APPEAL APPLICATION FOR RENT STABILIZATION DETERMINATIONS

Saint Paul City Council – Rent Stabilization
310 City Hall, 15 W. Kellogg Blvd.
Saint Paul, MN 55102
651-266-8568

We need the following to process your appeal:

- [x] **$25 filing fee (non-refundable (payable to the City of Saint Paul**
- [ ] **Copy of the Department of Safety & Inspections Determination Letter**
- [ ] **Attachments you may wish to include**
- [ ] **This appeal form completed**
- [ ] **Walk-In** [ ] **Email** [ ] **US Mail**

HEARING DATE & TIME
(provided by Rent Stabilization Appeals Staff)

THURSDAY: _____

TIME: _____

LOCATION OF HEARING:
Room 330 Saint Paul City Hall
15 West Kellogg Blvd.
Saint Paul, MN 55102

Address Being Appealed:

696 Conway St. Apt 2	St. Paul, MN	55106
Number & Street & Unit Number (if appliable)	**City & State**	**Zip Code**

Appellant:

Bailey Miracle and Rachael Waters	bmiracle28@gmail.com
Appellant Name	**Email**
612-224-6068	
Preferred Phone Number	**Alternate Phone Number**
05/22/2023	Tenant
Signature & Today's Date	**Is Appellant: Property Owner/ Manager *OR* Tenant ?**

Property Owner (if other than appellant):

Housing Hub LLC	Www.HousingHubMN.com
Property Owner Name	**Email**
651-488-2437	1-800-480-5233
Preferred Phone Number	**Alternate Phone Number**

What Is Being Appealed and Why? *Attachments Are Acceptable*

Our landlord applied for an exception to the 3% cap on rent increase and it was granted by the city. We want to appeal this decision on the basis of the evidence we have provided. They do not maintain the property, do not acknowledge or respect the rights of tenants, and their negligence is criminal. I have attached some pieces of evidence ive collected while being a tenant on this property and can elaborate further upon request/at the hearing


















TOSHIBA
EDGE
21" x 16" x 19"


Honeywell Home
77
71

Xcel Energy®

Northern States Power Company d/b/a Xcel Energy
P.O. Box 8
Eau Claire, WI 54702-0008
1-800-895-4999 TDD 1-800-895-4949

SOD01-1-1

AB 01 000197 50740 H 2 B

CURRENT RESIDENT
696 CONWAY ST GAS
SAINT PAUL, MN 55106-5506

November 14, 2022

Service Address: 696 Conway St Gas
Saint Paul, MN 55106-5506

RE: Important Notice

Dear Current Resident,

Our information system shows that we have no responsible party to bill energy service to at the address listed above.

Please contact our Customer Service Department immediately if you wish to continue service at this address. If we do not receive a reply within 10 days from the date of notification, the energy service may be **discontinued**. If we discontinue service, it could be up to 48 hours to have your service restored.

Thank you for your prompt attention to this matter. If you have any questions, please call our Customer Service Department at the number at the top of this letter, and from the main menu, select option 3 to start or stop service.

Customer Service Department

~~Estimado usuario,~~

Nuestro sistema de información indica que no contamos con una parte responsable a quien facturar el servicio eléctrico correspondiente a la dirección arriba mencionada.

Le agradecemos comunicarse a la brevedad con el servicio de atención al cliente si desea continuar con el suministro del servicio en esta dirección. En caso de no recibir respuesta dentro de los próximos 10 días a partir de la fecha de notificación, se podría proceder a desconectar el servicio de energía. Si desconectamos el servicio, el restablecimiento del mismo podría tomar hasta 48 horas.

Desde ya, agradecemos regularizar esta situación a la brevedad. Si tiene preguntas, llame a nuestro departamento de servicio de atención al cliente al número que aparece en el encabezado de esta carta y en el menú principal, seleccione la opción 3 para iniciar o dar de baja el servicio.

Departamento de servicio de atención al cliente




JM
Fiber Glass
HOME
INSULATION


JM
Johns Manville
JM
JM
JM
JM









Saturday, October 8

Your maintenance request has been submitted. Your maintenance request number is #49655-1. Click https://appfol.io/pRV2Rw for more details.

7:46 AM

Your maintenance request has been submitted. Your maintenance request number is #49656-1. Click https://appfol.io/W2N5Xo for more details.

7:52 AM

Tuesday, October 11

Your maintenance request #49656-1 has been cancelled. Click https://appfol.io/aVQpxB for more details.

11:20 AM

I combined all your work orders. In the future you can list multiples under one ticket next time. Thanks

11:22 AM

Okay awesome. Thanks. So does that mean someone will be coming by to get my heat working soon?

11:48 AM

I'm trying to get someone out today.

11:51 AM

Okey dokey. I guess they'll let me know then. Thanks again.

12:10 PM

Friday, October 14

7:52 AM

Tuesday, October 11

Your maintenance request #49656-1 has been cancelled. Click https://appfol.io/aVQpxB for more details.

11:20 AM

I combined all your work orders. In the future you can list multiples under one ticket next time. Thanks

11:22 AM

Okay awesome. Thanks. So does that mean someone will be coming by to get my heat working soon?

11:48 AM

I'm trying to get someone out today.

11:51 AM

Okey dokey. I guess they'll let me know then. Thanks again.

12:10 PM

Friday, October 14

Your maintenance request has been submitted. Your maintenance request number is #49797-1. Click https://appfol.io/L1anGq for more details.

9:10 AM

Your maintenance request #49797-1 was a duplicate to #49655 - 1. We merged the requests and added updates to #49655 - 1. Go to https://appfol.io/BbYLnj for more details.

9:11 AM

Hello Bailey, my name is Kathy, I'm a new role at Housing Hub in Maintenance Communications. Are you home, by chance?

~Kathy~
~Housing Hub~

12:11 PM

Hello Again Bailey, could you please text me a picture of your light fixture? Then perhaps we can be prepared with a replacement, in hopes of not needing two trips to fix the issue. Thank you!

~Kathy~
~Housing Hub~

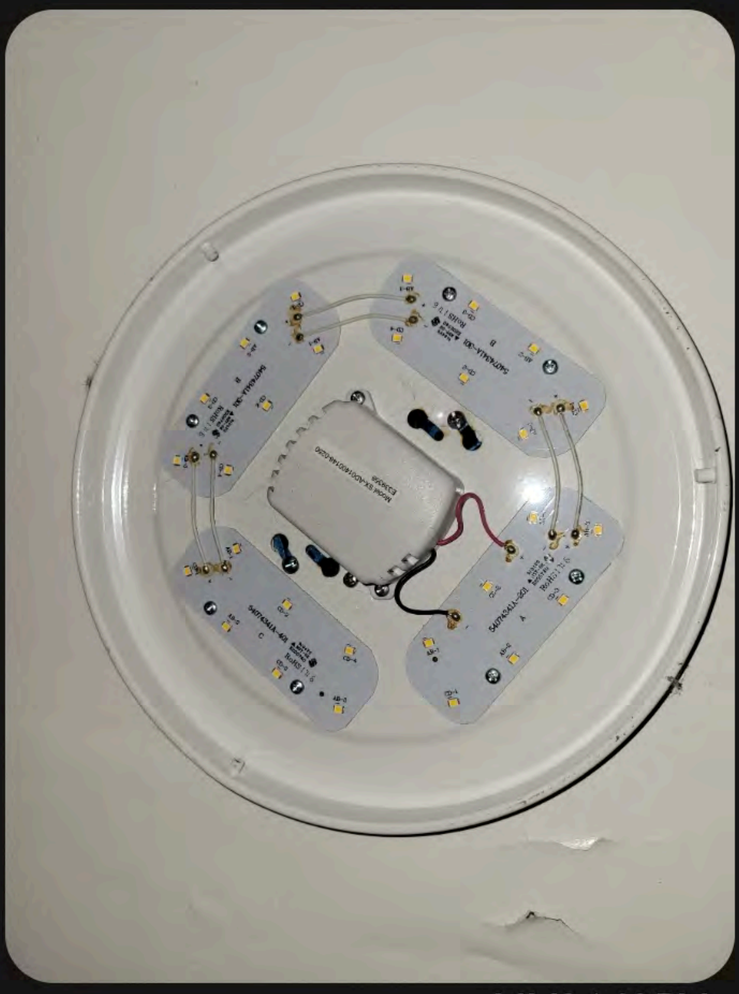
12:22 PM

Yes I am home at the moment, my apologies for just getting back. Yes I can take a picture of the light fixture for you. Give me one sec

12:59 PM

Hi Bailey, been trying to reach you. I did end up giving permission for our very conscientious tech, Stuart, to enter and see what the trouble is with your light. I take responsibility for that decision. So, I'm the one to be mad at.

