
MASTER EMAIL RECORD: AVALON DOGPATCH MAINTENANCE ESCALATION

Date: Saturday, March 7, 2026 at 5:42 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Avalon Dogpatch avalondogpatch@avalonbay.com

Subject: Written Notice: Unresolved Move-In Maintenance Issues

Hello, It has been more than two weeks since I moved in, and my move-in maintenance requests remain unresolved, including the three items previously reviewed by Sharon. Please confirm in writing that these issues will be fully resolved within 48 business hours. If they are not, I will escalate the matter and pursue all remedies available under my lease and applicable California law. This message is also intended as written notice. Thanks, [REDACTED TENANT]

Date: Monday, March 9, 2026 at 3:28 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Avalon Dogpatch avalondogpatch@avalonbay.com

Sharon, I am formally requesting that a different maintenance technician be assigned to complete my pending service requests. For the record, I explicitly informed you about my dog in my initial communication. At no point was the pet restraint policy communicated to me prior to the technician arriving and speaking to me in an unprofessional and unacceptable manner regarding this rule. Going forward, all interactions in my home will remain strictly professional.

Furthermore, I cannot leave my dog secured in a bedroom for a two-and-a-half-hour window. Per the lease, please provide an "agreed upon approximate date and time" that consists of a strict 30-minute window so I can accommodate your restraint policy without placing an undue burden on my pet. If Avalon Dogpatch is unable to assign a different technician or coordinate a reasonable appointment window to address these basic issues, please let me know immediately so we can formally discuss alternative resolutions. Regards, [REDACTED TENANT]

Date: Tuesday, March 10, 2026 at 12:21 PM

From: Avalon Dogpatch AvalonDogpatch@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Hi [REDACTED TENANT], We apologize for the delayed response. Our office was closed on Sunday and Monday, and we have just returned today. We also apologize for any confusion. In the fully executed lease agreement, under Guidelines & Policies for Pet Parents (Owners), Article 4 Maintenance, it states that pets must be restrained whenever a maintenance service call is requested. We would appreciate the opportunity for our maintenance team to re-enter

your apartment to assess and address the service request. Would you be available this afternoon around 3:00 PM for them to stop by? Warm regards, Your Avalon Dogpatch Leasing Team

Date: Tuesday, March 10, 2026 at 12:22 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Avalon Dogpatch AvalonDogpatch@avalonbay.com

Hello, Please get [REDACTED HOURLY STAFF]'s manager to call me today, or I'll contact the HR myself. Thanks, [REDACTED TENANT]

Date: Tuesday, March 10, 2026 at 6:25 PM

From: George Chacon george_chacon@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Subject: Follow-Up Regarding Toilet Concern

[REDACTED TENANT], Thank you again for taking the time to speak with me today. I understand your concern regarding the stains in the bottom of the toilet, and I appreciate you bringing it to my attention. As discussed, I will investigate the issue further and will update you by Thursday afternoon at the latest. Thank you for your patience. Regards, George

Date: Thursday, March 12, 2026 at 2:27 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: customercenter@avalonbay.com

Cc: Avalon Dogpatch avalondogpatch@avalonbay.com

To the Regional Manager / Supervisor for [REDACTED HOURLY STAFF] and George, I called the leasing office today to escalate an ongoing issue and was informed you will be available tomorrow. I am forwarding the correspondence below to initiate this formal escalation. I will not recount the details of the initial situation here. It is your responsibility to review the forwarded thread to understand the unacceptable conduct of your local team, their failure to communicate their own policies, and their refusal to coordinate a reasonable entry window.

To compound the issue, despite explicitly instructing [REDACTED HOURLY STAFF] and George that I require a different technician, the exact same maintenance person has continued to repeatedly contact me demanding entry. Furthermore, the local office completely closed my maintenance request today without actually completing the repairs (the noisy bathroom fan, stained toilet bowl, and leaking shower head).

Because of this severe mismanagement, I am taking the following steps at this stage and going forward:

1. Public Documentation: I am currently documenting this experience, along with photos of the unresolved maintenance issues, in public reviews to warn prospective residents.
2. Written Communication Only: Effective immediately, I require all communications regarding my tenancy, maintenance requests, and this specific dispute to be conducted exclusively in writing.
3. External Escalation: If these issues are not promptly resolved by a different technician who can adhere to a strict 30-minute entry window, my next step will be filing a formal complaint with the San Francisco Department of Building Inspection (DBI) regarding the unresolved plumbing and ventilation issues.
4. 30-Day Move-In Guarantee: I am actively weighing my options to vacate under the 30-day guarantee, which expires on March 19.

