tonight's meeting.

Motion carried 3/0

#### ADJOURNMENT

MOTION

By Shawna Rohan  
seconded by Goviana Morales

to **adjourn** at 7:10 pm

Motion carried 3/0

**Submitted by Juliet Relph, Clerk**



April 24

Resolved

TOWN OF EAST HARTFORD  
FAIR RENT AND QUALITY  
HOUSING COMMISSION  
RENTAL COMPLAINT FORM

(Revised: 10/18/2023)

OFFICE USE ONLY
CASE NO. <u>2024-02</u>
Date Filed: _____

After completing this form, please submit it to the Town of East Hartford Mayor's Office. You can print it and deliver the form to our office at Town Hall, OR you can also email the completed PDF to FairRent@easthartfordct.gov

**TENANT INFORMATION**

<u>Benitez</u>	<u>Yenni</u>	<u>MI</u>	<u>yennib30@gmail.com</u>
Last Name	First Name	MI	Email
<u>40 Cumberland Dr. Apt C8</u>	<u>East Hartford</u>	<u>CT</u>	<u>06118</u>
Street Address	City	State	Zip Code
(DAY) <u>860-964-7253</u>	(EVENING) _____		
Phone Number			
<u>Bus Driver</u>	<u>year 30.000</u>	<u>Month / Year</u>	
Occupation	Family Earned Income		

**LANDLORD INFORMATION**

<u>Israel</u>	<u>MI</u>	<u>office@ctdeerfield.com</u>
Last Name	First Name	Email
<u>96 silver lane unit LL5</u>	<u>East harford</u>	<u>Ct</u>
Street Address	City	State
(DAY) <u>860-407-6100</u>	(EVENING) _____	
Phone Number	<u>347-436-5754</u>	

emailed  
3-11-24  
3pm

**DESCRIPTION OF RESIDENTIAL UNIT**

Specify type of residential unit (e.g., single family house, studio, apartment complex, etc.)

Number of Bedrooms	<u>1</u>	Number of Bathrooms	<u>1</u>
Number of total rooms	<u>1</u>	Total Square Feet	_____
# of Adults in Household	<u>1</u>	# of Children in Household	<u>1</u>

Are there pets in the household?  Yes  No

If Yes, please explain: \_\_\_\_\_

Please indicate all of the following that is included in your rent payment:

- |  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> Heat         | <input checked="" type="checkbox"/> Hot water  | <input type="checkbox"/> Electricity             |
| <input type="checkbox"/> Cable                   | <input type="checkbox"/> Air Conditioning      | <input type="checkbox"/> Attics and/or Cellar    |
| <input type="checkbox"/> Stove / Oven            | <input type="checkbox"/> Dryer                 | <input type="checkbox"/> Storage Patio / Balcony |
| <input type="checkbox"/> Refrigerator            | <input type="checkbox"/> Washing Machine       | <input type="checkbox"/> Snow Removal            |
| <input type="checkbox"/> Microwave               | <input type="checkbox"/> Garbage Disposal      | <input type="checkbox"/> Pool                    |
| <input type="checkbox"/> Dishwasher              | <input type="checkbox"/> Lawn Maintenance      | <input type="checkbox"/> Tennis Court            |
| <input type="checkbox"/> Garage/ Covered Parking | <input type="checkbox"/> Security System/Guard | <input type="checkbox"/> Gym/Fitness Facility    |
| <input type="checkbox"/> Off Street Parking      |  |  |

Other (please specify):

Cost of other items NOT included in rent (e.g., garage, parking, storage, etc.):

Did the Landlord provide a furnished unit?  Yes  No

If Yes, please indicate below type of furnishing:

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### RENTAL TERMS

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Do you have a written agreement or lease with your landlord?  Yes  No

If Yes, please specify term (select one):  Weekly  Monthly  Yearly  Other: \_\_\_\_\_

Dates on lease: [From] \_\_\_\_\_ [To] \_\_\_\_\_

If Yes, please provide a copy of the lease with this complaint.

How long have you resided at this unit? Almost 8 years

What repairs or renovations, if any, have you made to the unit since you have resided there?

no

When were they made and what did they cost you?

If Yes, please bring proof of the cost of the repairs or renovations to the hearing.

Are you up-to-date with your rent payment?  Yes  No

If No, please explain:

NATURE OF COMPLAINT

Please state the reason for filing this complaint:

Rent Increase  Rental Unit Conditions

What was your rent prior to filing complaint?

\$ 905.00

What is the rental increase amount?

\$ 295.00

What is the effective date of increase?

[From] 04/01/2024 [To]

How many days, weeks, months' notification were you given of this rental increase?

How much was your last rent increase?

\$ 30

When did this increase take effect?

06/14/2022

Were any additional services provided when your rent was increased?  Yes  No

If Yes, please explain:

Have you discussed your concern about the increase in rent with your landlord?  Yes  No

If Yes, when? 02/27/2024

Select one:  Written complaint  Oral complaint

What was your landlord's response?

He said everything is expensive and everything has gone up.

Do you believe your landlord has maintained the rental unit in accordance with the agreement/lease that was signed?  Yes  No

Are there conditions within the unit that you consider unhealthy or unsafe?  Yes  No

If Yes, please explain:

Does your apartment contain any defects or need repair?  Yes  No

If Yes, please explain:

~~There is~~ Rug is old, Kitchen sink needs replacement and kitchen cabinets breaking apart

Have you brought the above concerns, defects, or repairs to the landlord's attention?  Yes  No

If Yes, when? like year

Check one:  Written complaint  Oral complaint

If Yes, please explain:

In the space provided below, explain why you believe the increase in rent is excessive or why your landlord's response to your property maintenance, health and/or concerns is inadequate.