1:00 PM



MMS 1:02 PM

Oh, ok, Stuart can take a peek at that, and see if it is installed wrong. Does it have a globe? He'll be there shortly.

~Kathy~
~Housing Hub~

1:03 PM

My wife is in the shower at the moment . Can I get an actual eta. Because this would be the second time this has happened.

1:04 PM

Sent the pic to Stuart as well.
Thank you very much.

~Kathy~
~Housing Hub~

1:04 PM

Not to mention I explicitly asked to be notified because when maintenance have entered periods when I haven't been home. My things have been damaged.

Ok

1:05 PM

Oh gracious ok! I'll call him.

~Kathy~
~Housing Hub~

1:07 PM

I called, he is in his truck out front, awaiting the go ahead.

~Kathy~
~Housing Hub~

1:08 PM

You may expect better communication going forward.

~Kathy~
~Housing Hub~

1:09 PM

Not yet! My wife I literally in t

Not yet! My wife I literally in the shower. You finally want to go about this but this is such a weird way! Are you seeiouse ?

1:09 PM

Serious

1:10 PM

I'll let you know I guess when she's done?????

1:11 PM

Yes please, my apologies.

~Kathy~
~Housing Hub~

1:12 PM

Ok he can come in now

1:18 PM

He’s going to take his lunch. I will let him know when you tell me the bathroom is all clear.Thanks.
~Kathy~
~Housing Hub~

Oh shoot!

~Kathy~
~Housing Hub~

1:21 PM

He's gone now, I don't have the time to sit here all day, this

He's gone now, I don't have the time to sit here all day, this was very inconvenient and unprofessional. I'm available next Monday the 26th or the following Monday Jan 2nd. Someone can come one of those days because those are the only two days I will be home during the next 2 weeks.

1:23 PM

And make sure they CALL FIRST and we speak to them before they come!

1:24 PM

He will be back shortly, he wanted to respectfully give you the time you asked for. It was very professional. You're welcome to call me if you'd like.

~Kathy~
~Housing Hub~

He will return in about 30 mins.

~Kathy~
~Housing Hub~

1:25 PM

He will not return today. I won't be home and I don't want any maintenance here when I'm not here.

1:25 PM

Friday, December 16, 2022

Hi Bailey, This is Nick with Housing Hub maintenance. I'm planning to stop by to address the bathroom light.

Is now a good time?

4:02 PM

Monday, December 19, 2022

Hi Bailey, I'm wondering whether this morning would be a good time for me to come address the bathroom light issue?

8:51 AM

Thursday, December 29, 2022

Hi Bailey, I'm wondering if today is a good day to come have a look at the light issue. Please let me know. Thanks. Nick Housing Hub maintenance.

1:56 PM

Hi Nick, no unfortunately today is not a good day. I already spoke with Kathy(Cathy?) with Maintenance Communication some time ago and informed her that Jan 2nd would be the next available time I'd have for that. I also already messaged her a pict of the light, so I'm not sure why

Me
2:11 PM, Dec 29

Hi Nick, no unfortunately today is not a good day. I already spoke with Kathy(Cathy?) with Maintenance Communication some time ago and informed her that Jan 2nd would be the next available time I'd have for that. I also already messaged her a picture of the light, so I'm not sure why she didn't share that information with you Nick. My apologies.

Hi Nick, no unfortunately today is not a good day. I already spoke with Kathy(Cathy?) with Maintenance Communication some time ago and informed her that Jan 2nd would be the next available time I'd have for that. I also already messaged her a picture of the light, so I'm not sure why she didn't shar

View all

2:11 PM

Friday, December 30, 2022

Hi Bailey, this is maintenance. We are trying to dispatch a tech to look at the heat and light. Please be aware we can't wait to schedule. If you submit a work order, you're giving us permission to enter. If we had to wait for everyone's schedule, we'd never get anything done.

I spoke with the owner of the building and he approved of us going to look and complete the work.

11:33 AM

No I have rights as a tenant and because you have previously damaged my things I do not

No I have rights as a tenant and because you have previously damaged my things I do not want you in my unit without me present which is absolutely my right.

11:34 AM

Please submit a work order when it is convenient for you. If you do not want us inside your unit, please wait until you're available to submit one. Otherwise we will need to cancel for now.

11:37 AM

Whenever I'm available, you're office has shortened hours or is doing emergency orders only. I've tried working with you and your office, letting you come in while my wife and I weren't there and our things were damaged. Your office is always closed, no one answered the emergency line over the holi

View all

11:42 AM

Our maintenance staff does everything possible to work with our clients and owners to provide good and quick service. Would you want to wait a week without heat just because you insist on being home? I sure wouldn't. The

Me
11:42 AM, Dec 30

Whenever I'm available, you're office has shortened hours or is doing emergency orders only. I've tried working with you and your office, letting you come in while my wife and I weren't there and our things were damaged. Your office is always closed, no one answered the emergency line over the holiday, I give you days I'm available which never work for you apparently, but my thing's getting destroyed doesn't work for me. Being walked in on while I'm showering doesn't work for me. You're office couldn't even get our heat turned on by the date deemed necessary according to law. You don't get to just treat people however you want and act like their life and their things and their privacy and security don't matter. Cancel whatever you want. You've already canceled the light one twice, not due to my "inconvenient schedule, " I don't know why, Your office just does whatever it feels and thinks that's okay. It's not. I have rights.

my wife and I weren't there and our things were damaged. Your office is always closed, no one answered the emergency line over the holi

View all

11:42 AM

Our maintenance staff does everything possible to work with our clients and owners to provide good and quick service. Would you want to wait a week without heat just because you insist on being home? I sure wouldn't. The owner of the building wouldn't want the heat to be off.

11:47 AM

Please understand we have a high volume of work orders to complete. We are trying to provide great service. I'm sorry if you had a bad experience last time, but I assure you our staff is professional and respectful of your property. We are just trying to do our job.

11:48 AM

It's a holiday weekend. If you would like us to expedite your service, please allow us to come in, otherwise it would have to be next week.

11:49 AM

Wednesday, January 11

We have an emergency water repair to do in the unit below. The water will be shut off for approximately 45 minutes.

Thank you

8:46 AM

It usually helps to send that kind of message BEFORE you actually shut the water off. My wife was showering to get ready for work, as people usually do now.

8:48 AM

Hi Bailey & Rachel - the reno should not take longer than this week and next. I have asked that I be kept in the loop so that I can alert you earlier if at all possible. After investigation of the smells going on, it really is just associated with reno.

~Kathy~
~Housing Hub~

11:16 AM

If I'd known about the water this morning, I surely would've let you know. There will be more smells. They are as tame as possible, latex paint, and water based polyurethane after the floors are

Hi Bailey & Rachel - the reno should not take longer than this week and next. I have asked that I be kept in the loop so that I can alert you earlier if at all possible. After investigation of the smells going on, it really is just associated with reno.

