



Living Conditions and Resident Complaints at Jefferson Manor Apartments

Compiled by Jefferson Manor Chapter Members
and Staff of Arkansas Renters United



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Jefferson Manor Issues by Unit

Issue Key	
	HVAC Issue
	Mold
	Plumbing Issue
	Electrical Issue
	Other issue
	Broken Door
	Broken Window
	Fire Damage
	Insect Infestation
	Tenant Hospitalized
	Ceiling Issue



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Jefferson Manor is a 47-year-old complex in North Little Rock. It was once a highly-sought property in North Little Rock because it was so well-kept inside and residents are now reporting being hospitalized by their living conditions. Some commonly-reported issues around the complex include mold, roaches, spiders, leaks, gas issues, HVAC issues, foundational issues, as well as sewage and plumbing issues. The pictures were compiled in-person by tenants and staff of Arkansas Renters United. The tenants and others spoke to Arkansas Renters United staff about problems in the vacant units.

Jefferson Manor Members of Arkansas Renters United have taken action against their unsafe and inhumane living conditions across the complex. Together, they have created a petition to represent their concerns and demands for the complex. They have also helped Arkansas Renters United Staff to compile all of the information found in this report, hoping to change their complex for the better and attain livable housing conditions.

Their petition calls for the complex to:

- Address widespread issues caused by plumbing, such as leaks, sewage backups, and breaches in the sewer pipes
- Address and resolve all issues with mold
- Take preventative measures regarding gas leaks and outages
- Resolve problems with HVAC
- Take measures to reduce rodent and insect infestations
- Resolve record-keeping issues
- Resolve foundational issues
- Resolve electrical issues
- Provide functional, accessible washers and dryers that meet the needs of the complex
- Return the camera system to a functional state

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Complex-Wide Issues

Collapsed Pipes are found in every building and they cause lots of flooding and sewage backups.

Lack of Fire Extinguishers put all residents at risk of not being able to put out a fire if one occurs.

Unsteady and Broken Stairs put all residents at risk of slipping and falling. Children and elderly folks are most at risk of falling.

Leaky Overhangs put all residents at risk of slipping and falling down the stairs. It also allows more moisture to leak into the ceiling and walls and cause more issues like mold, mildew, and mushrooms. They retain water after it rains and continue to leak on tenants when they walk on the walkways for days.

Mold Infestations continually send residents to the hospital and cause respiratory issues, damage to any personal property in proximity, and have even forced some tenants to relocate or send their children away.

Roach Infestations are an environmental health hazard for all residents. Roach debris can cause asthma and aggravate it in those who already suffer. Additionally, they can carry disease-causing germs that further risk the health of all residents.

Spider Infestations are a health hazard to residents, especially the black widows and brown recluses found across this complex. Resident at E-109 sent their child away because their spider infestation has gotten so bad.

Poor Maintenance is the result of the owners and management company not allocating adequate funds to resolve the sources of problems across the complex.

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Unit Issues by Building

Building A: 4 Units

A-203: Resident moved because of living conditions. Unit is now vacant.

A-204: Resident has had respiratory issues for the past two years that have been worsening in recent months. They fear it is due to black mold in their apartment.

A-206: Resident reports consistent spider Infestations.

A-207: Had to wait over 9 months to get their garbage disposal fixed.

Building A general issue: When some residents shower, the water runs into other tenant's tubs and fills them up. Severe plumbing issues are common across this complex.



Building B: 10 Units

B-101: Stove handle had been broken for years, had to get their VA Case Worker involved to get the stove fixed.

B-106: Vacant since 2019 because of fire. Unit has gone neglected ever since.

B-107: Vacant since 2019 because of fire. Unit has gone neglected ever since.

B-108: Vacant since 2019 because of fire. Unit has gone neglected ever since.

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B-201: AC not working in the dead of summer. Premises staff came in on 7/25/22 and told the tenant that the AC was working properly when the thermostat was set to 61 and the inside temperature was 85. A 10-year-resident reports complex has gone down in quality in recent years.