I expect a written response by tomorrow detailing exactly how you intend to rectify your staff's conduct and complete these repairs before I finalize my decision to vacate the property.

Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Thursday, March 12, 2026 at 4:45 PM

From: George Chacon george_chacon@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

[REDACTED TENANT], Thank you for your message. Per your request, all communication moving forward will remain in writing. I reviewed the attached photo of the toilet that was provided by our maintenance team. Based on the inspection and the image, the fixture is clean, functional, and operating as intended. For that reason, we will not be replacing the toilet at this time.

For the remaining items, we will issue the standard written entry notice through the SMRT Operations App (SightPlan) once the appointment has been scheduled. Although a 30-minute entry window is not something we can commit to, we will ensure proper notice is sent in advance. I also want to ensure you are fully aware of all available options. As you mentioned, your 30-Day Move-In Satisfaction Guarantee remains active through March 19, and you are welcome to utilize it if you ultimately feel the home does not meet your expectations. We appreciate your patience while we work to resolve the remaining items. Regards, George

Date: Thursday, March 12, 2026 at 5:12 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: customercarecenter@avalonbay.com

Cc: George Chacon george_chacon@avalonbay.com, Avalon Dogpatch
avalondogpatch@avalonbay.com

To the Regional Manager / Supervisor: I am in receipt of the response from local management (George), which is forwarded below. This response perfectly illustrates exactly why I escalated this matter to the regional corporate level. Local management has explicitly refused to coordinate a reasonable entry window so I can secure my dog ([REDACTED DOG NAME]) in compliance with their policy. Furthermore, they completely ignored the primary issue of this escalation: the hostile, unprofessional conduct of their maintenance technician and administrative personnel ([REDACTED HOURLY STAFF] and George) and their failure to proactively communicate their own rules.

I did not request that local management investigate their own failures. I escalated this to Corporate because local management is refusing to act professionally. I am still awaiting a direct, written response from the Regional Manager regarding how AvalonBay intends to address this staff conduct and provide a reasonable entry window before I file formal administrative complaints with the city or execute my 30-day move-out guarantee. Regards,
[REDACTED TENANT] [REDACTED UNIT]

Date: Friday, March 13, 2026 at 12:53 PM

From: Daxx Esparza Daxx_Esparza@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Cc: Oscar Bolanos oscar_bolanos@avalonbay.com

Hi [REDACTED TENANT], Good afternoon. My name is Daxx Esparza and I am the Sr. Portfolio Operations Director responsible for Avalon Dogpatch. Oscar Bolanos is my Portfolio Maintenance Director partner. We would like to schedule a virtual Microsoft Teams meeting with you so we can discuss your concerns and agree on an amicable solution. Please confirm which of these options works best for your schedule:

1. March 13, 1:00PM to 1:30PM PST
2. March 16, 9:00AM to 9:30AM PST
3. March 17, 3:30PM to 4:00PM PST
4. March 18, 2:00PM to 2:30PM PST

After we hear back from you, we will send you a calendar invite for our virtual Microsoft Teams meeting. Thank you. Daxx Esparza

Date: Friday, March 13, 2026 at 4:50 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Daxx Esparza Daxx_Esparza@avalonbay.com

Cc: Oscar Bolanos oscar_bolanos@avalonbay.com

Daxx, Thank you for reaching out. As I explicitly stated in my previous correspondence to local management and Corporate, I require all communications regarding my tenancy, the unresolved maintenance issues, and the staff misconduct to be conducted exclusively in writing. I will not be participating in a video call.

I am fully open to reviewing an amicable solution. Please outline your specific proposed resolutions to the defective shower head, the defective exhaust fan, the deeply stained toilet, and the unacceptable staff conduct directly in an email for my review. Once I receive your proposed solutions in writing, I will review them and let you know if we are in agreement before my 30-day move-out guarantee window closes on March 19. Regards, [REDACTED TENANT]
[REDACTED UNIT]

Date: Monday, March 16, 2026 at 10:17 AM

From: Avalonbay Customer Care Center customercarecenter@avalonbay.pure.cloud

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Dear [REDACTED TENANT], Thank you for contacting us. We hope you had a great weekend. Although the Customer Care Center is unable to directly assist you with your maintenance inquiry, we escalated the issue and have made our colleagues at the Avalon Dogpatch Leasing Office aware of your email. The office can also be reached at (415) 278-9701 or avalondogpatch@avalonbay.com. We apologize for any inconvenience this may cause you. Sincerely, Giancarlo M.