~Kathy~
~Housing Hub~

11:16 AM

If I'd known about the water this morning, I surely would've let you know. There will be more smells. They are as tame as possible, latex paint, and water based polyurethane after the floors are sanded. Most of the loudest parts, I believe, are over.

~Kathy~
~Housing Hub~

11:19 AM

Thursday, January 12

Hi Kathy,
Thanks for the information. We appreciate you keeping us informed.

7:54 AM

You bet!

Wednesday, January 25

Hi Rachel and Bailey, no harsh chemicals being used. All materials are non-oil based, but water based, low fume. They're ventilating properly and the job won't tale too long. I know it is an inconvenience, but it as about as good as it can get chemical-wise.
~Kathy~
~Housing Hub~

Are you able to crack a window and get a little fresh air?

~Kathy~
~Housing Hub~

9:22 AM

9:39 AM Wow.

Talk to me, you know I am on your side, and trying to make this right as quickly as possible.

~Kathy~
~Housing Hub~

9:41 AM

I'm working from out of the office (Covid day 9), or I would have called you.

This is Laurie from Housing Hub. The owner wants to thank you for letting them know. They will be sending someone over to close up the attic. The attic space is not included in your lease. Regards,

9:52 AM

Nope not before I get the city out here

9:53 AM

This is ridiculous, I'm calling the police

9:57 AM

I have an inspector from the city coming and you are not putting a lock on that door until they get here

10:08 AM

Wednesday, April 19

Good Morning,
There will be a fire inspection on May 17, 2023 at 1:00PM. You don't have to be present for this inspection but it's a notice that we will have to enter to conduct the inspection. If you have any questions, please reach out to Laurie Spanier. Thank you!

9:37 AM

Good Morning,
There will be a fire inspection on May 17, 2023 at 1:00PM. You don't have to be present for this inspection but it's a notice that we will have to enter to conduct the inspection. If you have any questions, please reach out to Laurie Spanier. Thank you!

9:37 AM

Please be there to let the inspector in. Thank You!

9:38 AM

Thursday, April 27

Hello - I have sent your 7/1 lease renewal via email through Docusign. Please sign as soon as you are able. Let me know if you have any questions at all.

Steve | Housing Hub
952-288-1227

11:17 AM

Friday, May 12

This is Laurie from Housing Hub. We will have a tech there on Tuesday for the repairs needed for the complaint inspection. Arrival time based on availability. Please be there on Wednesday to meet

Steve | Housing Hub
952-288-1227

11:17 AM

Friday, May 12

This is Laurie from Housing Hub. We will have a tech there on Tuesday for the repairs needed for the complaint inspection. Arrival time based on availability. Please be there on Wednesday to meet the inspector at 1:00 pm.

2:06 PM

That's fine. There's no need to enter my unit anyways for the repairs. I will be present for the inspector.

2:08 PM

Thursday, May 18

Your maintenance request has been submitted. Your maintenance request number is #54156-1. Click https://appfol.io/0Oy5DRPp for more details. Reply STOP to unsubscribe.

9:16 AM

Your maintenance request #54156-1 has been completed. Click https://appfol.io/bmRekK6A for more details.

10:29 AM

Monday, May 22

Monday, May 22

This is Laurie from Housing Hub. The contractor that was coming on Friday was to address the chimney. Everything else needed for the inspection has been taken care of. We will be working with the contractor on the exterior repair.
thank you,

11:04 AM

Great. So when is he coming?

Also I don't think the back stairs were addressed..

11:05 AM

The contractor was there. It will all be exterior work. The estimate has not been approved by the owner. When repairs are scheduled we will notify tenants.

11:22 AM

Well it's part of the inspection so i need to be kept in the loop. The owner never seems to approve estimates so that worries me, because this needs to be done.

11:30 AM

Are the back stairs included in that exterior work/estimate?

11:31 AM

Saturday, May 6

Hi Bailey- can you try a different web browser to sign the Docusign document? I will also send you a fresh link,
Thanks,
Steve @ Housing Hub

3:23 PM

Or a different device if possible?

3:24 PM

I don't have access to another device, and I don't feel comfortable using a public device like the library. I'm not understanding why the web browser would matter, it's a link from my email that opens to some secure portal, it doesn't give me an option to choose what app or browser I open it through

View all

5:11 PM

Sunday, May 7

Just an update, the links weren't any better. I did it hust fine last year on this device with this browser so this has to be some weird glitch is there any other way to do this? I'd like to get t figured out as soon as possible.

2:05 PM

Me
5:11 PM, May 6

I don't have access to another device, and I don't feel comfortable using a public device like the library. I'm not understanding why the web browser would matter, it's a link from my email that opens to some secure portal, it doesn't give me an option to choose what app or browser I open it through it just shoots me straight through to the portal

Just an update, the links weren't any better. I did it hust fine last year on this device with this browser so this has to be some weird glitch is there any other way to do this? I'd like to get this figured out as soon as possible.

2:05 PM

Monday, May 8

Okay, let me try to resend to you

10:15 AM

Wednesday, May 10

Hey, can you call me please so I can get this handled??

7:13 AM

I have redone and resent the renewal to you through Docusign and Megan has physically mailed the lease out to you

3:44 PM

Right, I had her mail it because the links weren't working and I'm trying to figure this out before my lease deadline. You're not responsive and when there are deadlines that need to be met by the people your responsible for dealing with, yes I'm going to worry about it. My problem wi this whole s

Me
3:52 PM, May 10

Right, I had her mail it because the links weren't working and I'm trying to figure this out before my lease deadline. You're not responsive and when there are deadlines that need to be met by the people your responsible for dealing with, yes I'm going to worry about it. My problem with this whole situation is Housing Hub has not been on top of anything on their end since I've moved in, I do not believe that if I fill out and return a physical copy of the lease that it will be taken care of in a timely manner. That's a completely legitimate worry given the reputation of the company

Okay

5:06 PM

It must have been a glitch, we didn't have any problems with any other renewals. Let me know if you are still unable to sign after what I sent.

Sorry

5:09 PM

Will do.

5:26 PM

Thursday, May 11

The links still aren't working. I took a screen recording to show you the trouble but it won't let me send through text. Do you have an email address I can send the video to so you can see where my problem is please?

8:15 AM

steve@housinghubmn.com

8:58 AM

I will send someone over to pick up the signed copy if this doesn't work

8:59 AM

Awesome thanks so much Steve. I'll go ahead and send th email over. Haven't received the

Awesome thanks so much Steve. I'll go ahead and send that email over. Haven't received the physical copy yet, maybe it'll come in today's mail. I'll let you know once I get it.

9:01 AM

Can you hit next after initial

Keep hitting next and it should give you an option to check one

9:13 AM

I just tried it. It goes to every initial point and box but the lease options boxes. They are the only check boxes that never highlight for some weird reason

9:15 AM

So you can initial and sign the whole lease but not able to choose a box

9:33 AM

Correct.

9:37 AM

Please go as far as you can until you see a finish box in the upper right corner

9:40 AM

Well now I accidentally hit finis without selecting a box. I need that to be voided immediately.

Can you hit next after initial

Keep hitting next and it should give you an option to check one

9:13 AM

I just tried it. It goes to every initial point and box but the lease options boxes. They are the only check boxes that never highlight for some weird reason

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9:33 AM

Correct.

