

CURRAN APTS. NEWSLETTER

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“I’ve reported my complaint but the problem still exists!”

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Recently, I was talking to a few residents and one of them angrily said to me, *“I’ve reported my complaint but the problem still exists! I feel like the WHA is not addressing my concerns.”* I felt badly for this resident. He certainly was upset and felt frustrated that little was being done about his complaints regarding the behavior of his neighbor.

As I looked into his complaints, I clearly saw that all of his concerns had been investigated and addressed. As a matter of fact, the neighbor was in the process of being brought to Housing Court for the issues the tenant had complained about. As I spoke with the tenant and explained that the WHA in fact was addressing these issues, he explained that he assumed nothing had been done since he was not told of all the specifics to how we handled it. I explained that for confidentiality reasons, we could not discuss the details of another resident.

This experience made me realize that it may be a good time to review with all of you the process you should take when you want to report an incident or crime as well as what the WHA does to investigate your concerns.

Reporting Process

1. **Criminal Activity** – If you witness a crime, call 911 immediately. Do not call the WHA maintenance or management offices as we are **NOT** first responders to crimes. After you call 911, you can call your Housing Manager or Public Safety to provide the details so we can follow up.
2. **Non-Criminal Activity** – For incidents that are not criminal that you want to report, please contact your management office or Public Safety. If you call after business hours, please leave a message.
3. **Be Specific** – When you are reporting an incident, it is very important that you tell us the date, exact time and exact location where the incident occurred. This makes our investigation go faster.
4. **Don’t Wait** – Call us the minute the incident occurs. In some cases, we may have video cameras capturing

the incident. However, if you wait to report it, there is a chance we may lose the video.

5. **Don’t Assume** – Sometimes residents assume the WHA is not addressing their concern because the issue continues to occur. Please keep reporting the incident each time it happens as this allows us to create a history of the issues and makes lease enforcement easier.
6. **Attend Resident Meetings** – Please make sure you attend the monthly crime watch meetings to let all of us know how things are going. The WPD and WHA attend these meetings and we need you there.

WHA Process

Once the Housing Manager receives your complaint, they will investigate it. In some cases, the incident is so severe that we may need to take immediate serious action. However, most incidents do not rise to this level and generally a meeting with the tenant warning them of the violations is sufficient to resolve the matter.

However, if the issue persists, please report it to the management office. If the matter is confirmed, the office may have to take stronger lease enforcement action, including possible termination of lease. Keep in mind that the WHA cannot share the specific details of their investigation or how the matter was resolved with the resident, but that should not be viewed as the WHA not addressing your concern.

In conclusion, I hope that this is helpful in understanding the process and, at times, the challenge our Housing Managers encounter in handling resident complaints on other residents. Fortunately, most of our residents have positive relationships with their neighbors and there is a mutual respect for each other’s tenancies. As always, I appreciate all your effort in making your community a great place to live.

Thank you.

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DE ESTA PAGINA