I think the increase is too much. I'm almost eight years old. And always, whe

Additional information you wish to share with the Commission:

**NOTICE TO COMPLAINANT**

When a complaint is filed, the Commission will first encourage the parties involved in the complaint to discuss their differences, in an attempt to reach a mutually satisfactory resolution. If no agreement is reached and the tenant wishes to continue the complaint, it will remain on the agenda for the scheduled formal hearing of the Commission. A copy of this complaint will be returned to you for your records. A copy of this complaint will be forwarded to your landlord for his/her response. Any information regarding this case is public knowledge and Commission meetings are open to the public. The Town of East Hartford must comply with the Freedom of Information Act.

I hereby affirm under the penalty provided by law that the information I have given is true.

Yenni Benitez

03/07/2024

Tenant's Signature

Date

(Type your full name if using an electronic signature)

Yenni Benitez

Tenant's Printed Name

**Landlords, Please Note:** The East Hartford Fair Rent & Quality Housing Commission has received this complaint regarding a rental increase that your tenant has deemed excessive. This complaint may also include possible defects within the renter's home. Please be advised that the Commission is concerned about this matter and hopes that you can reach a satisfactory resolution with your renter. We are, therefore, requesting that you contact the renter and attempt to resolve this issue before the scheduled Commission hearing. If this matter has not been mutually resolved, the Commission will further evaluate the case. We thank you for your immediate consideration and cooperation in this matter.

East Hartford Fair Rent & Quality Housing Commission

[Signature]  
Complaint Received By

3-8-24  
Date

\_\_\_\_\_  
Time



CONNOR S. MARTIN  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7200

OFFICE OF THE MAYOR

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

*March 11, 2024*

*Notice to parties sent by first class mail and email (if available)*

**TO COMPLAINANT(S):**

Yenni Benitez  
40 Cumberland Drive  
Apt C8  
East Hartford, Ct 06118

**TO RESPONDENT(S):**

Israel  
96 Silver Lane  
Unit LL5  
East Hartford, Ct 06108

## NOTICE OF HEARING

This correspondence serves as notice that the Town of East Hartford Fair Rent Commission will conduct a hearing concerning the complaint brought by the above-named Complainant(s). The hearing will be held on April 24, 2024, 6:00pm at the East Hartford Town Hall 50 Chapman Place, East Hartford, CT 06108.

Each party shall have the right to offer such testimony, witnesses and exhibits as the party deems necessary or appropriate. To the extent, you wish to provide copies of any exhibits to the Fair Rent Commission beforehand, please provide to [Jmartinez@easthartfordct.gov](mailto:Jmartinez@easthartfordct.gov) at least two (2) business days before the scheduled hearing.

By the Order of the  
Fair Rent Commission

**Martinez, Jessenia**

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**From:** Martinez, Jessenia  
**Sent:** Monday, March 11, 2024 3:05 PM  
**Subject:** Fair Rent Hearing Complaint  
**Attachments:** Case2024-02\_YenniBenitez.docx

Attached please find a letter for a fair rent hearing. Thank you

***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

## Martinez, Jessenia

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**From:** Yenni Benitez <yennib30@gmail.com>  
**Sent:** Monday, March 18, 2024 6:20 PM  
**To:** Martinez, Jessenia

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

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Good afternoon, I want to let you know that I reached an agreement with the landlord, thank you very much for your excellent service.

HA  
April 24



TOWN OF EAST HARTFORD  
FAIR RENT AND QUALITY  
HOUSING COMMISSION  
RENTAL COMPLAINT FORM

(Revised: 10/18/2023)

OFFICE USE ONLY
CASE NO. <u>2024-03</u>
Date Filed: _____

After completing this form, please submit it to the Town of East Hartford Mayor's Office. You can print it and deliver the form to our office at Town Hall, OR you can also email the completed PDF to [FairRent@easthartfordct.gov](mailto:FairRent@easthartfordct.gov)

**TENANT INFORMATION**

Clark Ashley Ashley0324.AT@gmail.com  
Last Name First Name MI Email

57 Cloverdale Drive East Hartford Connecticut 06118  
Street Address City State Zip Code

(DAY) 860-994-0330 (EVENING) 860-994-0330  
Phone Number

Treatment coordinator (Dental) \$3,500 Month / Year  
Occupation Family Earned Income

**LANDLORD INFORMATION**

Springer Samuel S.Springer037@gmail.com  
Last Name First Name MI Email

unknown  
Street Address City State Zip Code

(DAY) 860-995-9843 (EVENING) 860-995-9843  
Phone Number

**DESCRIPTION OF RESIDENTIAL UNIT**

Specify type of residential unit (e.g., single family house, studio, apartment complex, etc.)

Duplex (2 family)

Number of Bedrooms 3 Number of Bathrooms \_\_\_\_\_

Number of total rooms 5 Total Square Feet \_\_\_\_\_

# of Adults in Household 2 # of Children in Household 2

Are there pets in the household?  Yes  No

If Yes, please explain: Dog

emailed  
3/11/2024  
3pm

Please indicate all of the following that is included in your rent payment:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Heat                    | <input type="checkbox"/> Hot water                   | <input type="checkbox"/> Electricity             |
| <input type="checkbox"/> Cable                   | <input type="checkbox"/> Air Conditioning            | <input type="checkbox"/> Attics and/or Cellar    |
| <input checked="" type="checkbox"/> Stove / Oven | <input type="checkbox"/> Dryer                       | <input type="checkbox"/> Storage Patio / Balcony |
| <input type="checkbox"/> Refrigerator            | <input type="checkbox"/> Washing Machine             | <input type="checkbox"/> Snow Removal            |
| <input type="checkbox"/> Microwave               | <input checked="" type="checkbox"/> Garbage Disposal | <input type="checkbox"/> Pool                    |
| <input type="checkbox"/> Dishwasher              | <input type="checkbox"/> Lawn Maintenance            | <input type="checkbox"/> Tennis Court            |
| <input type="checkbox"/> Garage/ Covered Parking | <input type="checkbox"/> Security System/Guard       | <input type="checkbox"/> Gym/Fitness Facility    |
| <input type="checkbox"/> Off Street Parking      |  |  |