9:37 AM

Please go as far as you can until you see a finish box in the upper right corner

9:40 AM

Well now I accidentally hit finish without selecting a box. I need that to be voided immediately. I did it like you said all the way to the end, it never gave me an option. I hit finish thinking that might prompt me to then check the box but it never happend

I need that voided immedia

9:44 AM

Wednesday, November 3, 2021

Hey Ben this is Bailey getting back to you about the Bees . Last time we talked, you told me to send pictures of around the window to your number. I lost your number with other spam numbers that called me that same day. I just hope this is the right number.

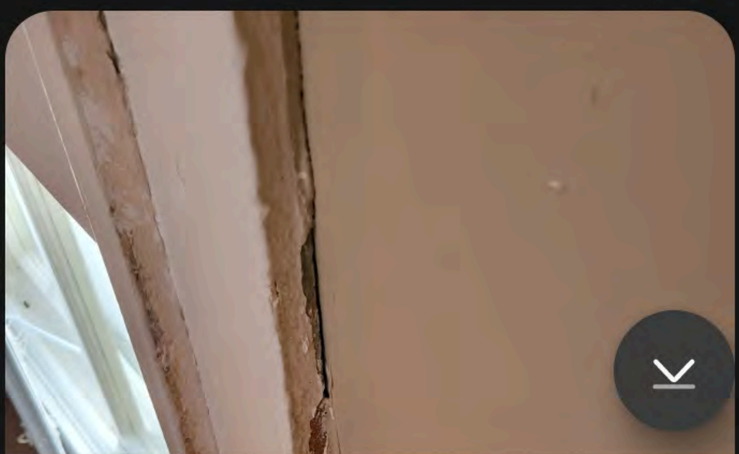
12:54 PM

Yes it is. Thank you.