B-202: Leaking sink.

B-203: Resident reports record-keeping issues and a surprise eviction notice. Water heater leaking, causing the hallway to be flooded constantly. Kitchen sink leaks.

B-204: This is a 14-year resident. Their AC has been off, they have received a window unit but it's not enough. There was a significant leak, the toilet hasn't been able to flush for a long time, and the faucet in their bathtub constantly leaks boiling hot water. The stove eye only spits out gas when turned on, and the rubber around the fridge has been disconnected for a long time, only taped down by maintenance.

B-206: Vacant since 2019 because of fire. Unit has gone neglected ever since.

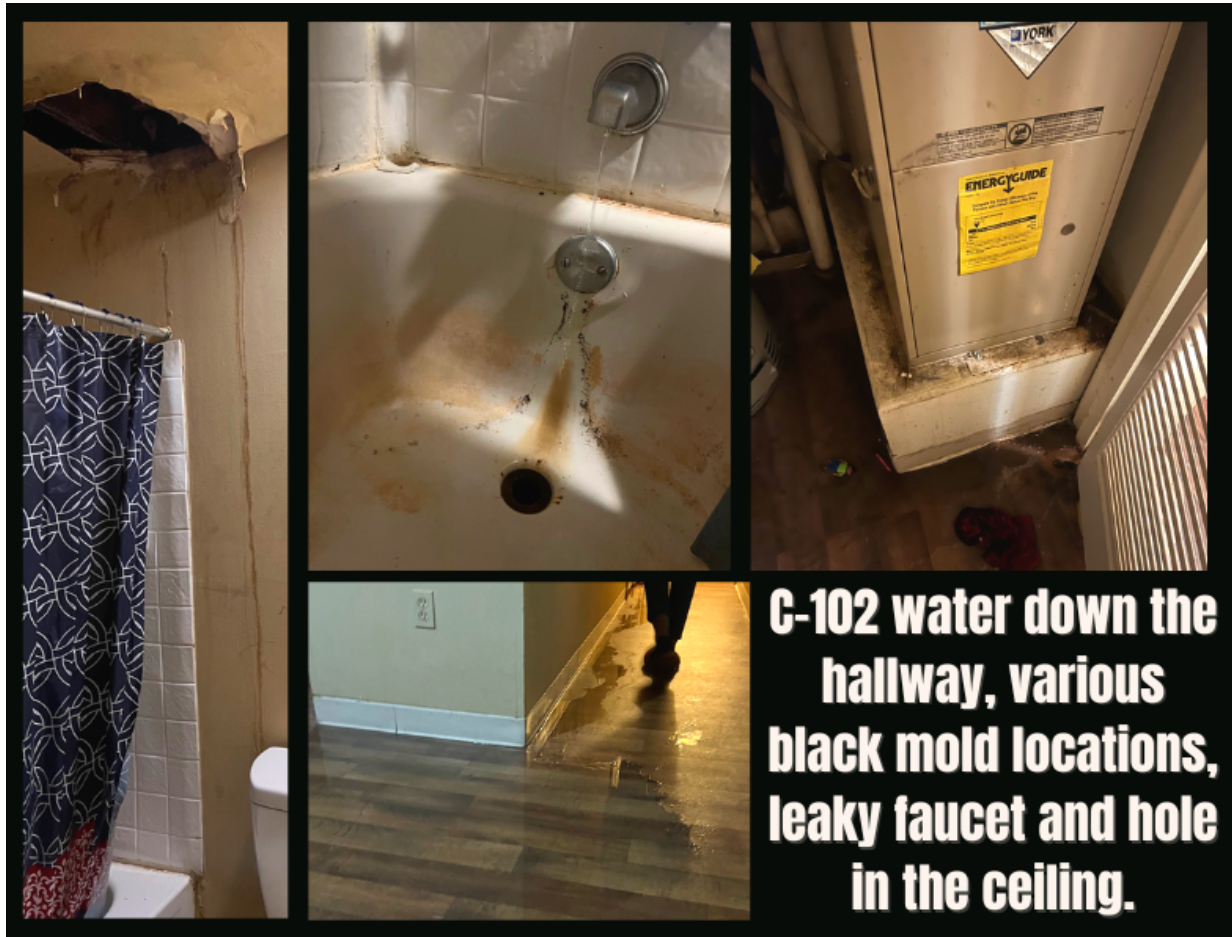
B-207: Vacant since 2019 because of fire. Unit has gone neglected ever since.