Other (please specify):

N/A

Cost of other items NOT included in rent (e.g., garage, parking, storage, etc.):

Electricity, Heat, Hot water, wi-Fi

Did the Landlord provide a furnished unit?  Yes  No

If Yes, please indicate below type of furnishing:

N/A

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### RENTAL TERMS

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Do you have a written agreement or lease with your landlord?  Yes  No

If Yes, please specify term (select one):  Weekly  Monthly  Yearly  Other: \_\_\_\_\_

Dates on lease: [From] \_\_\_\_\_ [To] \_\_\_\_\_

If Yes, please provide a copy of the lease with this complaint.

How long have you resided at this unit? 4 years

What repairs or renovations, if any, have you made to the unit since you have resided there? When I first moved in there were NO kitchen cabinets, I had to install them. I had to paint the whole unit before I moved in.

When were they made and what did they cost you?

If Yes, please bring proof of the cost of the repairs or renovations to the hearing.

The landlord bought the materials, but I had to do the "work."

Are you up-to-date with your rent payment?  Yes  No

If No, please explain:

NATURE OF COMPLAINT

Please state the reason for filing this complaint:  Rent Increase  Rental Unit Conditions

What was your rent prior to filing complaint? \$ 1,250.00

What is the rental increase amount? \$ 650.00

What is the effective date of increase? [From] 3/1/24 [To]

How many days, weeks, months' notification were you given of this rental increase? 25 days

How much was your last rent increase? \$ N/A

When did this increase take effect? 3/1/24

Were any additional services provided when your rent was increased?  Yes  No

If Yes, please explain:

Have you discussed your concern about the increase in rent with your landlord?  Yes  No

If Yes, when? Select one:  Written complaint  Oral complaint

What was your landlord's response?

We had a meeting at first he said he cant budge due to all the stuff he has to repair, then had a second meeting but did 1,500 for one month then to 1,900, Then through text gave me different numbers. I understand a increase but \$650 is a part-time job. I just want a fair increase.

Do you believe your landlord has maintained the rental unit in accordance with the agreement/lease that was signed?  Yes  No NO lease has been signed.

Are there conditions within the unit that you consider unhealthy or unsafe?  Yes  No

If Yes, please explain: mold in bathroom due to no vent. Asbesto on pipes

Does your apartment contain any defects or need repair?  Yes  No

If Yes, please explain:

Back door needs repairs. (You can see through cracks on door) Flooring is peeling in kitchen. Garbage disposal broken.

Have you brought the above concerns, defects, or repairs to the landlord's attention?  Yes  No

If Yes, when? Before he bought house Check one:  Written complaint  Oral complaint

If Yes, please explain:

when he did his walk-through, I went through everything.

In the space provided below, explain why you believe the increase in rent is excessive or why your landlord's response to your property maintenance, health and/or concerns is inadequate. I understand rent has to increase, but 52% is so hard to fit into budget, nothing has changed with my apartment. (NO upgrades, no repairs.)

Additional information you wish to share with the Commission:

**NOTICE TO COMPLAINANT**

When a complaint is filed, the Commission will first encourage the parties involved in the complaint to discuss their differences, in an attempt to reach a mutually satisfactory resolution. If no agreement is reached and the tenant wishes to continue the complaint, it will remain on the agenda for the scheduled formal hearing of the Commission. A copy of this complaint will be returned to you for your records. A copy of this complaint will be forwarded to your landlord for his/her response. Any information regarding this case is public knowledge and Commission meetings are open to the public. The Town of East Hartford must comply with the Freedom of Information Act.

I hereby affirm under the penalty provided by law that the information I have given is true.

Ashley Clark  
Tenant's Signature  
(Type your full name if using an electronic signature)

3/7/2024  
Date

Ashley Clark  
Tenant's Printed Name

**Landlords, Please Note:** The East Hartford Fair Rent & Quality Housing Commission has received this complaint regarding a rental increase that your tenant has deemed excessive. This complaint may also include possible defects within the renter's home. Please be advised that the Commission is concerned about this matter and hopes that you can reach a satisfactory resolution with your renter. We are, therefore, requesting that you contact the renter and attempt to resolve this issue before the scheduled Commission hearing. If this matter has not been mutually resolved, the Commission will further evaluate the case. We thank you for your immediate consideration and cooperation in this matter.

East Hartford Fair Rent & Quality Housing Commission

[Signature]  
Complaint Received By

3/8/2024  
Date

Time

## **Martinez, Jessenia**

---

**From:** Martinez, Jessenia  
**Sent:** Monday, March 11, 2024 3:27 PM  
**Subject:** Fair rent Complaint form  
**Attachments:** Case2024-03\_AshleyClark.docx

Attached please find a fair rent hearing letter, thank you very much!