12:54 PM



MMS

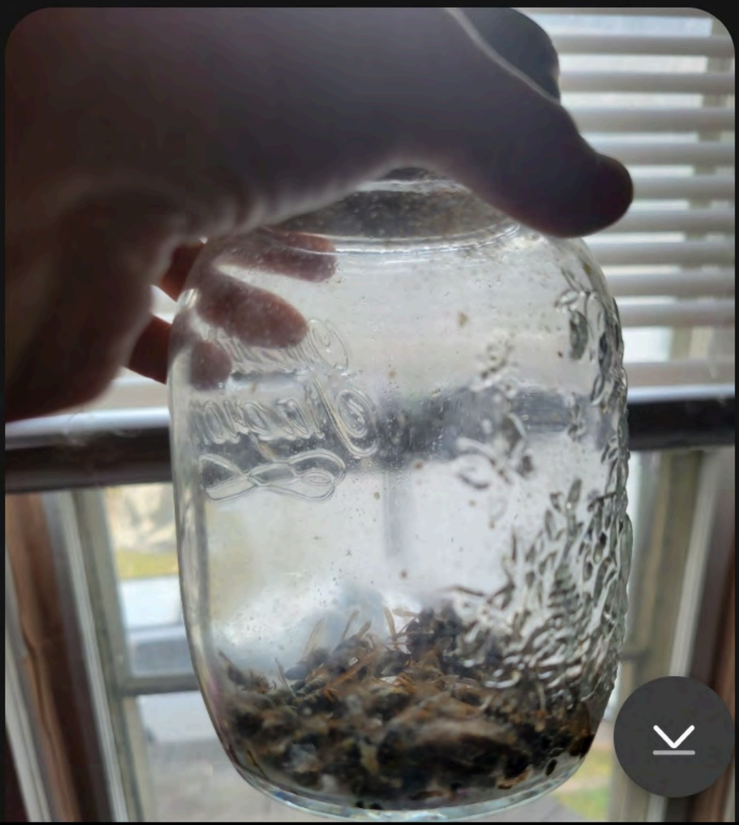


Nov 3, 2021

MMS



MMS



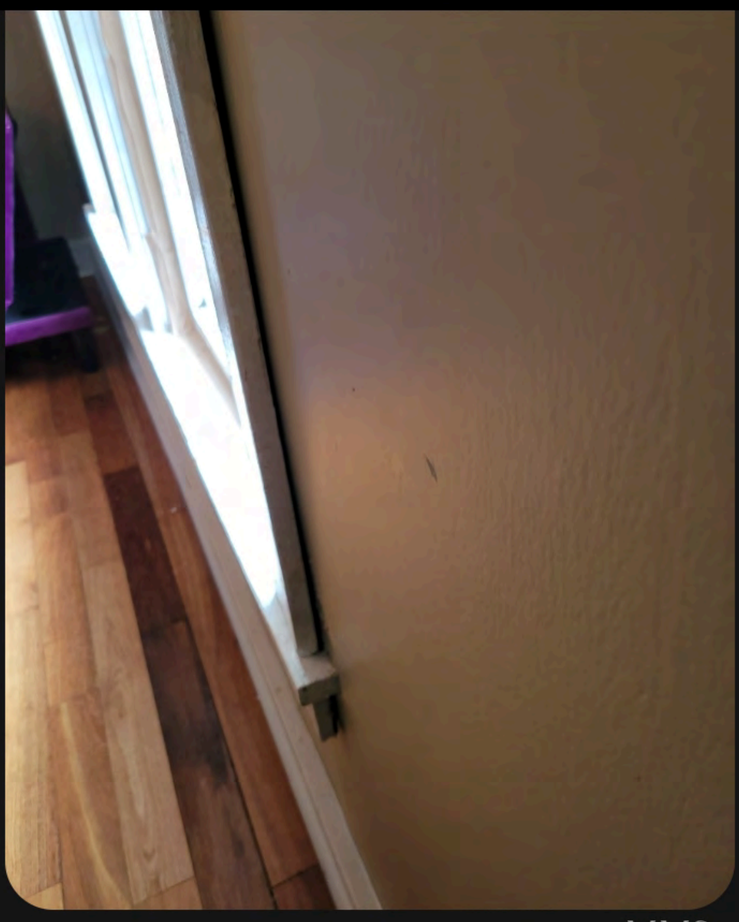


MMS

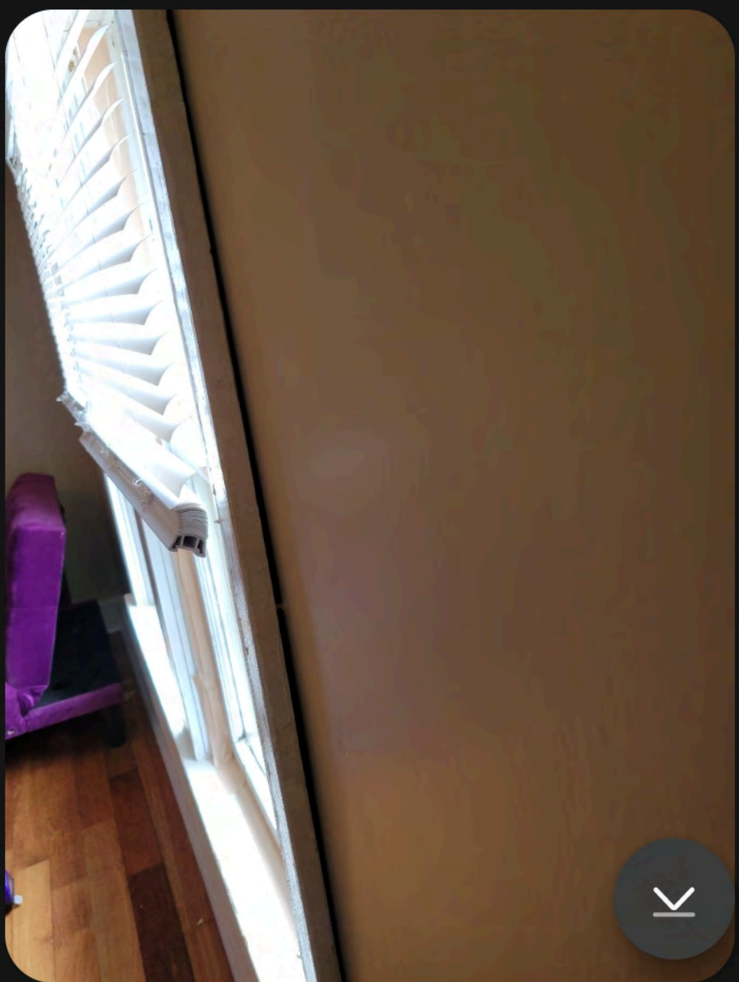


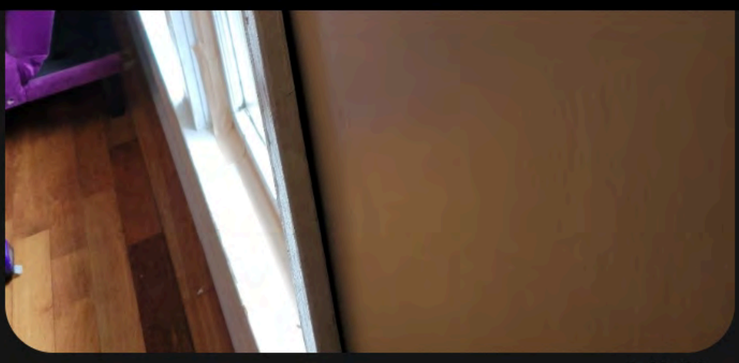
MMS





MMS





MMS



MMS

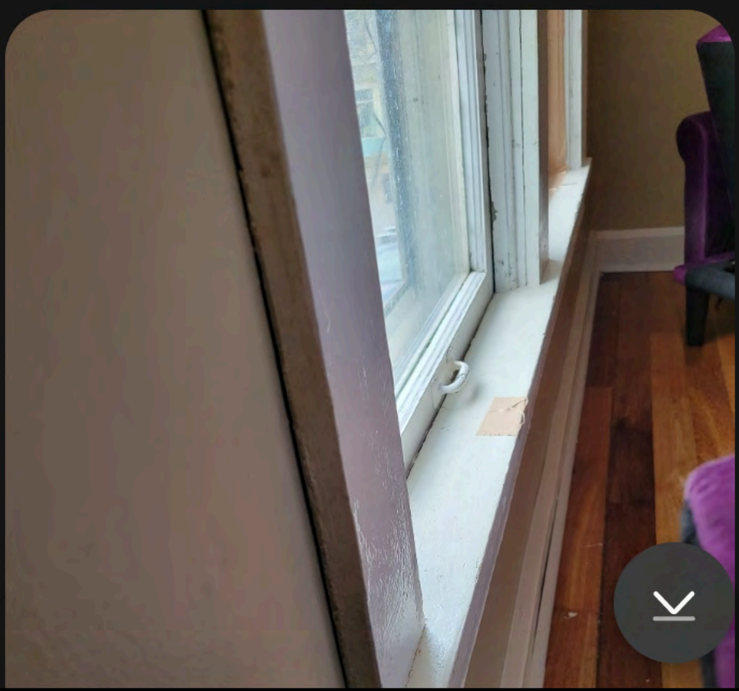




MMS



MMS





MMS 12:54 PM

Tuesday, November 9, 2021

Hello Ben with housing hub, I'm on my way to fill the holes inside of your unit to prevent wasps from coming in.

9:24 AM

Hey just wanted to apologize for any heat your getting on your end even though its not your fault. We've never complained about you. You've been nothing but helpful and we really appreciate you. If we have any issues with the bees we will reach out to you personally, not through the office. Again so

View all

5:05 PM

Hey not your fault. No worries. I figured I'd tell before I get chewed up again.

6:11 PM

Me
5:05 PM, Nov 9

Hey just wanted to apologize for any heat your getting on your end even though its not your fault. We've never complained about you. You've been nothing but helpful and we really appreciate you. If we have any issues with the bees we will reach out to you personally, not through the office. Again sorry!

4:17 fetch S • 5GUC 62%







K

Kathy Harmon 12/15/2022

to me




Hello Bailey and Rachel,

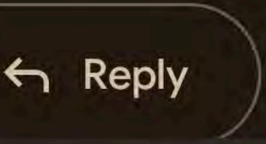
As the new maintenance communications person, I am unhappy with the way our interaction ended today. We are a busy company. You need something fixed, and it's our job to do it. It isn't our job to cater to specific schedule requests. On your tenant page there is a notification which states, and reiterates, that when you make a maintenance request of us, you are giving us your permission to enter.

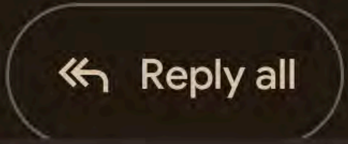
We are both going to have to give a little to make this right. This morning, I tried to be respectful and accomidating of your wishes, and that got us nowhere. Your bathroom still has no light. Are you able to provide for me a time window which would ALWAYS work? For example, weekday mornings, where we could call, notify you, and come in to get the work accomplished. If so, I can put a tag on your profile that at least states your preferred window.

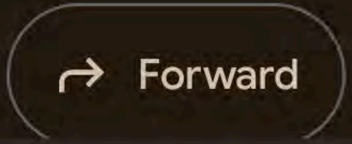
That is the best I can offer.

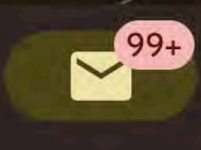
Thank you,
Kathy

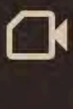
~Kathy~
~Housing Hub~















4:18 5GUC 62%

Serving The Twin Cities Since 2013

HOUSING HUB

PROPERTY MANAGEMENT & REAL ESTATE INVESTMENT SERVICES

Attention Residents,

For the next three weeks, the Housing Hub maintenance team will only be addressing emergency repairs and heat related maintenance. This is due to recent rises in work order loads and unit turns. Emergencies are considered no heat, water leaks, or sewer back-ups/clogs, or any issues that may cause damage to the property or danger to the tenant.

Please refrain from submitting non-emergency work orders at this time. Any other work order that is not an emergency we will ask you to resubmit at a later date. Housing Hub will **resume regular maintenance services on November 7th, 2022.**

Please feel free to take a look at our YouTube channel to learn easy fixes for common maintenance problems that you can do on your own.

We are sorry for any inconvenience that this may cause. Housing Hub appreciates your understanding and cooperation at this time.

View entire message

Reply Reply all Forward

99+

4:18 5GUC 62%

Urgent: Emergency Work Orders Only

Inbox

Housing Hub, LLC 5/31/2022
to me

Serving The Twin Cities Since 2013
HOUSING HUB
PROPERTY MANAGEMENT & REAL ESTATE INVESTMENT SERVICES

Attention Residents,

With recent rises in work order loads, unit turns and being short staffed with maintenance techs, we will only be responding to emergency work orders for the time being until we can get caught up. Emergencies are considered no heat, water leaks, or sewer back-ups/clogs, or any issues that may cause damage to the property.

Any other work order that is not an emergency will be completed eventually, but do not expect a quick response time.

We are sorry for any inconvenience that this may cause.

Thank you,
-Housing Hub Property Management

View entire message

Reply Reply all Forward

99+

4:19 fetch S • 5GUC 62%

Previous downstairs tenants keep breaking in

Add label



bailey miracle 3/17/2022
to Jennifer

This is the second day they have come back and gotten in. Yesterday was the first time and now today we come home from work and see this, the window open and the A/C unit tossed onto the porch. That was not like that this morning when we left. I don't know if you guys changed the locks but even so, they are getting in and out through the window. This is very scary that they would have the audacity to that. At this point, they no longer live here. This is criminal behavior.