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C-101: Unit has mold present on front door.



C-102: The resident has water flooding into their living room from the back of their hallway. Spider and roach infestations are present in this unit. Their back bathroom ceiling has a large hole. There is black mold present in the apartment and the resident reports having to bring their six year old child to the Children's Hospital for breathing issues.

C-103: Former resident reports plumbing issues that caused flooding and mold. Issue has been present for around six months. Unit has been vacant for less than six months.

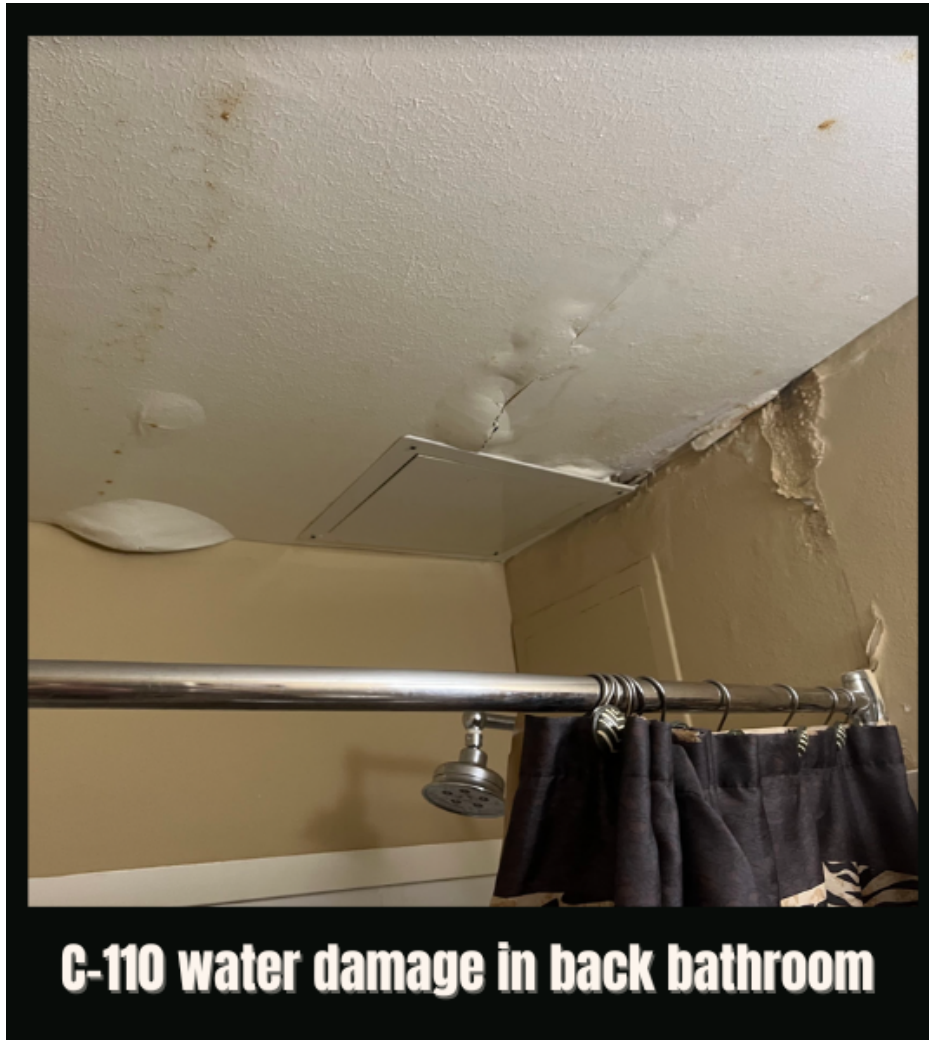
C-104: Resident fell on account of a flood that reached the hallway, resident had to go to the hospital. Mold infestation and roach infestation present. There is a water leak from AC and upstairs pipes. The resident paid for moving, chemicals to address bug infestation. Profession furniture cleaning for her furniture from the former apartment, and fixing the fridge.

