



October 7, 2022

South Point Apartments
5500 S New Braunfels Ave
San Antonio, TX 78223

CC:

San Antonio City Council Member Phyllis Viagran
3315 Sidney Brooks Dr.,
San Antonio, TX 78235

Erin Meadows LP
11122 Wurzbach Rd., Ste 200
San Antonio, TX 78230

Dear South Point Apartments,

We, the tenants of South Point Apartments, are writing to address some critical issues that are affecting our health, safety, and our familial well-being. We have been meeting to craft some proposed solutions with the support of the Texas Organizing Project (TOP).

The problems we are facing at this time concern maintenance of the apartment complex; exorbitant fees; broken air conditioning units; the presence of rats, cockroaches, and other pests and rodents; black mold and leaking pipes; hazardous electrical wiring; and unprofessional and disrespectful treatment by management.

We have been living with these issues and bringing them to the attention of apartment management staff for months, and we can not wait any longer for a solution. We collectively demand the following:

1. All reported maintenance issues to be fixed within 96 hours.
2. 24-hour notice of maintenance staff entering unit
3. Use of licensed contractors to inspect and repair air conditioning, electrical, mold, and foundational problems in apartments
4. Repairs to all on-site mailboxes within 72 hours
5. Installation of additional lighting on building exteriors and in common areas
6. Notice of 48 hours before water or utility shutoffs by phone call, text, and email
7. Improved maintenance standards: all maintenance staff must have identification as workers, be known to tenants, and work during normal business hours unless in the case of an emergency



8. Presentation of current copies of leases to all tenants within 24 hours
9. Right to cure past due rent up to the 15th day of each month
10. Management does not begin the eviction process for 90 days after tenant is past due on rent
11. No discrimination towards tenants receiving Section 8 housing vouchers
12. Offer of a year-long lease to all current tenants who have been moved to month-to-month leases
13. When tenants move out, deposits are automatically returned.
14. Reimbursement for out-of-pocket expenses paid by tenants to fix maintenance issues upon showing of receipts
15. A monthly meeting with apartment ownership where ownership will hear tenant concerns and updates on the condition of the property

We would like a written response to the above by Tuesday, October 11 by email to Marco Acuna (macuna@organizetexas.org) and Romana Castro (romanacastro.rc@gmail.com). The current conditions in the apartments are threatening our health and safety and require immediate action.

Sincerely,

Tenants of South Point Apartments and the Texas Organizing Project