2022031...938.jpg

Reply Reply all Forward

99+

4:20 5GUC 62%

Reply from HousingHub

Inbox

Jennifer Miglio 1/31/2022
to me

Hello Bailey and Rachael, I have received your message and after I looked up the property I found that the tenant below 'is' seeking housing and did not move out yet. I have acknowledged all of your concerns and taken your calls. All the documentation has been recorded. I am not aware the dog poop in the back yard is all still there and still has not been cleaned or that the dog is still not on a leash. Well this is all the reason why this tenant is non-renewed because of these lease violations.
No one here at Housing Hub has not lied to you and we have no reason to do so. When a tenant does not follow the policies then they are asked to leave. Then there is the legal aspect. I can not do anything about the smoke right now because our hands are tied. We are handling this nuisance and we are following the move out process constantly.

Jennifer Miglio
Housing Hub
Tenant Coordinator
651-488-2437
351 Kellogg Blvd East
St Paul. MN. 55101

View entire message

Reply | Reply all | Forward

99+

4:20 5GUC 61%

Urgent: Emergency Work Orders Only

Inbox

Housing Hub, LLC 12/9/2021
to me, tapwaters1989

Serving The Twin Cities Since 2013
HOUSING HUB
PROPERTY MANAGEMENT & REAL ESTATE INVESTMENT SERVICES

Attention Residents,

With the recent rapid rise in COVID cases, we will only be responding to emergency work orders until the first or second week of January. Emergencies are considered no heat, water leaks, or sewer back-ups/clogs, or any issues that may cause damage to the property.

Please do not submit non-emergency work orders until that time. Any non-emergency requests submitted before then will be canceled.

We are taking these temporary measures for the safety of our staff and our tenants.

Thank you,
-Housing Hub Property Management

View entire message

Reply Reply all Forward

99+

4:20 5GUC 61%

H

to me, tapwaters1989

Serving The Twin Cities Since 2013

HOUSING HUB

PROPERTY MANAGEMENT & REAL ESTATE INVESTMENT SERVICES

Attention Residents,

The Housing Hub Office remains closed to the public. There are a number of ways you can communicate and get in touch with members of our staff to answer any questions or issues you may have. The secure dropbox outside our office door is always available to you to drop off keys, rent, or other documents.

If you need to meet or speak further with one of our staff members about an issue, you can ask to schedule an in-person or virtual appointment with them individually.

Thank you for your understanding as we work to maintain and healthy and safe environment.

-Housing Hub Property Management

View entire message

99+

4:21 fetch S • 5GUC 61%

Bailey,

I received your voicemail. The very first email reply to you on 11/2, I asked you for the license plate # or make and model of the truck. You replied that you were leaving the house because of the bees to get the info and instead, sent us a photo of the truck. It is our policy to notice the building before towing any vehicles, therefore, we used what we had which is what you gave us.

If you are having issues with the vandalism, you would need to make a police report. You may choose to take the suggestion of not, but that's up to you.

I have notified the maintenance supervisor about your request to reschedule your work orders. In regards to the pest control, Laurie may be able to reschedule, but there could be a rescheduling/trip charge from pest control. I don't know. Laurie- Can you chime in on that?

Thank you,

Binita Tenner
Escalations & Office Manager
651-488-2437 Ext 106
/ officemgr@housinghubmn.com
HousingHubMN.com
351 Kellogg Blvd East, St. Paul, MN 55101
Have a good experience? Leave us a review!

voicemail (2).wav

B **Binita Tenner** 11/12/2021
Bailey, We absolutely need to send photos of

4:21 5GUC 61%

voicemail (2).wav

Binita Tenner 11/12/2021
to me, Laurie, Jennifer

Bailey,

We absolutely need to send photos of vehicles requested to be towed. We always go out and survey the area and take pictures. This is company policy. I'm sorry you feel that the picture we sent caused your tire to be popped. If you feel you have strong evidence that the tenant down below caused the damage you should file a police report.

Housing Hub has done nothing but respond to your request and demands. If you feel you have a better way to complete your demands we are all ears.

Your vulgarity and tone on your voicemail is unnecessary. Let's keep it cordial so we can get your issues resolved.

Thank you,

Binita Tenner
Escalations & Office Manager
651-488-2437 Ext 106
/ officemgr@housinghubmn.com
HousingHubMN.com
351 Kellogg Blvd East, St. Paul, MN 55101
Have a good experience? Leave us a review!

99+

4:22 fetch 5G 61%

(no subject) Inbox

bailey miracle 11/8/2021
to Sebastian

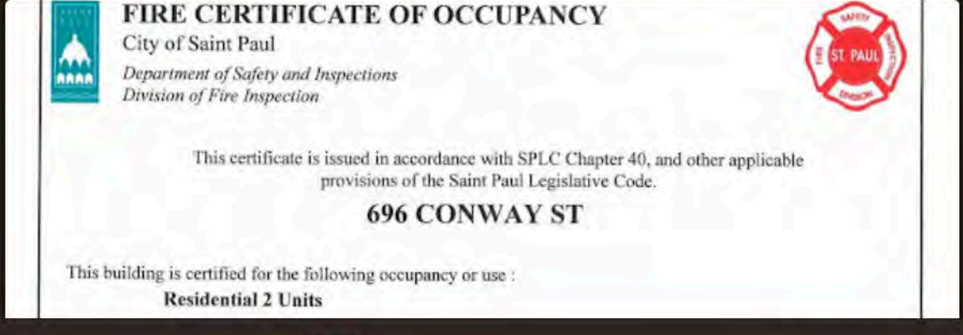
Hi Sebastian, we reached out to housing hub today and we were told that housing Hub as a company, no specific individual, act as the property manager for our rental unit. They don't have a general email address, our plan is to mail it to the main office. We do also have some personal email addresses from a couple of people that work for housing Hub, should we also send the 14 day notice to those emails or should a printed copy sent through the mail suffice?

5

bailey miracle 11/9/2021
to Sebastian

This is what they sent us

Show quoted text



FIRE CERTIFICATE OF OCCUPANCY
City of Saint Paul
Department of Safety and Inspections
Division of Fire Inspection

This certificate is issued in accordance with SPLC Chapter 40, and other applicable provisions of the Saint Paul Legislative Code.

696 CONWAY ST

This building is certified for the following occupancy or use :
Residential 2 Units

99+

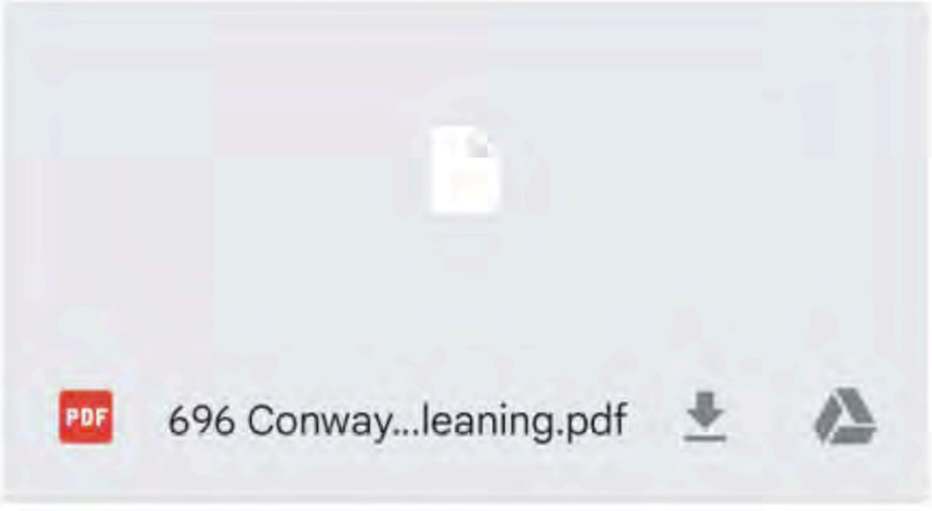
4:22 5GUC 61%
Screenshot_20211109-16494…
326 KB

Laurie Spanier 3:48 PM
to me

I am setting up a time with our pest control vendor to come out and treat for mice and wasps. I will let you know when they can get there.
The owner wanted me to send you a copy of the certificate of occupancy which was issued September of 2020. The invoice for the duct cleaning that was done for you this summer is also attached.

