

I told Mary-Anne again that Ashley stole from me (a result of her “mistake” when she told me I didn’t owe more rent money, when I actually did).

**Mary-Anne:** Okay. Is there anything else you want to talk to me while I'm on the phone with you?

17:17

**Leah:** Nope, that's it. Ugh, other than, like, yeah, I don't really have anything to say. Like, you guys know that Ashley, like, that was really wrong of her to do that, but, like, that was years ago, and I'm not over it.

**Mary-Anne:** It's an eviction fee. Is that just a filing fee? Is that what?

**Leah:** Yeah, like, she called me up, because what I used to do years ago was I would pay, like, a little extra every month, like, a month plus a quarter, so every fourth month I didn't have to pay rent. So, she called me up one day, and she's like, you don't owe any more money, you have a credit, and I'm like, really, are you sure? Because I was keeping track in my head that I did have to pay, and she's like, no, and she just listed off. She's like, you paid this amount on this date, and you paid this amount on this date, and then you paid this amount on this date, and I'm like, okay. And then I remember my boyfriend was sitting beside me in the car when I received this, and he's like, so do you need money? And I'm like, apparently I don't. So, my rent, I owed, like, \$500 and something, but she told me I owed nothing. So then, I didn't pay rent when the first of the next month came around, and I got an eviction notice. And so, I called her and left her a message, and I'm like, hey, Ashley, I just got this eviction notice, and you told me that I didn't owe anything. So, if you're taking me a call back, she didn't call me back. I was charged a \$175 eviction fee notice. And then I called her again, and I'm like, I have no evidence of you telling me this because you told me over the phone. Could you please do the right thing because I can't afford this \$175. And she still never called me back, and then somebody from your, like, payment plan department called me and said, I can't help you with that, but I can set up a payment plan for you. And so, I had to pay back the \$500 plus the \$175 over a six -month period, and at that point, my boyfriend and I broke up and he couldn't pay so I'm I just, she called me for the first time since at Christmas asking if my teenage daughter wanted any infant toys for Christmas I said thanks, but no thanks. And then I kind of was like really kind of rude to her and I feel like she realized who I was because she used to call me up all the time with my case if I had any questions or anything with my case, she was like my main contact for a long time and then the moment she did this, she suddenly didn't talk to me ever again until this past Christmas. So like she knows what she did and nobody seemed to care and I just think that when you have no money like when you literally live on less than a thousand dollars a month and that happens like they should, like, I'm sure she wouldn't even have to pay for it out of her own pocket like you guys probably would have covered it but like nobody was even reasonable like I asked about I went

down to the office and they're like, if anybody doesn't pay, um, if they owe more than \$85, they automatically get an eviction notice and we don't call them, we just evict them.

**Mary-Anne:** Oh, so it's, it's an L1 fee, so it's not an eviction notice, it's just a late payment notice. I know that that makes a difference, but yeah, it get automatically gets filed.

**Leah:** Yeah, obviously like I don't think anything is going to happen with this, but it's just like this is part of the treating us bad part. Like, you think she called me, told me I didn't owe money, turns out that was a mistake, she probably made an honest mistake, and now I had to pay the \$175 I didn't have.

**Mary-Anne:** And you said that was Ashley?

**Leah:** Yeah. Mary-Anne is refusing to take accountability for their constant “mistakes”, again.

**Mary-Anne:** Because Ashley hasn't worked with that building in quite some time, then I went to Karen.

**Leah:** I know. It was a long time ago, it was a really, like my, the last time I was with a boyfriend was like four years ago, so this would have been over four years ago.

**Mary-Anne:** Okay. And then I went to Karen and now it's Soula.

20:57

**Leah:** And so like every time I like, I think that one time since, I didn't think I was going to pay my rent on time because I got laid off because of the company went bankrupt because of COVID. And I called and left a message and I was so scared that you guys were going to say that I didn't leave a message or I didn't talk to somebody that I had to drive down, walk into the office and get written notice from you guys saying I came in because I didn't want someone to lie and say, I didn't work this out with you.

I had to bend-over backwards to make sure they never tried to pull a fast one on me again.

**Mary-Anne:** Mhmm.

21:30

**Leah:** I guess just, I don't feel like I can trust people at this organization because of the horrible treatment. I remember a few years back, my shower, it stopped giving out hot water and I had showers with in cold water for six months because I thought that you guys wouldn't fix it. Like when at any time I need something six, nothing gets fixed, so I