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Case: 23-00035879

Case Owner	Housing HOU	Service Request Id	23-00035879
Subject	HOU-Affordable Housing and Other Housing Resources	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	Email	Service Request Source	
Description	Hello Gwendolyn,		SR Ext ID

I have attached for you the tenant information release form, as well as documentation regarding the situation, including email correspondence, pictures, other paperwork, and the receipt from the pest control company that I finally paid myself in order to get the home treated. Lynbrook has not contacted me since August 25th, with a phone call claiming that they had again rescheduled the treatment for September 5th and 20th, but again no treatment was done yesterday. Which is fine, because like I said, I contracted out with another company to complete the treatment, who started treatment on August 29th, and are scheduled to return September 12th and 26th.

At this point, what would be very helpful from you would be you helping the management company understand that reimbursing me for the pest control company I paid for is in their best interest. I recognize that I chose to not waste anymore of my time by not serving an official notice of withholding rent and filing with the court, but they couldn't manage to schedule an appointment to just start treatment of my home for over a month. And, this isn't the first time I have had to ask multiple times to get a situation resolved in the apartment. I have had roaches, mice, mildew and a leaking dishwasher that each took multiple work orders before getting resolved. I work in the property management industry, and so I can't even imagine what the other residents in this community are dealing with after having to try and work with such a difficult management team. Hopefully hearing from you will encourage them to adjust their policies and practices so that my neighbors don't have to resort to paying for their own pest control as well. As for me, at this point, I just want my \$485 reimbursed.

Thank you for taking the time to work with me on this issue. If you have any questions about the situation, or need other information, please let me know.

Tiffany Peck

From: noreply@salesforce.com <noreply@salesforce.com> on behalf of Alex311 <alex311@alexandriava.gov>
 Sent: Wednesday, September 6, 2023 6:29 AM
 To: pheepeck@hotmail.com <pheepeck@hotmail.com>
 Subject:

Good Morning,
 I am responding to your inquiry about having bed bug pet treatment in your unit. If you would like me to contact your landlord please complete the attached Tenant Release form and return it to me as soon as you can. This allows me to contact your landlord on your behalf.

Regards,
 Gwendolyn Baker-Lassiter
 Landlord Tenant Investigator
 City of Alexandria Office of Housing
 Landlord Tenant Division
 Direct: (703) 746-3086 Fax: (703) 838-4309
[\[https://alex311.my.salesforce.com/servlet/servlet.ImageServer?oid=00D1U000000tpPp&esid=0186T00000siZQI&from=ext\]](https://alex311.my.salesforce.com/servlet/servlet.ImageServer?oid=00D1U000000tpPp&esid=0186T00000siZQI&from=ext)

Service Department

Housing

Service Request Comments

ServedP

Selected Location

SLA Information

Expected Start Date 9/6/2023 12:48 PM

Date/Time Opened 9/6/2023 11:30 AM

Expected Date/Time 9/13/2023 12:48 PM

Updated Date/Time 10/24/2023 2:35 PM

SLA Status Missed

Date/Time Closed 10/24/2023 2:34 PM

Contact Information

Contact Name Tiffany Peck

Contact Phone +1 (385) 259-3733

Account Name Customer

Contact Email pheepeck@hotmail.com

Location Information

Address

Location

Served

Selected Location

Trash Zone

Location Details

Recycle Zone

Relative Location

Spring Clean Up Zone

Reporting Area

Leaf Zone

Parking District

Census Area

Building Type

Small Area Plan

Geo Layers



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Case: 23-00035988

Case Owner	Housing HOU	Service Request Id	23-00035988
Subject	HOU-Affordable Housing and Other Housing Resources	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	API	Service Request Source	iOS
Description	Evicted April 2023, no housing or income, disabled with difficulty applying for SSA appeal for benefits, medical conditions include C-PTSD, severe distress, prior DV victim.	SR Ext ID	
Service Department	Housing	Service Request Comments	
ServedP			
Selected Location			