Date: Monday, March 16, 2026 at 10:25 AM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: customercarecenter@avalonbay.pure.cloud

Cc: Daxx Esparza Daxx_Esparza@avalonbay.com, Oscar Bolanos oscar_bolanos@avalonbay.com

Giancarlo, Thank you for your reply. However, routing this matter back to the Avalon Dogpatch Leasing Office is entirely unacceptable. The incompetence, hostility, and unresponsiveness of the local leasing office are the exact reasons this was escalated to Corporate in the first place. They cannot assist with an issue they are actively causing.

I have already been contacted by Daxx Esparza (Sr. Portfolio Operations Director), who attempted to deflect this matter into an unrecorded video call. I explicitly demanded that all proposed resolutions be provided to me in writing. Let me be absolutely clear: if I do not receive a comprehensive, written resolution regarding the defective shower head, the defective exhaust fan, the deeply stained toilet, and the local staff misconduct by the end of business today, I will immediately begin formal legal and administrative escalations. This will include filing a formal complaint with the San Francisco Department of Building Inspection (DBI) regarding the

unaddressed plumbing and ventilation defects, followed by a formal petition to the San Francisco Rent Board for a retroactive rent reduction due to a substantial decrease in housing services.

I expect a written resolution today. Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Monday, March 16, 2026 at 11:11 AM

From: Oscar Bolanos oscar_bolanos@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Cc: Daxx Esparza Daxx_Esparza@avalonbay.com, customercarecenter@avalonbay.pure.cloud

Good morning, I'm reaching out to coordinate the completion of the maintenance requests in your apartment home. We can schedule the work anytime between 9:00 AM and 1:00 PM, Monday through Friday, either this week or next. Please let me know which one-hour time window works best for you. The work will be assigned to our Maintenance Supervisor/Manager. Thank you, Oscar Bolanos

Date: Monday, March 16, 2026 at 11:42 AM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Oscar Bolanos oscar_bolanos@avalonbay.com

Cc: Daxx Esparza Daxx_Esparza@avalonbay.com, customercarecenter@avalonbay.pure.cloud

Hi Oscar, Tomorrow (Tuesday) between 9:00 AM and 1:00 PM works well. The team can choose any 1-hour window within that timeframe, provided you let me know their selected hour in writing beforehand. Additionally, please ensure that a written summary of the work completed and how the issues were resolved is provided to me after the visit. Thanks, [REDACTED TENANT]

Date: Monday, March 16, 2026 at 11:57 AM

From: Oscar Bolanos oscar_bolanos@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Sounds good. I will have maintenance arrive between 9:30 am and 10:30 am on 3/17 If you will not be home, please confirm that we have your permission to enter and ensure that your pet is secured. Oscar Bolanos

Date: Monday, March 16, 2026 at 12:09 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Oscar Bolanos oscar_bolanos@avalonbay.com

Hi Oscar, 9:30 AM to 10:30 AM tomorrow works. I am not sure yet if I will be home during that window, but the team has my permission to enter if I am not there. I will make sure [REDACTED DOG NAME] is secured either way. Thanks, [REDACTED TENANT]

Date: Monday, March 16, 2026 at 12:22 PM

From: Oscar Bolanos oscar_bolanos@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Excellent! We will inspect toilet for stains. We are going to make sure shower head and bathroom exhaust fan are working properly. Thank you, Oscar Bolanos

Date: Monday, March 16, 2026 at 12:32 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Oscar Bolanos oscar_bolanos@avalonbay.com

Cc: Daxx Esparza Daxx_Esparza@avalonbay.com, customercarecenter@avalonbay.pure.cloud

Oscar, Based on your last email stating that your team only intends to "inspect" the toilet and "make sure" the other broken items are working, I am clarifying and updating my terms for entry.

1. Strict Appointment Duration, Not an Arrival Window: The 9:30 AM to 10:30 AM timeframe tomorrow (3/17) is the strict duration of the appointment, not an arrival window. Your team must arrive promptly at 9:30 AM and depart no later than 10:30 AM. I cannot and will not restrain my dog indefinitely on the whim of an arrival window.
2. Replacements, Not Inspections: Your team has already inspected the toilet twice. I am not granting access to my home for a third inspection of the same unresolved issues. My permission to enter tomorrow is strictly contingent upon your team arriving with the intent and materials to actually replace the defective items: • Replace the deeply stained toilet. • Replace the leaking shower head (which your team previously just wrapped in a blue band of tape). • Replace the defective, excessively loud bathroom exhaust fan motor.

If you cannot commit in writing right now that these items will be replaced and fully resolved during tomorrow's strict 9:30 AM to 10:30 AM appointment, then my permission to enter is immediately revoked. If I do not receive this written commitment, I will consider management's refusal to perform these replacements as final, and I will proceed today with filing the formal San Francisco DBI complaint and the Rent Board petition.