C-106: Mold and AC issues led to the unit becoming vacant a few weeks ago.

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C-107: This unit has a bathroom ceiling leak that has been getting progressively worse and hasn't been fixed or addressed for over two months.



C-110: Back left bedroom lighting fixture has not been able to be turned off for over two years. The back bathroom has significant damage to the ceiling.

C-111: The unit has been vacant for over two years. We were told that significant flooding caused the tenant to leave.

C-112: Sink leaks, AC doesn't function.

C-201: Resident reports slanted flooring in their apartment. As well as a roach infestation. They fear they have black mold in their apartment.

C-202: Leaks lead to the unit becoming vacant. Bathroom leaks into C-102 when used.

C-207: Bathroom leaks into C-107.

C-211: The front door is broken and the resident has to break into the apartment sometimes because the door is non-functional. AC was out for about a month and the resident was given a window unit by the complex after weeks without air conditioning in the middle of summer.

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Building D: 4 Units

D-101: There is a roach infestation. The resident fears for the health of their children because the infestation is worse in the kids' bedroom.

D-106: Mold and foundational issues led to vacancy over two years ago.

D-204: Various issues have gone unaddressed for months.

The fire extinguisher issue is consistent across the complex. It poses a threat to all residents. If a fire were to break out, residents would be very limited in what they could do to protect themselves and would be nearly completely reliant on the Fire Department to extinguish a fire.

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Building E: 5 Units

E-107: Dishwasher missing for months, exposed wires pose a safety risk to all children in this apartment. Their sink has been gone for months. Significant standing water, mold that hospitalized a 5-month-old.

E-109: Roach infestation, black widows and brown recluses, had to send their child away due to the dangerous spider infestations.

E-111: Black mold and a severe leak are present.

E-211: AC broken. Their dishwasher has been broken since 2017. Roaches, ants, and insect infestation.

E-212: A nearby neighbor reported: This unit has black mold in their bathroom. It has such a severe black mold infestation that the residents have been living out of a hotel because their newborn was experiencing many medical complications due to the unsafe condition of their housing. They suspect a roach problem is in this unit as well.

The half-fallen gutter is a significant safety hazard for any resident, especially children. It could fall more at any given moment and hurt someone.



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F Building with broken stairs near F-201



F Building with broken stairs near F-207, attempted repair resulted in shaky, unstable stair

Building F: 11 Units

F-102: Unit vacant, we have been told the unit had major plumbing issues.

F-103: A leak resulted in the unit being vacated.

F-105: There have been reports of collapsed pipes.

F-107: Has an odor that smells like mold.

F-108: Unit vacant, we have been told the unit had major plumbing issues.

F-109: Unit vacant, we have been told the unit had major plumbing issues.

F-110: Unit vacant, we have been told the unit had major plumbing issues. Likely the unit causing damage to F-112.

F-111: Mold present on door of unit, it is vacant, we have been told the unit had major plumbing issues.

F-112: Extensive mold damage to the back bedroom that forces the residents to live exclusively in the living room. The damage is supposedly due to a pipe from another unit leaking into it. This unit should be further inspected for other issues.

F-203: Water damage under the kitchen sink, outlets in the kitchen barely work. There is damage to the dishwasher and the closet door fell off the hinges.

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F-207: Unit vacant, we have been told the unit had major plumbing issues.



Building G: 13 Units

G-101: The kitchen had sewage leaking from above for months, had a generator and big fan in the kitchen, and the oven was broken for months. The former resident of this unit reports the premises was decent 3 years ago. They had 2 break-ins, the office did nothing. They had to live with sewage for 3-4 months. There is also a mold infestation in this unit, as pictured above. It has been vacant for over six months.