SLA Information

Expected Start Date	9/7/2023 8:10 AM	Date/Time Opened	9/7/2023 8:10 AM
Expected Date/Time	9/14/2023 8:10 AM	Updated Date/Time	10/24/2023 10:00 AM
SLA Status	Missed	Date/Time Closed	10/24/2023 10:00 AM

Contact Information

Contact Name	Dana Love Sanders	Contact Phone	+1 (571) 562-9473
Account Name	Customer	Contact Email	dana.love@me.com

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers



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Case: 23-00036314

Case Owner	Housing HOU	Service Request Id	23-00036314
Subject	HOU-Affordable Housing and Other Housing Resources	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	API	Service Request Source	Web
Description		SR Ext ID	
Service Department	Housing	Service Request Comments	
ServedP			
Selected Location			

SLA Information

Expected Start Date	9/11/2023 1:20 AM	Date/Time Opened	9/11/2023 1:20 AM
Expected Date/Time	9/18/2023 1:20 AM	Updated Date/Time	10/24/2023 10:03 AM
SLA Status	Missed	Date/Time Closed	10/24/2023 10:03 AM

Contact Information

Contact Name	Aida Pitot Bolivar	Contact Phone	+1 (571) 355-8916
Account Name	Customer	Contact Email	pitotbolivaraidajenet@gmail.com

Location Information

Address	Location
Served	Selected Location
Trash Zone	Location Details
Recycle Zone	Relative Location
Spring Clean Up Zone	Reporting Area
Leaf Zone	Parking District
	Census Area
	Building Type
	Small Area Plan

Geo Layers

Alexandria, September 11, 2023

City of Alexandria

311 – Support Desk

Ref.: **HOUSING WAITING LIST**

Dear Sirs,

This is Aida Pitot Bolivar, resident in the City of Alexandria from 2 years ago. During this time; I am working at Recovery Program Solutions of Virginia as Certified Peer Support, unfortunately after Covid 19 my labor hours were reduced to 5 hrs. weekly.

Since the Fall Semester of 2022, I start studies of English as Second Language at NOVA Community College-Alexandria Campus, through a scholarship for being American citizen.

At this moment, I am dealing with a debt to NOVA because during Spring 2023 I get mental health issues that needed professional attention and I appeal for exception of tuition charge. For this Summer NOVA is charging US\$800; the reason that the scholarship didn't cover the complete 2 courses taken, I approved one and the second one need to be repeated.

I can not afford this debt. I request information in the bank and the student loan is not more available. In order to register to the next class ESL48 the payment is requested. Also, the Part-Time job that I was doing with Work and Study Program has finished.

This week I will have a new assessment with the representative of DARS-Alexandria to open my case and continue searching for job. I am applying for positions in City of Alexandria web site and in other private entities.

In summary, I am doing efforts to prevent more unlucky situations and housing is a priority to be resolve. By an ad in the Tiempo Latino Newspaper, I know that today Monday, September 11th. 8:00am until September 17th. 2023 11:59pm, City of Alexandria will be accepting requests for waiting list in 4 different locations.

I called to the numbers posted in the add but the information is not clear. Some person told me that I need to go to the Government Center in Fairfax and navigating in the web, they said that it will be online, but the link is not there: Ovation at Arrow brook-Herndon, Penrose-Alexandria, The Arden-Alexandria and Madison Ridge-Centreville; or it will be presential in each location?

Thank for your support and I will be waiting for your prompt response,

Aida Pitot Bolivar

pitotbolivaraidajenet@gmail.com



AVAILABLE AFFORDABLE RENTAL UNITS IN THE CITY OF ALEXANDRIA (UPDATED: SEPTEMBER 2023)

Please review the 2023 maximum income limits table on the right to confirm you qualify for an affordable unit. The 2023 maximum income units were released this spring. These incomes are based on the number of people in a household as well as the annual gross income of all adults in the household. The minimum income limit varies by apartment complex and a co-signer may be accepted if you do not meet the minimum income criteria. Please contact each complex directly to confirm the availability of individual units and/or to be added to its waitlist. This list is published approximately every 4 weeks; units may not be available at the time of your inquiry.