Please confirm how you are proceeding. Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Monday, March 16, 2026 at 12:41 PM

From: Oscar Bolanos oscar_bolanos@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

I can confirm that maintenance will be arriving by 9:30 a.m. I completely understand your concern about keeping your dog secured for that amount of time, and we'll do our best to work efficiently. Regarding the toilet, it has already been inspected, and at this point we're planning to have it cleaned, as a full replacement doesn't appear necessary. For the shower head and exhaust fan, maintenance will take a closer look to see exactly what's needed. If the shower head or the exhaust fan motor needs to be replaced, we'll take care of it once the inspection is complete. Oscar Bolanos

Date: Monday, March 16, 2026 at 12:51 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Oscar Bolanos oscar_bolanos@avalonbay.com

Oscar, While I acknowledge your confirmation of the 9:30 AM arrival time, my permission for entry was explicitly contingent upon your team arriving with the intent to actually replace these items, not to conduct a third round of redundant inspections. A toilet is expected to be sanitary and clean before a resident is handed the keys, not a full month after move-in. Offering to merely "clean" a deeply stained fixture at this stage is entirely unacceptable.

Furthermore, your team has already inspected both the shower head and the exhaust fan and improperly attempted to fix both. They simply wrapped the leaking shower head in blue tape, and whatever was done to the exhaust fan failed completely; the fan is not only extremely loud, but it is running non-stop, creating a constant, unacceptable disruption in my home. Management then completely closed my maintenance ticket without resolving either issue.

I will not subject my dog to being restrained just so your team can conduct yet another "inspection" of items they have already mishandled, especially when the necessary action is clearly replacement. Because you are refusing to commit to replacing these items tomorrow, my permission for your team to enter my apartment tomorrow (3/17) is officially revoked. Do not send maintenance to my unit. Any attempt to enter will be considered unauthorized.

I am ending this internal negotiation. I am proceeding today with the following formal actions:

1. SF DBI Complaint: I am filing a formal code violation complaint with the San Francisco Department of Building Inspection (DBI) regarding the unaddressed plumbing leak and the constant, extremely loud mechanical ventilation noise.
2. SF Rent Board Petition: I am filing a formal petition for a Substantial Decrease in Housing Services. Since the exhaust fan noise is constant and the plumbing remains defective, I will be seeking a retroactive rent reduction for every day these issues have remained unresolved since my move-in.

All further communication regarding this matter must remain in writing. Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Monday, March 16, 2026 at 12:58 PM

From: Oscar Bolanos oscar_bolanos@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Thank you for letting me know, and I'm truly sorry for the inconvenience. Maintenance will not be heading to your home, as they're unable to resolve a problem they can't visually verify. Oscar Bolanos

Date: Monday, March 16, 2026 at 1:00 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Oscar Bolanos oscar_bolanos@avalonbay.com

Oscar, To state that maintenance cannot "visually verify" these issues is a blatant falsehood. Your team has already been inside my unit twice. They "visually verified" the leaking shower head enough to wrap it in blue tape. They "visually verified" the bathroom exhaust fan enough to attempt a repair that failed to stop the constant, industrial-level noise. Furthermore, you have been provided with the photographic evidence of the toilet stains which existed prior to move-in-evidence that is now also publicly available on my Google review for the community and prospective residents to see.

By refusing to perform the necessary replacements and instead attempting to gaslight a resident regarding verified defects, you have made it clear that internal resolution is impossible. Please be advised that I intend to continue publicizing the specific conduct of both local and regional management regarding this matter. I am proceeding with the SF DBI and Rent Board filings now. Regards, [REDACTED TENANT]

Date: Monday, March 16, 2026 at 1:24 PM

From: Daxx Esparza Daxx_Esparza@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Hi [REDACTED TENANT], Good afternoon. Oscar Bolanos, my Portfolio Maintenance Director partner, will continue to coordinate directly with you to gain the necessary access to address any maintenance related concerns. I would be happy to address any unacceptable staff conduct concerns. Please provide me with the specific details, including dates, times, staff names, along with any other pertinent details and I will respond via email as you have requested. Thank you.
Daxx Esparza

Date: Monday, March 16, 2026 at 1:34 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Daxx Esparza Daxx_Esparza@avalonbay.com

Daxx, I will not be compiling a secondary report for you. I have already detailed the unacceptable staff conduct-including the hostile behavior of your maintenance technician, [REDACTED HOURLY STAFF], and the administrative failures of George and [REDACTED HOURLY STAFF]-in writing to your local management team. It is not my responsibility to perform administrative fact-finding for Corporate when your local office already possesses this documentation. I suggest you review the existing correspondence with your staff.