The owner is working on addressing your other concerns.
thank you,

Laurie Spanier
Inspections Coordinator
Housing Hub LLC.
651-488-2437 X107
lspanier@housinghubmn.com





4:22 5GUC 61%

(no subject) Inbox



bailey miracle 11/8/2021
to Sebastian

Hi Sebastian, we reached out to housing hub today and we were told that housing Hub as a company, no specific individual, act as the property manager for our rental unit. They don't have a general email address, our plan is to mail it to the main office. We do also have some personal email addresses from a couple of people that work for housing Hub, should we also send the 14 day notice to those emails or should a printed copy sent through the mail suffice?

S

Sebastian Ellefson 11/8/2021
I just responded in the other email. Yes, if you have other email addresses, send it to



bailey miracle 11/9/2021
At the property were renting we have an online portal to submit maintenance

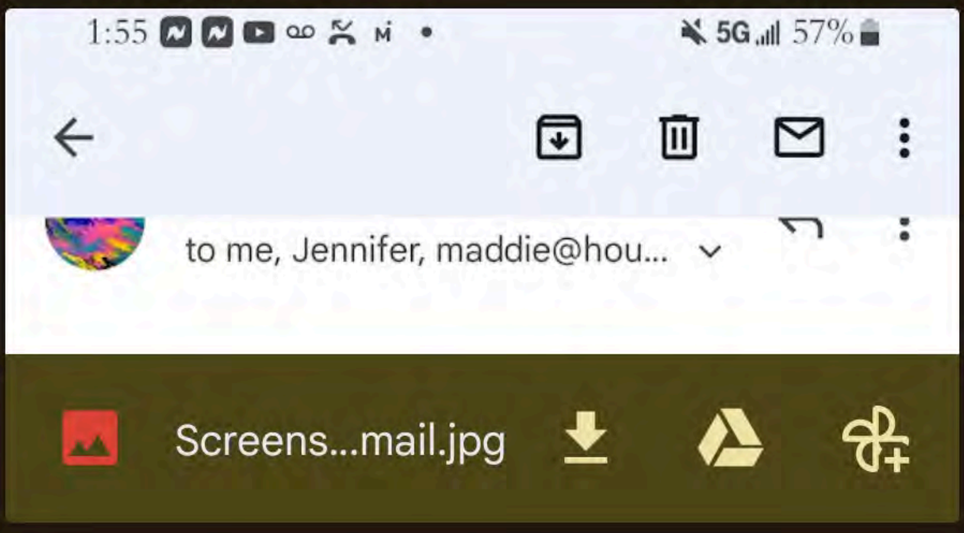
S

Sebastian Ellefson 11/9/2021
That does not fall on you. Let's talk on the phone and work out your next move. From:



bailey miracle 11/9/2021

99+



Sebastian Ellefson 11/9/2021
to me, 21-0205315@vln.legal...

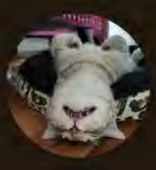
That does not fall on you. Let's talk on the phone and work out your next move.

Sebastian Ellefson
Gender pronouns: he/him/his
Housing Project Attorney
Volunteer Lawyers Network
600 Nicollet Mall, Suite 390A
Minneapolis, MN 55402
Direct: 612-752-6676
| sebastian.ellefson@vlnmn.org

From: bailey miracle <bmiracle28@gmail.com>
Sent: Tuesday, November 9, 2021 1:58 PM
To: Sebastian Ellefson <Sebastian.Ellefson@vlnmn.org>
Subject: Re:

Show quoted text

4:23 fetch S • 5GUC 61%



bailey miracle 11/9/2021
Binita Tenner Email:
officemgr@housinghubmn.com



bailey miracle 11/9/2021
to Sebastian

These people at housing hub are playing so dirty. When we moved in, we were told by the leasing agent that someone would come in and clean the unit before we occupied it. That was never done, but he did get a duct cleaning company to come out and clean the ducts. It was never mentioned to us once but now all of a sudden they are wanting us to pay for it. The ducts were a fire hazard. We weren't comfortable even turning the heat on in the condition they were in. They sent us a certificate saying the property passed fire safety inspection but there's no way considering how the basement and attic look. We don't feel that we should be responsible for the duct cleaning because isn't that part of what maintenance does? Also about the housing inspector. Do we call him and have him evaluate the property now, or after the maintenance requests are supposedly finished or both? Also how do we go about finding whether or not the Landlord is licensed? They claim they'll have everything on the list done in the next 3 days.

Show quoted text



bailey miracle 11/9/2021
to Sebastian

4:24 5GUC 60%

St. Paul, MN, 55101

Re: 14-day Notice for Repairs needed for 696 Conway St. Apartment 2, St. Paul, MN 55106

Dear Housing Hub
I am a tenant living at 696 Conway St. Apartment 2, St. Paul, MN 55106. Minnesota Statute § 504B.161 requires that every landlord of a residential premises do the following:
1) keep the premises and all common areas fit for the use intended by the parties;
2) keep the premises in reasonable repair during the term of the lease or license;
3) maintain the premises in compliance with the applicable health and safety laws of the state.
These “covenants of habitability” cannot be waived. This email hereby gives you notice of my demand that certain repairs be made to 696 Conway St. Apartment 2, St. Paul, MN 55106 to comply with the covenants of habitability. Specifically:

-Issue One: Exhaust needed in the bathroom. There is no ventilation so everything stays wet constantly, this is a mold hazard.

Issue Two: Under the trim and the corner in the shower in the bathroom need to be checked for mold as it is not properly sealed, and then needs to be sealed to prevent mold.

Issue Three: Shower spigot is not secure in wall and needs attention.

Issue Four: Every window needs a screen; a screen that fits and stays in place securely.

Issue Five: Windows need to be able to stay propped up on their own. They randomly drop down and it's a hazard.

Issue Six: Windows are not sealed properly. Draft

99+

4:24 5GUC 60%

Issue Six: Windows are not sealed properly. Draft comes in when they are closed. Also when it rains water leaks through the windows in the master bedroom. This needs to be addressed.

Issue Seven: Back door is not sealed. Waters leaks in from underneath the door when it rains. The door is not airtight whatsoever. This needs to be fixed.

Issue Eight: Basement and attic are a serious fire hazard. The tenants that have been living here before us have left it in deplorable condition, it's unsafe, I have been unable to use those "shared spaces," since I moved in. These areas need to be dealt with and the furnace also needs routine maintenance.

Issue Nine: The ceiling in the master bedroom does not look secure and seems to be collapsing. Also, on the wall right below that part of the ceiling, we've noticed bubbles appearing under the paint when it rains, signifying a leak somewhere in that area. This needs to be fixed.

Issue Ten: Circuitry is terrible, every outlet on the right side of the house is wired to a single fuse so when I plug something in its a game of chance as to whether or not there will be a short, and there are not enough outlets in each room to plug anything in elsewhere. This needs to be corrected.

Issue Eleven: The wooden staircase in the back of the house is in very rough condition. It's shaky, the railing leans under pressure, it's dead wood, close to rotting, there are sharp edges, nails sticking out in several places. This staircase needs to be sturdy and safe.