2023 area median income	1-person	2-people	3-people	4-people	5-people*
40%	\$42,200	\$48,240	\$54,280	\$60,280	\$65,120
50%	\$52,750	\$60,300	\$67,850	\$75,350	\$81,400
60%	\$63,300	\$72,360	\$81,420	\$90,420	\$97,680
80%	\$84,400	\$96,480	\$108,560	\$120,560	\$130,240

**Income limits are also available for larger households.*

If you have questions about public housing or the Housing Choice Voucher program, please contact the Alexandria Redevelopment Housing Authority at 703-549-7115. Please note these housing options have long waitlists and are not accepting new applicants.

**** COMING SOON: Committed affordable rental units at Meridian 2250 at Eisenhower Station! ****
 To learn more, subscribe to eNews at alexandriava.gov/enews. Then select "Affordable Housing"

Available STUDIO

NAME	ADDRESS/NUMBER	AVAILABLE	RENT	MINIMUM-MAXIMUM HOUSEHOLD INCOME	MAXIMUM OCCUPANCY	COMMENTS
Arbelo Apartments	6 W. Nelson Avenue, Alexandria, VA 22301	SEPTEMBER	\$1,294 (tenant pays electric)	Min: \$38,820 Max: \$63,300*	1	One Studio available. Please contact the apartment complex directly: 703-751-0003/703-519-5204

* Depends on Occupancy



Available 1-BEDROOM

NAME	ADDRESS/NUMBER	AVAILABLE	RENT	MINIMUM-MAXIMUM HOUSEHOLD INCOME	MAXIMUM OCCUPANCY	COMMENTS
Jackson Crossing Apartments	120 E. Reed Avenue, Alexandria, VA 22305	SEPTEMBER	\$1,590 (tenant pays electric)	Min: \$44,964 Max: \$72,360*	2	One 1-Bedroom available. Please contact the apartment complex directly: 703-310-7229
Parkstone Alexandria	3001 Park Center Drive, Alexandria, VA 22302	SEPTEMBER	\$1,575-1,750 (tenant pays utilities)	Contact property for income limits	2	Ten 1-Bedrooms available. Please contact the apartment complex directly: 703-578-3001
The Square at 511	511 Four Mile Road, Alexandria, VA 22305	SEPTEMBER	\$1,354 (tenant [pays utilities])	Min: \$43,530 Max: \$72,360*	2	Two 1-Bedrooms available. Please contact the apartment complex directly: 703-832-0275
Del Ray Central	3051 Mt. Vernon Avenue, Alexandria, VA, 22305	SEPTEMBER	\$1,554 (tenant pays utilities)	Min: \$63,300 Max: \$88,620	3	One 1-Bedroom available. Please contact the apartment complex directly: 703-910-5267

* Depends on Occupancy

Available 2-BEDROOMS

NAME	ADDRESS/NUMBER	AVAILABLE	RENT	MINIMUM-MAXIMUM HOUSEHOLD INCOME	MAXIMUM OCCUPANCY	COMMENTS
Fields of Alexandria	4309 Duke Street, Alexandria, VA 22304	SEPTEMBER	\$1,841-1,845 (tenant pays gas)	Min: \$55,230 Max: \$90,420*	4	Four 2-Bedrooms available. Please contact the apartment complex directly: 703-823-0077



			and electric)			
Parkstone Alexandria	3001 Park Center Drive, Alexandria, VA 22302	SEPTEMBER	\$1,975 (tenant pays utilities)	Contact property for income limits	4	Three 2-Bedrooms available. Please contact the apartment complex directly: 703-578-3001
The Square at 511	511 Four Mile Road, Alexandria, VA 22305	SEPTEMBER	\$1,790 (tenant pays utilities)	Min: \$52,320 Max: \$90,420*	4	One 2-Bedroom available. Please contact the apartment complex directly: 703-832-0275

* Depends on Occupancy

Available 3-BEDROOMS

NAME	ADDRESS/NUMBER	AVAILABLE	RENT	MINIMUM-MAXIMUM HOUSEHOLD INCOME	MAXIMUM OCCUPANCY	COMMENTS
Lacy Court	650 Maskell St, Alexandria, VA 22301	SEPTEMBER	\$1,895 (tenant pays electric)	Min: \$56,850 Max: \$87,450*	6	Three 3-Bedrooms available. Please contact the apartment complex directly: 703-751-0003

* Depends on Occupancy

Affordable housing opportunities in other Northern Virginia jurisdictions.