Furthermore, your statement that Oscar will "continue to coordinate" access is incorrect. As I explicitly stated in my previous email to Oscar (which you were copied on), I have officially revoked all permission to enter my unit. Oscar refused to commit to replacing the defective items and instead falsely claimed his team needed to "visually verify" issues they have already inspected, wrapped in blue tape, and failed to fix.

Given this coordinated incompetence and bad faith at both the local and regional levels, I am no longer seeking an internal resolution with AvalonBay. I am moving forward with the formal San Francisco DBI and Rent Board filings. Additionally, I will continue to engage with public channels, including local San Francisco news media, regarding the predatory management practices and negligence I have documented over my 7 years of residency with this company.

I expect no further requests for me to perform your administrative duties. Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Tuesday, March 17, 2026 at 9:41 AM

From: Daxx Esparza Daxx_Esparza@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Hi [REDACTED TENANT], Good morning and thank you for your reply. We appreciate your feedback and we have already discussed it with our onsite team. In terms of your toilet bowl, showerhead, and bathroom exhaust requests, we will be happy to visit your apartment home to inspect these items to determine the best course of action. Please submit your maintenance request, and provide our maintenance team with the required access, when you are ready. In the meantime, since you have advised you are no longer seeking resolution with us, we will consider this matter closed and will no longer follow-up with you accordingly. Thank you. Daxx Esparza

Date: Tuesday, March 17, 2026 at 9:48 AM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Daxx Esparza Daxx_Esparza@avalonbay.com

Daxx, I am in receipt of your email, which reads as a deliberate attempt to rewrite the factual history of this escalation for your internal records. This manufactured amnesia will not work. To suggest that your team now needs to "visit your apartment home to inspect these items" completely ignores the documented reality that your team already inspected them. They already attempted repairs, wrapped a leaking shower head in blue tape, and completely failed to resolve a deafening exhaust fan motor before closing the original ticket.

Asking me to submit a new maintenance request for these exact same unresolved defects is a transparent, bad-faith tactic to reset your liability clock, avoid replacing the defective fixtures, and pretend the previous failures never happened.

Your email explicitly stating that AvalonBay is "closing" the matter while the physical defects remain unresolved is exactly the documentation I require. I will be entering this entire communication thread into evidence with the San Francisco Department of Building Inspection (DBI) and the San Francisco Rent Board as definitive written proof of management's bad faith, negligence, and explicit refusal to repair known defects. I will not be submitting duplicate maintenance requests to indulge this corporate amnesia. The city agencies and public opinion will dictate the next steps. Regards, [REDACTED TENANT] [REDACTED UNIT]

Date: Friday, March 20, 2026 at 1:43 PM

From: Daxx Esparza Daxx_Esparza@avalonbay.com

To: [REDACTED TENANT] <[REDACTED EMAIL]>

Hi [REDACTED TENANT], Good afternoon. We wanted to thank you for your residency. Additionally, we wish to thank you for sharing your concerns, suggestions and for the multiple online reviews. Lastly, we sincerely apologize you were not satisfied with us and hope you will be happy in your new home. Thank you. Daxx Esparza

Date: Friday, March 20, 2026 at 3:00 PM

From: [REDACTED TENANT] <[REDACTED EMAIL]>

To: Daxx Esparza Daxx_Esparza@avalonbay.com

Daxx, I am responding to ensure the written record accurately reflects reality, rather than the performative narrative you are attempting to construct for your legal file. Let us be unequivocally clear: I am not leaving because I was merely "not satisfied" with AvalonBay. I am being forced to relocate due to corporate management's gross negligence, bad faith, and explicit refusal to resolve verified physical defects in my unit.

Your polite "apology" noticeably omits any acknowledgment of the actual issues: a deeply stained toilet present since move-in that you refused to replace, an active plumbing leak your team abandoned with blue painter's tape, and a defective exhaust fan motor causing non-stop industrial noise. Framing my departure as a simple matter of dissatisfaction is a transparent attempt to gloss over active code violations and your failure to provide the housing services I

pay for. You are not closing this matter amicably; you are abandoning your legal obligations as a landlord.

The San Francisco Rent Board and the Department of Building Inspection (DBI) will be reviewing this entire paper trail, including this final attempt to sanitize your liability. Do not contact me again unless it is to coordinate the financial restitution owed for these unresolved defects. Regards, [REDACTED TENANT] [REDACTED UNIT]