Issue Twelve: There is a wasp infestation outside the living room window. We believe it has made its nest inside the foundation of the house. They are coming through the window, or the vents, it's hard to tell which. Also we've heard mice scratching and chewing things in the walls and ceilings. All of this needs to be inspected and corrected.

Issue Thirteen: The register cover for the vent on the

4:24 fetch 5GUC 60%

chewing things in the walls and ceilings. All of this needs to be inspected and corrected.

Issue Thirteen: The register cover for the vent on the floor of the kitchen is not secure. It's lifted in some spots causing sharp rusty corners, and other spots are worn so thin, one wrong step could send me falling through it. This needs to be addressed.

Issue Fourteen: The motion sensor light needs a new bulb and the timer needs to be adjusted, the light goes put way too quickly.

Issue Fifteen: The tile in the kitchen is not completely sealed, especially underneath the kitchen sink, where there is a huge gap. Tiles are lifted, uneven and sharp, I've been cut on my foot numerous times. This needs to be fixed.

Issue Sixteen: Gas line to the oven/stove needs to be checked. There is a very strong odor of gas that is emitted when using this appliance. It needs to be assessed.

Issue Seventeen: When the heat is turned on it smells like cigarette smoke. No one in my unit smokes but the people downstairs do and they have clearly been doing it inside their unit for quite some time. I do not want my belongings getting damaged by nicotine and should not have to smell smoke from my vents. This needs to be fixed.

Issue Eighteen: The ceiling in the room with the fridge seems to be collapsing. This needs to be assessed and fixed.

Issue Nineteen: The metal trim in the doorways is lifted and had nails sticking up out of the floor. This is dangerous and needs to be fixed.

This notice is given per Minnesota Statute §504B.385, and if repairs are not completed within 14 days, we plan to file a rent escrow action in court.
Sincerely,

4:24 5GUC 60%

Issue Sixteen: Gas line to the oven/stove needs to be checked. There is a very strong odor of gas that is emitted when using this appliance. It needs to be assessed.

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This notice is given per Minnesota Statute §504B.385, and if repairs are not completed within 14 days, we plan to file a rent escrow action in court.
Sincerely,
Bailey Miracle and Rachael Waters
612-224-6068 and 612-449-6032
bmiracle28@gmail.com
and
rachmwaters89@gmail.com



HH logo...bbs.png

99+

4:25 5GUC 60%

Bailey, Thank you for calling today, we want and need to take care of lease violations as soon as we can even if the tenant has been living there a while does not give them any authority to break the lease terms. I see the Pitbull is grandfathered in by the previous owner,However lease violations is not tolerated. Should any issues arise again please call me at 651 488-2437 EXT. 111

Jennifer Miglio
Housing Hub
Tenant Coordinator
651-488-2437
351 Kellogg Blvd East
St Paul. MN. 55101

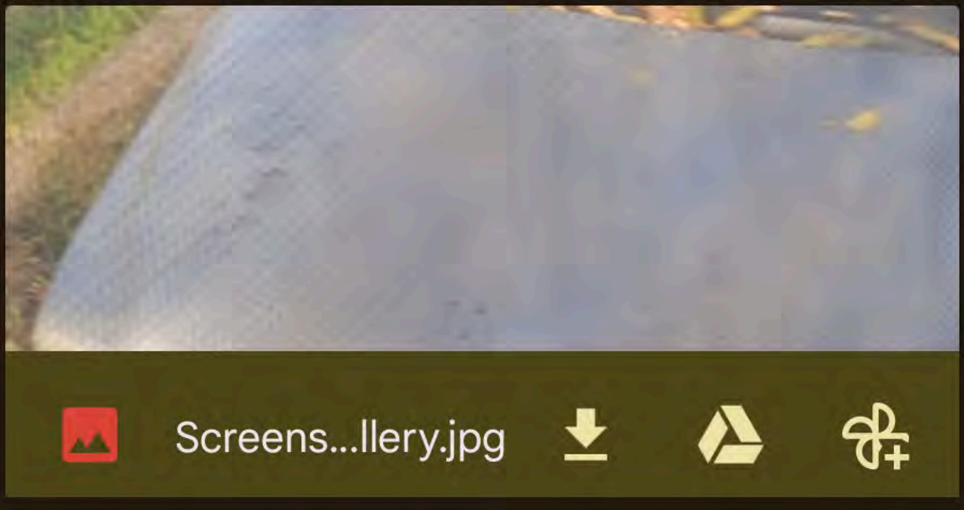
View entire message



bailey miracle 11/5/2021
to Jennifer

This is the best I can do. It's a beige Chevy, license plate GFD 001.

Show quoted text



4:27 5GUC 59%



Emily Johnson
Local Guide · 17 reviews

★☆☆☆☆ 6 months ago

Renting from Housing Hub was the worst living experience of my life. Please read the reviews and note that most of the five-star reviews are for a single maintenance worker and not the company as a whole.

We had a neighbor who would get into loud screaming matches and sometimes physical fights while her children were present. After police were called, she proceeded to yell threats in the hallway and scream at other tenants to come out and fight her. We complained about this situation in writing to Housing Hub five times over the course of three months. They did not respond. Upon receiving legal advice, we had to resort to filing a rent escrow action against the owner, Wafa Capital. Once we informed Housing Hub of the action, all of a sudden they started to investigate what was going on. But Housing Hub's communications with the owner and internally were so terrible that the owner apparently didn't know about the action and did not appear at our first hearing, where we were fortunately let out of our lease. Despite having been served the action and informed that we had paid our rent in escrow to the court, Housing Hub continued to send messages that if we did not pay our rent, we might be evicted.

Then there were the squirrels. We had squirrels

4:27 5GUC 59%

Then there were the squirrels. We had squirrels running around in our ceiling every day. They began coming INTO our apartment through a hole in the ceiling and we had to constantly be on alert to chase them back into the hole. Despite knowledge of a hole in the roof where the squirrels were coming in, the only option Housing Hub gave us was to have poison put in our ceiling. Given that squirrels were coming into our apartment, this really put our cat in danger, but we did not have another choice. One day while we were out, a poisoned squirrel came into our apartment while our cat was home alone. Luckily, we came back earlier than expected and were able to kill the squirrel with a broomstick. It was only at this point that Housing Hub put netting on the hole in the roof. Unfortunately, another squirrel got stuck in the bathroom ceiling and died there.

Even without these deal-breaker problems, this was not a great place to live. When the heating system was on it would get to over 90 degrees in our apartment. We had to open our windows when it was below freezing outside. Then the heat would randomly turn off and we would have to wear a coat inside. A few days before we were moving, we had to go to the basement for a tornado siren and the entire basement started flooding. It was just the cherry on top.
I would not recommend renting from Housing Hub, particularly if the property is owned by Wafa Capital. If you are a current resident having issues with Housing Hub, I would

4:27 5GUC 59%

having issues with Housing Hub, I would recommend calling Home Line for free legal advice.

Edit: regarding Housing Hubs response. I submitted my first written complaint October of 2021. It was not until January 2022, after many complaints, including by mail, after we had filed the rent escrow action, that they started to investigate what was happening.

Helpful (24) Not Helpful



1 of 3



2 of 3



4:27 5GUC 59%



3 of 3

Housing Hub (Owner)
10 months ago

After reading this review, Housing Hub went back and looked at our records. We can confidently say we did everything we could in regards to your dispute. When living in community settings, sometimes unfortunate situations arise. We always document everything and speak with both parties involved. Housing Hub did all we could to mediate the conflict between tenants. In regards to the property itself, Housing Hub always seeks and is obligated by the owners approval before addressing maintenance issues unless it's causing immediate danger to the tenants. We apologize that your experience with Housing Hub did not meet your expectations. We take your feedback into consideration when looking into improving our processes.