### ***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)



CONNOR S. MARTIN  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7200

OFFICE OF THE MAYOR

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

*March 11, 2024*

*Notice to parties sent by first class mail and email (if available)*

**TO COMPLAINANT(S):**

Ashley Clark  
57 Cloverdale Drive  
East Hartford, Ct 06118

**TO RESPONDENT(S):**

Samuel Springer  
East Hartford, Ct 06108

## NOTICE OF HEARING

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By the Order of the  
Fair Rent Commission

**Town of East Hartford Fair Rent Commission  
Procedural Rules – Hearings**

## **Martinez, Jessenia**

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**From:** Martinez, Jessenia  
**Sent:** Tuesday, March 19, 2024 2:43 PM  
**To:** s.springer037@gmail.com  
**Subject:** FW: Fair rent Complaint form  
**Attachments:** Case2024-03\_AshleyClark.docx

Hello Samuel,

Please see attached sent to you on March 11.

Thank you

***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

---

**From:** Martinez, Jessenia  
**Sent:** Monday, March 11, 2024 3:27 PM  
**Subject:** Fair rent Complaint form

Attached please find a fair rent hearing letter, thank you very much!

***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

# Service Request 36107

## Record Info

<b>Request ID:</b>	36107	<b>Request Type:</b>	Damaged Interior- Rental Property
<b>Priority:</b>	3	<b>Entered By:</b>	jmartinez
<b>Date Submitted:</b>	3/19/2024 3:11:00 PM	<b>Cross Street:</b>	
<b>Address:</b>	57 Cloverdale Dr East Hartford		
			
<b>District:</b>			
<b>Comments:</b>	Mold in bathroom Asbestos on pipes back door needs repairs garbage disposal broken. Kitchen floor tiles ungluing		
<b>Private Notes:</b>	Fair Rent Commission		

## Submitter Info

<b>Name:</b>	Clark, Ashley	<b>Email:</b>	
<b>Address:</b>	57 Cloverdale Drive East Hartford, CT 06118		
<b>Phone #:</b>	<b>Extension:</b>		
<b>Alt. Phone #:</b>	<b>Extension:</b>		
<b>Notify:</b>	<input checked="" type="checkbox"/>		
<b>Company Name:</b>			
<b>Job Title:</b>			

## Activity List

<b>Date:</b>	3/19/2024 3:11:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service Request Open - ID 36107 Routed To: PropertyMaint Comments: Mold in bathroom Asbestos on pipes back door needs repairs

## **Martinez, Jessenia**

---

**From:** Martinez, Jessenia  
**Sent:** Tuesday, March 19, 2024 3:12 PM  
**To:** Cortes, Joseph; DuVerger, Christopher; DuVerger, Nancy; Dejesus, Lissette; Williams, Terrence  
**Cc:** Hnatuk, Steve  
**Subject:** RE: Fair Rent Complaint

Hello,

Please be advised that our office received a fair rent complaint which includes a property maintenance concern. The Qalert Id is 36107.

Thank you!

### ***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

# Service Request 36107

## Record Info

**Request ID:** 36107      **Request Type:** Damaged Interior- Rental Property  
**Priority:** 3      **Entered By:** jmartinez  
**Date Submitted:** 3/19/2024 3:11:00 PM      **Cross Street:**  
**Address:** 57 Cloverdale Dr  
East Hartford



## District:

Mold in bathroom  
Asbestos on pipes  
back door needs repairs  
garbage disposal broken.  
Kitchen floor tiles ungluing

## Private Notes:

Fair Rent Commission

## Submitter Info

**Name:** Clark, Ashley      **Email:**  
**Address:** 57 Cloverdale Drive  
East Hartford, CT 06118      **Extension:**  
**Phone #:** 860-994-0330      **Extension:**  
**Alt. Phone #:**



Notify:

Company Name:

Job Title:

Activity List

<b>Date:</b>	3/19/2024 3:11:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service Request Open - ID 36107 Routed To: PropertyMaint Comments: Mold in bathroom Asbestos on pipes back door needs repairs garbage disposal broken. Kitchen floor tiles ungluing
<b>Date:</b>	3/19/2024 3:11:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service request printed by jmartinez
<b>Date:</b>	3/20/2024 9:33:00 AM
<b>User:</b>	twilliams
<b>Comments:</b>	called tenant and left voicemail
<b>Date:</b>	3/20/2024 9:33:00 AM
<b>User:</b>	twilliams
<b>Comments:</b>	An automated text message was sent to 8609940330
<b>Date:</b>	3/20/2024 9:45:00 AM
<b>User:</b>	twilliams
<b>Comments:</b>	Inspection scheduled for 3/25 @ 1045a
<b>Date:</b>	3/20/2024 9:45:00 AM
<b>User:</b>	twilliams
<b>Comments:</b>	An automated text message was sent to 8609940330
<b>Date:</b>	3/25/2024 3:09:00 PM
<b>User:</b>	twilliams

**Comments:**

Inspection complete.

