

Complaint against Harris Properties
Formerly known as the "legendary" Harris Evans Associates
Professional Misconduct, Violations of TRA and WPA

DEC 15 2014

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They use passive-aggressive intimidation (combination of rudeness and the run-around), incomplete fixes (to hide problems) and unfair counter-accusations to blame the tenants for their building's dangerous conditions. They accuse tenants of not reporting problems promptly. They are lying about this. Water leaks have become so common here that they accuse tenants of "misuse of the emergency line" when it is called for a kitchen flood, clearly something of imminent danger to the whole building. I overheard multiple members of the owning family delivering the message that this was their policy in a loud and abusive manner. I have been here for 9 years, and have been through two ownership changes on nonexistent or possibly retroactive notice. On Veterans' Day, November 11, 2014 the office happened to be open and I delivered the following letter (also asked the secretary "I want to witness you reading it") in person:

Some things I want you to know about:

There is a lot of decay, wear and tear, rust, flaking paint and stains that won't look clean no matter how much bleach or cleanser I apply.

I have shut off the toilet because it was leaking, and it obviously needs other work.

There's a very drafty window with panes starting to come loose.

Radiator valve is dripping

Refrigerator is shedding

I don't remember how long ago, it was over a year, I had invited one of your technicians in and showed him the issues mentioned above. He had an intimidating personality. After I showed him these issues he said "OK" with a hint of sarcasm.* 2 days later he disabled the drain on my bathtub and told me he needed to do this because he was trying to fix a leak below. Apparently he never got around to turning it back on, and none of the issues that I showed him were rectified.* Not much later, I notice that he never comes around. He might not work here anymore, and I suspect that he never told any other staff about what I showed him. There are also occasional recurring leaks, on average I've seen it 3 times per year, above where I moved the tiles out of the way; they would otherwise melt and make a mess everywhere.

Back when Juan Gonzales took over, I was buying bug spray because he never did anything about the bugs. I keep all my food under tight cover and scrub walls and floor often; except that is impossible in the spots with flaking. When I first came here 9 years ago there was cheese littered everywhere. Did everything I could to clean that, yet there could still be a mess in places I'm not able to see or reach. Also, a flood from above had occurred in the kitchen about 5 years ago, with a lot of water flowing behind the wall.

I also overheard one of the neighbors being yelled at, told that she was not allowed to call the emergency number during a severe water leak from above that was continuously flooding her entire apartment and possibly others.*

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*** Information pursuant to and protected by the
Whistleblower Protection Act.**

The secretary looked a bit horrified while she read this letter. I asked, "What do you think?" She said "I'm not the landlord." She handed it to her boss, member of the owning family. She pulled it from the secretary's hands quickly, almost as if angry at her, and only looked at it for 2 seconds before her response, which was making a point about not reporting the problems in their preferred manner, accusing me of not calling the office; which is not only an example of "straining at a gnat and swallowing a camel" but false. I have both described the problems on the phone and showed them to several of their technicians in person. Understanding that the building was in critical condition, they always had my cooperation and consent to enter. They had more than enough opportunity to know about the problems that date back through both ownership-changes. She stubbornly refused to offer any kind of apology for the misconduct I was reporting to her, including the verbal abuse of other tenants during an emergency situation. I recognized her tone of voice being like that of the one who yelled at the "sprinkler incident" victim. This is when I realized that it's members of the owning family, not a bad staff member, that were being abusive. I responded "I did in fact call the office first. I was responded to as if I had done something wrong. I think someone didn't do their job properly." Again, she responded as if I had done something wrong. They find ways to make almost every conversation sound like an accusation against me, so I suspect people are hesitant to talk to them for any reason, and that this is by design. She said that if there are maintenance issues they'll fix them, but she glossed over (or perhaps defended) the more severe misconduct that my letter mentioned (implying that a real emergency is not). When I called about leaks several times they just replaced the ceiling tiles that get destroyed, but they've never fixed the underlying causes. I suspect that the big "sprinkler incident" was actually a fire. I overheard the owner himself talking to the victim of this incident in an amazingly calloused way, gloating about what she was going through. I told a red cross worker what I overheard. They mute the fire alarm when they think false alarms are about to occur, and there have been LOTS of fire alarm scares here over the 9 years that I have been here. They continued to do this after the fire department posted a notice asking them not to. Of course they'll have it on when they know that the fire department is looking, but I've seen the display say "trouble" without the alarm sounding occasionally. One time someone saw thick smoke coming out of a window during a time when the alarm was shut off, called the fire department and yelled to the building "This one's real! I'm trying to save your life!". The verbal abuse that I have

overheard from the owner himself included saying “God bless you” in a sarcastic manner. Even if they somehow manage to restore the building to perfect condition, this is something that I do not want to support.

On December 9, 2014 I went into the apartment to pick up some of my remaining belongings (desk, shower and window curtain) and they were gone. I did not see any eviction notice or letter of any kind. They have my phone number and never called me. The reason I had removed most of my belongings was that their workers were making a mess and I didn't want my belongings to get ruined (also to make their job easier) – Although they had consent to enter to make repairs, I had not yet given the keys back nor told them that I was moving out because I had not yet made my final decision on whether I would return. I had to take my TV to the junkyard because their workers spilled flammable liquids (from painting the walls) into its picture tube. I didn't want any of my other belongings ruined, so I removed my most important things first and stayed as a guest at mom's place. At this point I knew that they are not to be trusted, and feared my belongings could be held hostage as I have also seen the use of lockchanges and boardups on other tenants. I saw that they put in new floors, windows and carpets. Not that I care too much about the items that were discarded, I believe this to be a sure sign that they were fixing it, but not for me. December 1, 2014 was the first time ever that I didn't give them a rent check on time (Would anyone? I was not able to stay there.) It was only 9 days later, and they have 2 months worth of deposit. I have witnesses that I left it better than I found it.

I believe this is WPA Retaliation and CE. This is the letter I left them upon my final departure, on December 15, 2014:

To whom it may concern:

I wish to remind you that the letter I delivered and had witnessed in person is more than maintenance issues. I am a witness to professional misconduct affecting others. I told a red cross agent about what had occurred (verbal abuse during an emergency). I suspect that the big "sprinkler incident" was actually a fire. I strive to be a patient and forgiving person. Most people would have reported these issues to the government a long time ago. I can live with imperfect conditions, however, scapegoating by unfair counter-accusations will not be tolerated. I have been trying to work with you. The fact that the information that I provided (a person of integrity would be empathetic and horrified) was responded to in an arrogant, unthankful and retaliatory manner will be included if(*crossed out*) when I report it to the government.

Glade Swope

(keys attached)

P.S.: who is glade swope?