

My Life at Southwood Apartment Complex in Morrow, GA

Hi. My name is DeAnna Hines. My two children 4 and 16 and I have been residents of the Southwood Apartment Complex in Morrow, GA since 2016. Ever since I moved in, I have had little issues that are starting to turn into major issues. Since my time at Southwood, my ceiling has repeatedly collapsed, and it has collapsed 4-5 times in 2023, alone. For several months, I have visited the building manager's office (Rent Office) daily to report needing repairs. Each time, the building performed only temporary repairs, such as cutting a hole in the ceiling and replacing the ceiling panel that fell rather than repairing the ongoing leak.

Sometimes, maintenance just cuts a hole in the ceiling and does not return for weeks or months. I have taped trash bags to a gaping hole in my bathroom ceiling after maintenance stopped coming to fix it. My kids are afraid to shower alone. When I told maintenance staff that I believed there was a pipe problem causing my ceiling to collapse, the staff told me that they could not afford to renovate the building to prevent this from happening again. The whole building is slanting and caving in and they say they don't have the money to fix it. After about three years, maintenance supposedly fixed the pipes, but my ceiling continued to collapse from water damage and leaks. Once, the ceiling collapsed while my son eleven years old at the time, was showering. He yelled to me that water was coming out of the ceiling. When I came to see him and pulled him out of the tub, a piece of ceiling fell and shattered where he was bathing. I was terrified and hopeless.

On November 15, 2022, which I call The Day that Everything Collapsed, My son then 3 years of age, walked past the couch in her living room and, as soon as he did, the living room ceiling collapsed where he had just walked. As soon as I rushed to his side, the water damaged the ceiling in my kitchen and then it collapsed. I called the emergency line to contact maintenance, but nobody answered until 10:00 am that morning. It took the building several months to repair the kitchen ceiling which is to this day damaged. In the spring of last year 2023, My kitchen and bathroom floors started to collapse. You can feel the vinyl sinking between the beams when you stand on it, and you can see the beams poking through the floor. My sons and I must jump from beam to beam because they are scared, they could fall through the floor. It is caving in and I feel at any moment I will be in the basement or my kids if they walk into my bathroom. I have told the rent office repeatedly of my floor, and they just come and look at it. My front door is not closed all the way. You could see outside and in my house through the door opening you could fit your fingers through the cracks and just open it up. The rent office keeps telling me that it's someone kicked in my door, which no one has ever kicked in my door as long as I have lived here. And I have always had this door, and I have always been told that they will replace it and I have not gotten it replaced yet.

Although I have reported this issue frequently to building management, as of January 2024, no one has come to fix my floor. But has come to look at my floors and front door and I have not seen anyone since February 7th, 2024. These things and so much more are falling apart around me and my family. I don't have the means to move right now and feel trapped somewhere I no longer want to have my family living nor do I feel we live in a safe environment. The rent office seems to think that we are people in the lowest of society. because we receive based on income apartments that we don't deserve to live in a healthy environment. And my kids don't deserve to grow up in a healthy environment. My 4-year-old, who is about to be 5 this month, Has developed asthma, and cannot be in my apartment all the

time, breathing in the mole. It's started to become a health issue and the rent office just doesn't care or want to put money into the repairs to fix not patch the problems.