Kitchen floor tile damage

-back door has damage and netting on screen needs to be replaced

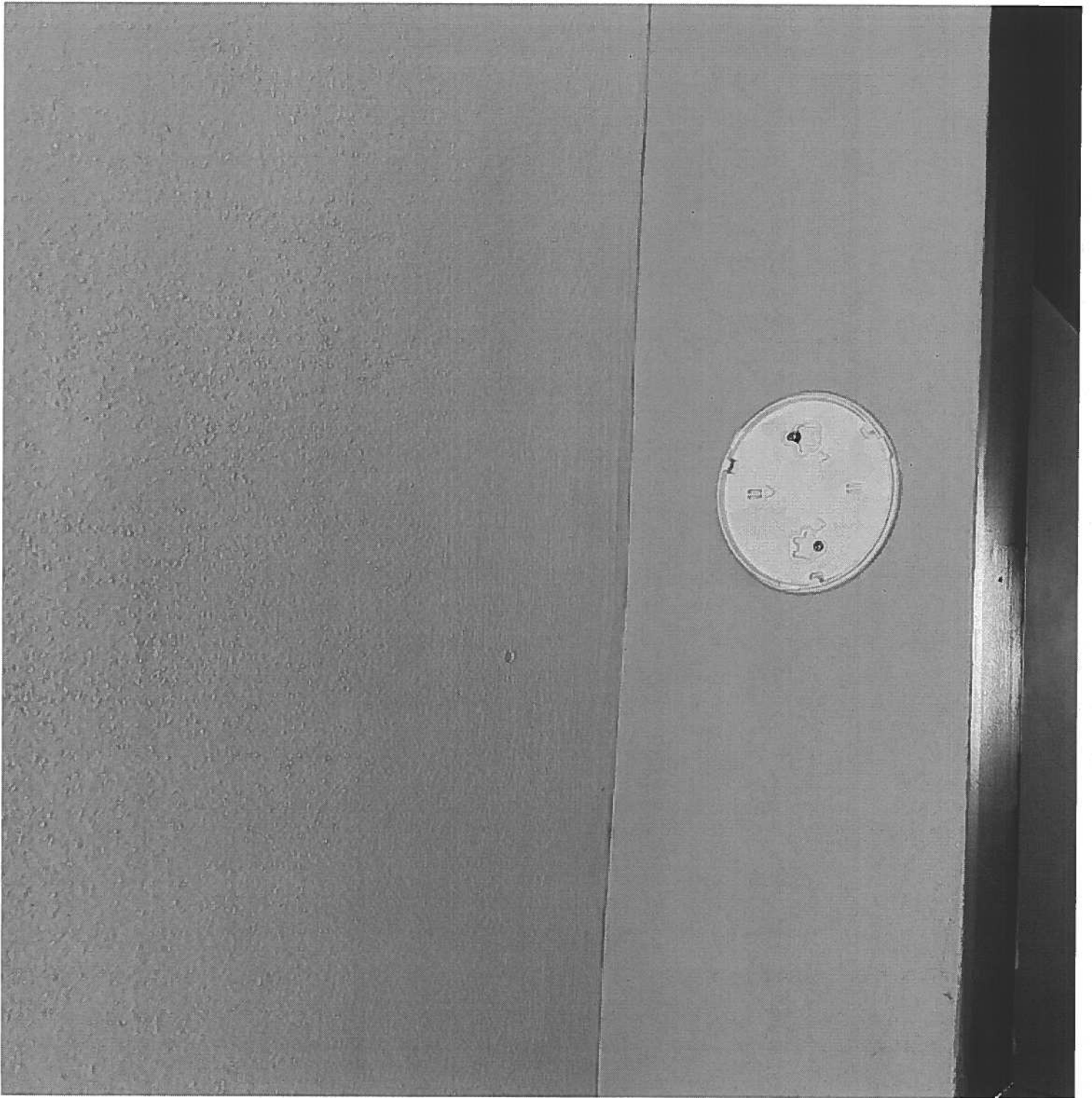
- mold in bathroom tub. Told tenant that he can open window during showers to keep moisture out.

Landlord says he is aware of issues, and he is trying to begin repairs but tenant won't allow it. Tenant is saying opposite but landlord will continue to reach out and try to begin repairs













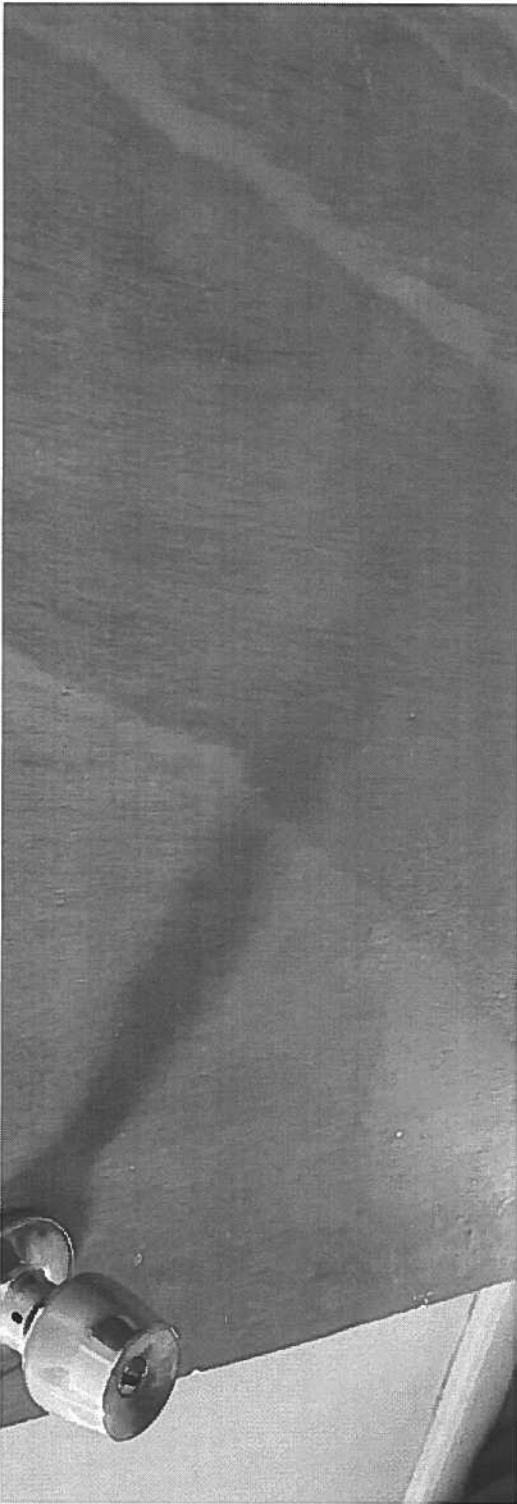
















**Date:** 3/25/2024 3:09:00 PM  
**User:** twilliams  
**Comments:** An automated text message was sent to 8609940330

**Date:** 4/11/2024 9:37:00 AM  
**User:** twilliams  
**Comments:** Reached out to the tenant and she says the landlord has yet to respond or come by to fix issues. I will reach out to landlord again to get an update

