

Brian Kroker

From: Frank Baer
Sent: Wednesday, September 18, 2024 1:16 PM
To: Brian Kroker
Subject: FW: 205-3 Non-renewal of Lease

FYI

Frank Baer – Senior Community Director, CAM
Lindy Communities – The Towers at Wyncote
8440 Limekiln Pike, Wyncote PA 19095
Office Phone: 215-885-1300
Virtual Tour: <https://youtu.be/9cb9-sep22A>
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From: Frank Baer
Sent: Friday, September 13, 2024 9:16 AM
To: mbest56@gmail.com
Cc: Linda Barder <lbarder@comehometotowers.com>; Joyce Zamorski <jzamorski@comehometotowers.com>
Subject: RE: 205-3 Non-renewal of Lease

Dear Marcella,

Thank you for your detailed email. I want to address your concerns and clarify a few points:

1. **Response to Resident Concerns:** I respond to all resident concerns the same day whenever possible. I apologize if there was any misunderstanding regarding the need for a meeting. I was not informed that you needed to see me directly, and I have never refused a meeting with a resident. If I am in meetings or otherwise occupied, I always request that an appointment be

scheduled to ensure I can give your concerns the attention they deserve, and research the issue in advance.

2. **Incident Involving Your Vehicle:** I did not identify your vehicle in the parking garage, and I'm not sure I fully understand the issue as described in your email. If there is a specific concern regarding the vehicle that needs to be addressed, please let me know.
3. **Incident Involving Your Daughter:** We were not aware of any incident involving your daughter until we received legal documents yesterday. I am truly sorry to hear about the incident and would like to understand more about what happened. If there was a lapse in communication on our part, I apologize. Please let me know when you can discuss so that we can properly fill out an incident report.
4. **Maintenance and Other Issues:** I'm sorry to hear about issues in your home, have you put in a work order with maintenance for the leaking toilet?
5. **Meeting Request:** Linda and I are more than willing to coordinate a meeting to discuss and resolve any misunderstandings or issues you have raised. We want to make sure all concerns are properly addressed and that we find a resolution.

Please let us know a convenient time for you to meet, and we will do our best to accommodate. Thank you for bringing these matters to our attention. We are committed to improving our service and ensuring that all residents' concerns are addressed promptly and fairly.

Thanks,
Frank

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----- Forwarded message -----

From: **Marcella Best** <mbest56@gmail.com>

Date: Wed, Sep 11, 2024 at 2:58 PM

Subject: Re: 205-3 Non-renewal of Lease

To: Joyce Zamorski <jzamorski@comehometotowers.com>

Dear Joyce,

I believe state law requires that a reason be given, I strongly believe this a matter of retaliation after I came into the office requesting to speak with the property manager after several incidents have occurred that made me very concerned as a paying tenant of 3 years. First incident my 11 year old daughter broke her fingers in your main gym on the treadmill machine, I called and came in person to speak with someone in regards to the matter and ironically no one was able to speak with me, however the receptionist was nice enough to give my daughter and her friend a ride back to our building after the incident. Second incident I reported my leaking master bedroom toilet on the emergency line and was told it would be fixed the next day and the matter was never handled. I reached out via telephone with no help once again. Third, I requested several times over the past 2 year for my rent cafe account to be fixed and was lied to by Linda in front of a judge at court that the matter would be handled and it was never. When I noticed I was being charged check scan fees which dates as far back as march 2022 I called, emailed and came in person as well as called the corporate office, and still the staff refused to speak with me. No where in the lease as I mentioned during our in person conversation does it state we are responsible for the check scan fee if rent check payments are received at the main office especially since that's where I was informed to make all my payments by way of check. I requested all of those illegal funds taken be credited back to my account. You Joyce stated an email blast went out to all tenants from the corporate office stating we would be responsible as tenants for the check scan fee, however when I requested to see proof of that email and proof that I the tenant receives said email you referred me to Frank the property manage, the very same person that refused to talk to me in person when I came to address several matters. He is also the same individual I was told was asking about why my vehicle was parked in my paid parking spot. I was told he never canvased the garage on that day and that the reported information I received was false by way of a third party. However Frank himself refused to talk to me, which raised a red flag and made me extremely concerned about the safety of my vehicle, when I stressed that to you Joyce, I was told the only thing you could offer is to file a police report. I stated in the club house office that it was outrageous that I pay so much money but can never get the proper assistance or speak with anyone to handle concerns, and that because I am voicing my frustration the next course of action would be eviction or choice of not renewing my lease and that has been proven by

way of the email of not renewing my lease option that I received, which in fact has assured me to believe this is a form of retaliation. Thank You I will direct all of my matters going forward by way of my lawyer for my daughters injury case and to the courts for a landlord tenant lawsuit.

On Wed, Sep 11, 2024 at 1:54 PM Joyce Zamorski <jzamorski@comehometotowers.com> wrote:

Hi Marcella,

Thank you for your email.

Under Pennsylvania state law, a landlord is not obligated to provide a reason for choosing not to renew a lease. This is part of the lease agreement's terms and conditions, and we are following all legal requirements.

While we are unable to offer specific details regarding our decision, we want to thank you for being a valued tenant and for your time in our property.

If you have any other questions or need assistance with your move-out process, please let us know.

Best regards,

Joyce

Joyce Zamorski – Resident Relations Coordinator

Lindy Communities – The Towers at Wyncote

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From: Marcella Best <mbest56@gmail.com>
Sent: Tuesday, September 10, 2024 5:46 PM
To: Joyce Zamorski <jzamorski@comehometotowers.com>
Subject: Re: 205-3 Non-renewal of Lease

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Good evening thank you for the letter however may you also attach a reason for deciding not to allow me to renew my lease for my records thank you.

Sent from my iPhone

On Sep 10, 2024, at 5:21 PM, Joyce Zamorski <jzamorski@comehometotowers.com> wrote:

Hello,

I've attached the non-renewal of lease letter and vacating procedures for your reference. A physical copy will also be placed under your door. If you have any questions, please let me know.

Thank you,

Best,

Joyce

Joyce Zamorski – Resident Relations Coordinator

Lindy Communities – The Towers at Wyncote

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<205-3 Non renewal letter and vacating procedures.pdf>