Arlington County: housing.arlingtonva.us/get-help/rental-services/affordable-units/

*** Arlington waiting list for housing vouchers will be open from 8 a.m. September 13 to 11:59 p.m. September 23, 2023:
arlingtonva.us/HCV2023 ***

City of Alexandria, Office of Housing
421 King Street, Suite 215, Alexandria City, VA 22314
alexandriava.gov/housing | 703-746-4990



Fairfax County: fairfaxcounty.gov/housing/rentalhousing/privately-owned

Loudoun County: loudoun.gov/index.aspx?NID=2676



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Case: 23-00038079

Case Owner	Housing HOU	Service Request Id	23-00038079
Subject	HOU-Affordable Housing and Other Housing Resources	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	Phone	Service Request Source	Agent
Description	Affordable Units list and application for Southern Towers. Section 8 information provided.	SR Ext ID	
Service Department	Housing	Service Request Comments	
ServedP			
Selected Location			

SLA Information

Expected Start Date	9/26/2023 10:21 AM	Date/Time Opened	9/26/2023 10:21 AM
Expected Date/Time	10/3/2023 10:21 AM	Updated Date/Time	9/26/2023 10:22 AM
SLA Status	Met	Date/Time Closed	9/26/2023 10:22 AM

Contact Information

Contact Name	Carmen Sovero	Contact Phone	+1 (703) 861-9654
Account Name	Customer	Contact Email	

Location Information

Address		Location	
Served		Selected Location	
Trash Zone		Location Details	
Recycle Zone		Relative Location	
Spring Clean Up Zone		Reporting Area	
Leaf Zone		Parking District	
		Census Area	
		Building Type	
		Small Area Plan	

Geo Layers



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Case: 23-00038136

Case Owner	Housing HOU	Service Request Id	23-00038136
Subject	HOU-Affordable Housing and Other Housing Resources	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	Phone	Service Request Source	Agent
Description	Tamara met Mr. Hesham at the Monticello (Southern Towers) resident meeting with CIM. Resident is very low income and struggling. Tamara is (re)connecting him with DCSH and encouraging him to access food via ALIVE! food distribution in the West End. Mike is researching what DASH lines would work for him as he indicated he doesn't have access to an operable vehicles.	SR Ext ID	
Service Department	Housing	Service Request Comments	
ServedP			
Selected Location			
SLA Information			
Expected Start Date	9/26/2023 5:15 PM	Date/Time Opened	9/26/2023 5:15 PM
Expected Date/Time	10/3/2023 5:15 PM	Updated Date/Time	10/4/2023 9:06 AM
SLA Status	Missed	Date/Time Closed	10/4/2023 9:06 AM
Contact Information			
Contact Name	Mohamed Hesham	Contact Phone	+1 (571) 394-1133
Account Name	Customer	Contact Email	
Location Information			
Address		Location	
Served		Selected Location	
Trash Zone		Location Details	
Recycle Zone		Relative Location	
Spring Clean Up Zone		Reporting Area	
Leaf Zone		Parking District	
		Census Area	
		Building Type	
		Small Area Plan	