**Date:** 4/11/2024 9:37:00 AM  
**User:** twilliams  
**Comments:** An automated text message was sent to 8609940330

**Date:** 4/18/2024 10:05:00 AM  
**User:** jmartinez  
**Comments:** Service request printed by jmartinez

April 24



**TOWN OF EAST HARTFORD  
FAIR RENT AND QUALITY  
HOUSING COMMISSION  
RENTAL COMPLAINT FORM**

(Revised: 10/18/2023)

OFFICE USE ONLY
CASE NO. <u>2024-04</u>
Date Filed: _____

After completing this form, please submit it to the Town of East Hartford Mayor's Office. You can print it and deliver the form to our office at Town Hall, OR you can also email the completed PDF to [FairRent@easthartfordct.gov](mailto:FairRent@easthartfordct.gov)

**TENANT INFORMATION**

Mogans Maria J Maria\_4249@yahoo.com  
 Last Name First Name MI Email

512 Burnside ave. East Hartford CT 06108  
 Street Address City State Zip Code

(DAY) 860-328-9723 (EVENING) \_\_\_\_\_  
 Phone Number

Kitchen Poep \$ 1300 in 2 week Month / Year  
 Occupation Family Earned Income

**LANDLORD INFORMATION**

Verastegui Chanel SKYhigh llc@yahoo.com  
 Last Name First Name MI Email

Street Address City State Zip Code

(DAY) 860-690-7071 (EVENING) \_\_\_\_\_  
 Phone Number

↑  
 I emailed  
 3-11-2024 3pm

**DESCRIPTION OF RESIDENTIAL UNIT**

Specify type of residential unit (e.g., single family house, studio, apartment complex, etc.)

Number of Bedrooms 2 Number of Bathrooms 1

Number of total rooms \_\_\_\_\_ Total Square Feet \_\_\_\_\_

# of Adults in Household 1 # of Children in Household 2

Are there pets in the household?  Yes  No

If Yes, please explain: 2 birds

Please indicate all of the following that is included in your rent payment:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Heat                          | <input type="checkbox"/> Hot water                   | <input type="checkbox"/> Electricity             |
| <input type="checkbox"/> Cable                         | <input type="checkbox"/> Air Conditioning            | <input type="checkbox"/> Attics and/or Cellar    |
| <input checked="" type="checkbox"/> Stove / Oven       | <input type="checkbox"/> Dryer                       | <input type="checkbox"/> Storage Patio / Balcony |
| <input checked="" type="checkbox"/> Refrigerator       | <input type="checkbox"/> Washing Machine             | <input checked="" type="checkbox"/> Snow Removal |
| <input type="checkbox"/> Microwave                     | <input checked="" type="checkbox"/> Garbage Disposal | <input type="checkbox"/> Pool                    |
| <input type="checkbox"/> Dishwasher                    | <input type="checkbox"/> Lawn Maintenance            | <input type="checkbox"/> Tennis Court            |
| <input type="checkbox"/> Garage/ Covered Parking       | <input type="checkbox"/> Security System/Guard       | <input type="checkbox"/> Gym/Fitness Facility    |
| <input checked="" type="checkbox"/> Off Street Parking |  |  |

Other (please specify):

Cost of other items NOT included in rent (e.g., garage, parking, storage, etc.):

Did the Landlord provide a furnished unit?  Yes  No

If Yes, please indicate below type of furnishing:

---

### RENTAL TERMS

---

Do you have a written agreement or lease with your landlord?  Yes  No

If Yes, please specify term (select one):  Weekly  Monthly  Yearly  Other: \_\_\_\_\_

Dates on lease: [From] \_\_\_\_\_ [To] \_\_\_\_\_

If Yes, please provide a copy of the lease with this complaint.

How long have you resided at this unit? 12 years

What repairs or renovations, if any, have you made to the unit since you have resided there?

When were they made and what did they cost you?

If Yes, please bring proof of the cost of the repairs or renovations to the hearing.

Are you up-to-date with your rent payment?  Yes  No

If No, please explain:

NATURE OF COMPLAINT

Please state the reason for filing this complaint:

Rent Increase  Rental Unit Conditions

What was your rent prior to filing complaint?

\$ 1100

What is the rental increase amount?

\$ 200

What is the effective date of increase?

[From] April [To]

How many days, weeks, months' notification were you given of this rental increase?

How much was your last rent increase?

\$100 : November 2023

When did this increase take effect?

Were any additional services provided when your rent was increased?

Yes  No

If Yes, please explain:

Have you discussed your concern about the increase in rent with your landlord?  Yes  No

If Yes, when? March 5

Select one:  Written complaint  Oral complaint

What was your landlord's response? nothing did not respond

Do you believe your landlord has maintained the rental unit in accordance with the agreement/lease that was signed?  Yes  No

Are there conditions within the unit that you consider unhealthy or unsafe?  Yes  No

If Yes, please explain: Has never painted in 12 years  
Leak in bathroom ceiling.