G-102: The former tenant was on a voucher. The apartment was deemed unlivable by the Housing Authority. The tenant recently had to move.

G-103: Mold and flooding led to this unit being vacant around January or February of 2022.

G-104: Plumbing issues led to this unit becoming vacant over two years ago.

G-105: Used to be a drug lab, hasn't been properly cleaned for safety since. Ventilation hooked in with G-108, drug fumes used to get pumped into G-108, potentially from G-105's bathroom ventilation fan.

G-106: REDONE IN A VERY QUICK TIME FRAME. Plumbing issues. Currently vacant.

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G-107: Water is leaking through the ceiling. This problem has persisted for over three years. The leak in the bathroom ceiling wasn't fully addressed so it has returned. The tenant said, "when it leaks, it's like a waterfall coming through here." Resident fears the ceiling is going to collapse. The kitchen sink gurgles, water and food from upstairs come up. Although it was replaced once two years ago, the problem wasn't fully addressed so the problem has returned. Tenant reports a maintenance man came recently, looked at the ceiling, and said he will have to tear out the wall upstairs and repair the ceiling. The toilet started overflowing with sewage, backed up into the tub. Two gallons of water flood into the tub at least every day or two. The tenant is very worried about mold in the walls and ceiling. Within the last year, they have noticed more congestion in their heart as well as more congestion in their lungs in the last 6 months. They also report not having congestive heart failure before moving to Jefferson Manor.

G-108: The ventilation in Building G was compromised when it pumped air from G-105 where the tenant was "cooking dope" into G-107. This issue resulted in the tenant passing out. Their children didn't hear from them and had to bust down the

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door to come and help them after they passed out from fume inhalation. Toilet and tub is backing up with sewage as of 8/16/22.

G-111: Neighbor reports resident's son was sent to hospital because of the black mold in this unit.

G-112: Ceiling collapsed on a resident and their child as they were bathing. G-201: Vacant since February or March of 2022. This unit has a mold infestation, leaked into G-101 and caused significant damage. Has a hole connecting it to G-202 under the sink.



G-202 Various Issues

G-202: Mold infestation and severe roach infestation. This unit has exposed wires where the dishwasher should be. Children and resident are sick often from mold inhalation. Resident's one-year-old child has random small bumps appearing all over their body, especially their legs. The AC doesn't work, as can be seen in the image, and hasn't worked properly for months. When set to 63 degrees it makes the climate 78

G-203: Plumbing issues have left this unit vacant for the past two years.

G-204: Plumbing issues have been reported about this unit, it may be vacant.

Building G issues continued on the next page.

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mushrooms growing in G-207's bathroom

the complex's "solution"

G-207: Has mushrooms growing out of the wall in her bathroom, maintenance keeps filling in the area they're coming in but fails to address the root of this problem.

G-211: Leaks into G-111's middle bathroom. Unit needs further investigation.

G-212: Mold in ventilation system that sent the resident's 5-month-old baby to the ICU for 4 days.

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Overly Hasty Repairs & Correspondent Tenant Issues

In recent years, tenants report repairs that actually don't solve the issue the tenant is reporting. Some tenants report being "gaslit" by the maintenance men; told their AC is working when it is set to 61 and the house is 85; told the mold in their apartment isn't mold; told the insect infestations aren't as much of a problem as they are.

The result of many years of neglect of serious issues in the complex has caused many tenants to be hospitalized and has put so many more at risk. The exposed live wires in G-202 are a clear safety risk to the one-year-old child of the resident. G-212 had C-104 ended up in the hospital after the complex failed to resolve a leak and they slipped and fell. This resident also has had increased medical complications on account of the mold in their last apartment and the one they were moved into.

Recommendations

We recommend that HUD and the City of North Little Rock do a full inspection of the property. We also urge the Attorney General to send investigators out because it is under the same network of ownership as Big Country Chateau, which is currently being sued by their office.