

Richmond Tenants' Defense Council
PO Box 6031
Richmond, VA 23222
richmondtenantsdc@gmail.com
www.richmondtenants.org



December 12, 2022

Red Oak Apartments
3609-16B Chamberlayne Avenue
Richmond, VA 23227

Dear Red Oak Apartments,

This letter is written by the Richmond Tenants' Defense Council, on behalf of the tenants of Red Oak Apartments. Residents have identified a number of reasonable demands that can be quickly rectified by Red Oak.

The following concerns must be addressed immediately:

1. Water

Tenants have received water bills for absurd amounts of money-- even hundreds of dollars-- with no accurate information concerning how those bills were calculated. Tenants who request individual water meters must have them installed. Red Oak must provide tenants with detailed accounts of how their previous water bills were calculated, including copies of original bills from the City of Richmond. Tenants demand an end to service fees to third party companies like Conservice.

2. Pests

Tenants have been charged as much as one-hundred dollars for failing to move all of their appliances and furniture away from their walls in advance of visits by pest control. Red Oak must immediately cease to charge penalties for pest abatement issues. Tenants must be provided with electronic pest abatement devices free of cost.

3. Parking

Tenants at several buildings have identified that signs warning of towing are out of date and no longer reflect the towing policy in their leases. All signage regarding towing must be current, and all changes must be clearly communicated to tenants. Tenants must be provided with a parking pass and a guest pass.

4. Heat

Many tenants report that their heat is not functioning, and requests for maintenance are not being responded to in a timely manner. Heating units must be fixed as soon as possible, and tenants must be provided with space heaters in good condition until repairs are complete.

We expect to receive a response from you detailing a timeline for addressing the concerns mentioned in this letter, in writing at the above PO Box, no later than January 2, 2023.

Sincerely,

Richmond Tenants' Defense Council