Does your apartment contain any defects or need repair?  Yes  No

mold on stove

If Yes, please explain:

Have you brought the above concerns, defects, or repairs to the landlord's attention?  Yes  No

If Yes, when?

Check one:  Written complaint  Oral complaint

If Yes, please explain:

The bathroom leak since I have lived there.

In the space provided below, explain why you believe the increase in rent is excessive or why your landlord's response to your property maintenance, health and/or concerns is inadequate.

I had an increase \$100 in November 2023 and a year has not gone by. He also has left me with no heat for a week in 2022 & 2023

Additional information you wish to share with the Commission:

**NOTICE TO COMPLAINANT**

When a complaint is filed, the Commission will first encourage the parties involved in the complaint to discuss their differences, in an attempt to reach a mutually satisfactory resolution. If no agreement is reached and the tenant wishes to continue the complaint, it will remain on the agenda for the scheduled formal hearing of the Commission. A copy of this complaint will be returned to you for your records. A copy of this complaint will be forwarded to your landlord for his/her response. Any information regarding this case is public knowledge and Commission meetings are open to the public. The Town of East Hartford must comply with the Freedom of Information Act.

I hereby affirm under the penalty provided by law that the information I have given is true.

*Maria Magara*

Tenant's Signature

(Type your full name if using an electronic signature)

3/08/2024

Date

Maria Magara

Tenant's Printed Name

**Landlords, Please Note:** The East Hartford Fair Rent & Quality Housing Commission has received this complaint regarding a rental increase that your tenant has deemed excessive. This complaint may also include possible defects within the renter's home. Please be advised that the Commission is concerned about this matter and hopes that you can reach a satisfactory resolution with your renter. We are, therefore, requesting that you contact the renter and attempt to resolve this issue before the scheduled Commission hearing. If this matter has not been mutually resolved, the Commission will further evaluate the case. We thank you for your immediate consideration and cooperation in this matter.

East Hartford Fair Rent & Quality Housing Commission

*[Signature]*

Complaint Received By

3-8-24

Date

11:36 am

Time

CONNOR S. MARTIN  
MAYOR

# TOWN OF EAST HARTFORD

(860) 291-7200

OFFICE OF THE MAYOR

740 Main Street  
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV



*March 11, 2024*

*Notice to parties sent by first class mail and email (if available)*

**TO COMPLAINANT(S):**

Maria Magans  
512 Burnside Ave  
East Hartford, Ct 06108

**TO RESPONDENT(S):**

Chanel Verastegui  
512 Burnside Ave  
East Hartford, Ct 06108

## NOTICE OF HEARING

This correspondence serves as notice that the Town of East Hartford Fair Rent Commission will conduct a hearing concerning the complaint brought by the above-named Complainant(s). The hearing will be held on April 24, 2024, at the East Hartford Town Hall 50 Chapman Place, East Hartford, CT 06108.

Each party shall have the right to offer such testimony, witnesses and exhibits as the party deems necessary or appropriate. To the extent, you wish to provide copies of any exhibits to the Fair Rent Commission beforehand, please provide to [Jmartinez@easthartfordct.gov](mailto:Jmartinez@easthartfordct.gov) at least two (2) business days before the scheduled hearing.

By the Order of the  
Fair Rent Commission

**Town of East Hartford Fair Rent Commission**



**Martinez, Jessenia**

---

**From:** Martinez, Jessenia  
**Sent:** Monday, March 11, 2024 2:57 PM  
**Subject:** Fair Rent Hearing  
**Attachments:** Case#2024-04\_MariaMagans.docx

Please see attached letter for fair rent hearing. Thank you

***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

## Martinez, Jessenia

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**From:** Martinez, Jessenia  
**Sent:** Tuesday, March 19, 2024 3:15 PM  
**To:** skyhighllc@yahoo.com  
**Subject:** FW: Fair Rent Hearing  
**Attachments:** Case#2024-04\_MariaMagans.docx

Hello,

Attached please find a hearing letter emailed to you on March 11, 2024. If you have any questions please feel free to reach out.

### ***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

---

**From:** Martinez, Jessenia  
**Sent:** Monday, March 11, 2024 2:57 PM  
**Subject:** Fair Rent Hearing

Please see attached letter for fair rent hearing. Thank you


### ***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

# Service Request 36109

## Record Info

<b>Request ID:</b>	36109	<b>Request Type:</b>	Damaged Interior- Rental Property
<b>Priority:</b>	3	<b>Entered By:</b>	jmartinez
<b>Date Submitted:</b>	3/19/2024 3:23:00 PM	<b>Cross Street:</b>	
<b>Address:</b>	512 Burnside Ave East Hartford		



**District:**

**Comments:** No Paint in over 12 years  
Leak in bathroom ceiling.  
Mold on stove

**Private Notes:** Fair Rent Complaint

## Submitter Info

<b>Name:</b>	Magan, Maria	<b>Email:</b>	maria_4249@yahoo.com
<b>Address:</b>	512 Burnside Ave East Hartford, CT 06118		
<b>Phone #:</b>	860-328-9723	<b>Extension:</b>	
<b>Alt. Phone #:</b>	<b>Extension:</b>		
<b>Notify:</b>	<input checked="" type="checkbox"/>		
<b>Company Name:</b>			
<b>Job Title:</b>			

## Activity List

<b>Date:</b>	3/19/2024 3:23:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service Request Open - ID 36109 Routed To: PropertyMaint Comments: No Paint in over 12 years Leak in bathroom ceiling. Mold on stove
<b>Date:</b>	3/19/2024 3:23:00 PM
<b>User:</b>	jmartinez

## **Martinez, Jessenia**

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**From:** Martinez, Jessenia  
**Sent:** Tuesday, March 19, 2024 3:25 PM  
**To:** Cortes, Joseph; DuVerger, Christopher; DuVerger, Nancy; Dejesus, Lissette; Williams, Terrence  
**Cc:** Hnatuk, Steve  
**Subject:** RE: Fair Rent Complaint

Hello,

Please be advised that our office received a fair rent complaint which includes a property maintenance concern. The Qalert Id is **36109**

Thank you!