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Case: 23-00038522

Case Owner	All Members COUNCIL	Service Request Id	23-00038522
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	API	Service Request Source	Android
Description	<p>Good evening all--</p> <p>My understanding is that the City Council has not gotten any negative feedback regarding Zoning for Housing. Of course, this means that the existing recommendations have not gone far enough, as mentioned in a previous public meeting. I encourage Council members to push the envelope a bit more here. We are in a housing crisis. The time for bold actions is now.</p> <p>I am a homeowner in Del Ray, having purchased a townhouse before we won HQ2. We bought our house in 2017. We could not afford to buy into this neighborhood today on two government salaries. Timing should not be the reason that families can afford to move to Alexandria.</p> <p>Thank you, Sarah Husain</p>	SR Ext ID	
Service Department	Mayor & City Council	Service Request Comments	
ServedP			
Selected Location			
SLA Information			
Expected Start Date	9/29/2023 8:39 PM	Date/Time Opened	9/29/2023 8:39 PM
Expected Date/Time	10/6/2023 8:39 PM	Updated Date/Time	9/30/2023 11:53 AM
SLA Status	Met	Date/Time Closed	9/30/2023 11:53 AM
Contact Information			
Contact Name	Sarah Husain	Contact Phone	+1 (240) 994-0723
Account Name	Customer	Contact Email	sarah.s.husain@gmail.com
Location Information			
Address		Location	
Served		Selected Location	



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Case: 23-00038560

Case Owner	All Members COUNCIL	Service Request Id	23-00038560
Subject	COU-Contact Mayor, Vice Mayor and/or City Council	Status	Closed
Priority	Standard	Sub-Status	
Case Origin	API	Service Request Source	Web
Description	<p>I submitted this comment to Zoning for Housing, but wanted to share it with you all directly:</p> <p>Dear Council Members,</p> <p>I am writing about the Zoning for Housing initiative.</p> <p>I have lived in Alexandria for most of my 47 years of life. Once I saved up enough money post-college, I bought my first house off Duke Street on Underhill – a duplex with my own driveway and a great front and back yard. My husband and I now own a house in North Ridge near George Mason Elementary School.</p> <p>I would like to make more affordable housing available to Alexandria residents. Unfortunately, the current Zoning for Housing proposal will not achieve that goal. The proposal will help developers make money.</p> <p>I am confused why the Planning Commission thinks the current proposal will increase the amount of affordable housing. Recently, a house on our street was purchased by a developer for \$880,000. The developer remodeled the interior of the house (no additions) and sold it for \$1.43 million. If that developer wanted to tear down the house and build a duplex it would cost at least \$1 million. Add \$880,000 to \$1 million and the developer needs to make \$1.8 million to break even. Each duplex would cost the new owner \$900,000. If the developer spends more on construction or wants to make a profit – one unit will cost a new owner \$1 million. A \$1 million duplex is NOT affordable housing. If the new laws allowed the developer to build a 4 unit residence, the units would need to cost more than \$450,000 each for the developer to make a profit. Those are still not affordable units. I am sure developers will want higher than single digit profits for their newly created multi-units – resulting in even higher prices for</p>		

individuals.

Better solutions to the affordable housing issue are available. If the Dillon rule is the biggest obstacle, let's focus the power of our city on eliminating that rule in Richmond. Can we give low-income residents rent vouchers that are funded through taxes on developers? Increasing affordable housing units in Alexandria should focus on areas like Potomac Yard that already have apartments and access to the Metro. Allowing single family homes to be torn down and replaced with multi-unit buildings in neighborhoods without mass transit will just make parking and traffic a larger problem. .

Please pause and look at the numbers – see how developers are the only winners.

Service Department Mayor & City Council

Service Request Comments

ServedP

Selected Location

SLA Information

Expected Start Date 9/30/2023 9:51 PM

Date/Time Opened 9/30/2023 9:51 PM

Expected Date/Time 10/6/2023 9:51 PM

Updated Date/Time 10/2/2023 4:09 PM

SLA Status Met

Date/Time Closed 10/2/2023 4:09 PM

Contact Information

Contact Name Jenny Ware

Contact Phone +1 (703) 328-3984

Account Name Customer

Contact Email warejh@icloud.com

Location Information

Address

Location

Served

Selected Location

Trash Zone

Location Details

Recycle Zone

Relative Location

Spring Clean Up Zone

Reporting Area

Leaf Zone

Parking District

Census Area

Building Type

Small Area Plan

Geo Layers