

On Tue, Aug 29, 2023 at 10:41 PM Mona Sze <[REDACTED]> wrote:

Hello [REDACTED]

My freshman daughter is in New South [REDACTED] and moved in on 8/18. There is mold on the ceilings - it's covering 2/3 of the ceiling (and over the beds) and is very obvious to the naked eye. 2 tickets were filed and the RA confirmed it's mold.

I called Residential Living on 8/25 asking for an update. I was told it was cleaned and taken care of. But I saw on FaceTime the mold was still there. The person I spoke to said he would reopen the ticket.

I called Res Liv again today 8/29 asking for an update. I was told it was cleaned and taken care of on 8/25. But again I saw on FaceTime it has not been addressed at all. The person I spoke to said she would send someone up again.

Can you please assist and advise how it's going to be treated? They love their room and don't want to move, but it looks disgusting and my daughter and roommate have not felt well breathing in their rooms since the first night. It's been 11 days and I'm hoping it can be fully addressed so we don't have to worry about any health issues from breathing in mold. Will it be sprayed with some type of mold killer while protecting their personal belongings?

Thank you so much!

- Mona [REDACTED]