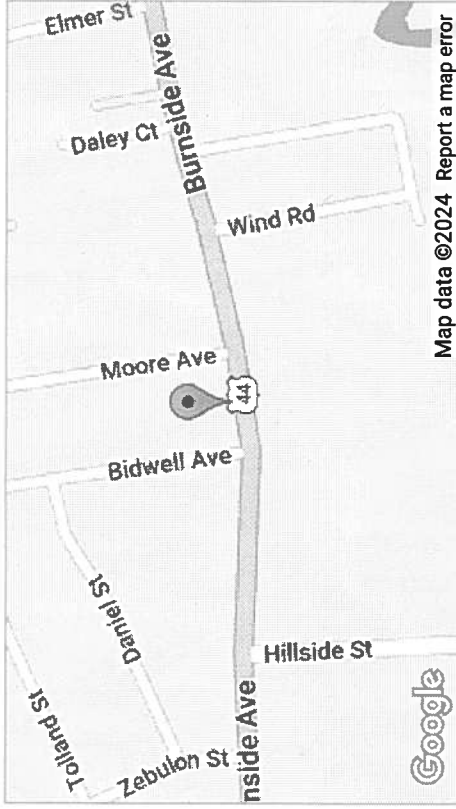
***Jessenia Martinez Ortega***

Executive Secretary  
Office of the Mayor  
Town of East Hartford  
(o)860-291-7204  
(f)860-282-2978  
[www.easthartfordct.gov](http://www.easthartfordct.gov)

# Service Request 36109

## Record Info

**Request ID:** 36109      **Request Type:** Damaged Interior- Rental Property  
**Priority:** 3      **Entered By:** jmartinez  
**Date Submitted:** 3/19/2024 3:23:00 PM      **Cross Street:**  
**Address:** 512 Burnside Ave  
East Hartford



**District:**  
**Comments:** No Paint in over 12 years  
Leak in bathroom ceiling.  
Mold on stove  
**Private Notes:** Fair Rent Complaint  
Maria 860-328-9723  
Chanel 860-690-7071 (Landlord)

## Submitter Info

**Name:** Magan, Maria      **Email:** maria\_4249@yahoo.com  
**Address:** 512 Burnside Ave  
East Hartford, CT 06118  
**Phone #:** 860-328-9723      **Extension:**  
**Alt. Phone #:** Extension:



Notify:

Company Name:

Job Title:

Activity List

<b>Date:</b>	3/19/2024 3:23:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service Request Open - ID 36109 Routed To: PropertyMaint Comments: No Paint in over 12 years Leak in bathroom ceiling. Mold on stove
<b>Date:</b>	3/19/2024 3:23:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	An automated email has been sent to the submitter(s): maria_4249@yahoo.com
<b>Date:</b>	3/19/2024 3:23:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	An automated text message was sent to 8603289723
<b>Date:</b>	3/19/2024 3:24:00 PM
<b>User:</b>	jmartinez
<b>Comments:</b>	Service request printed by jmartinez
<b>Date:</b>	3/20/2024 10:02:00 AM
<b>User:</b>	cduverger
<b>Comments:</b>	Followed up with tenant to schedule inspection.
<b>Date:</b>	4/4/2024 9:56:00 AM
<b>User:</b>	jcortes
<b>Comments:</b>	inspection scheduled for tomorrow 04/05 @3:40pm
<b>Date:</b>	4/4/2024 9:56:00 AM
<b>User:</b>	jcortes
<b>Comments:</b>	An automated email has been sent to the submitter(s): maria_4249@yahoo.com

**Date:** 4/4/2024 9:56:00 AM

**User:** jcortes

**Comments:** An automated text message was sent to 8603289723

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**Date:** 4/5/2024 4:30:00 PM

**User:** jcortes

**Comments:** Inspected apartment unit, found minor cosmetic disrepairs on ceiling and wall peeling paint, missing floor transition strips in kitchen, bathroom drop ceiling water damage, shower faucet/diverted leaking.

Apr 5, 2024 at 3:52:51 PM









Apr 5, 2024 at 3:46:49 PM



Apr 5, 2024 at 3:48:05 PM



**Date:** 4/5/2024 4:30:00 PM

**User:** Jcortes

**Comments:** An automated email has been sent to the submitter(s): maria\_4249@yahoo.com

**Date:** 4/5/2024 4:30:00 PM

**User:** Jcortes

**Comments:** An automated text message was sent to 8603289723

**Date:** 4/11/2024 9:35:00 AM

**User:** twilliams

**Comments:** met with landlord and he says tenant hasn't reached out to him about issues in unit. He says that he is willing to fix any issues that need to be done in her unit once she reaches out to him. Will meet with landlord today to hand him fair rent court notice and let the tenant know that she should reach out and tell him about the issues that need fixing

**Date:** 4/11/2024 9:35:00 AM

**User:** twilliams

**Comments:** An automated email has been sent to the submitter(s): maria\_4249@yahoo.com

**Date:** 4/11/2024 9:35:00 AM

**User:** twilliams

**Comments:** An automated text message was sent to 8603289723

**Date:** 4/18/2024 10:05:00 AM

**User:** jmartinez

**Comments:** Service request printed by jmartinez