

Council,

Jacquelyn and I had the opportunity to meet many fine people over the last two weeks at the Oaks. This is a strong close-knit neighborhood that could be the envy of any city! They support each other, and watch out for the welfare of their neighbors.

Tammy Sharper stands out even in this fine group! We wanted to tell you more about her, because she is one of the spokespersons for the neighborhood, and she has written some very heart-wrenching letters describing her ordeal with the Galveston Housing Authority!

She is a single mother who is currently putting her daughters through college, by working as a nurse at UTMB. She is very active in her church, and a role model in the community. Tammy shared the American Dream, with millions of other Americans, to own her own home, but GHA has turned her dream into a nightmare!

We have been to Tammy's home three times, have taken the tour, and listened to her story, so I could have acted in the role of reporter and simply written a story about what Tammy has been through, but I cannot possibly write this story and capture its essence as well as she has done herself in the letter that follows.

As you read this letter, please remember all of the times that the Mayor, the Chairman of the GHA Commissioners, Paula Neff, and Commissioner Massey have told you, and have told the community that all of their new development plans are going to have the "best developers in the country" and see how that promise squares with Tammy's experience. What evidence could be offered that would lead anyone to believe that the GHA knows how to select a "first-class developer", and even if they did; that they could properly supervise them?

We know that the Oaks 2 was built before this Board was seated, but Tammy's most current struggles, and those of her neighbors,

**have only gotten worse over the past year while Commissioners Neff, Dennis and LaRue have been in office, and Commissioner Massey joined the Board in October. All of these Commissioners received a different letter from Tammy on 10 April 2011 that she sent by certified mail, at extra expense, and no action was taken.**

**These houses were not built on their watch, but it is their responsibility to resolve, not ignore these problems!**

**And, of course the one constant in the whole process has been the Executive Director, and his staff. The service, or really lack thereof, and the disrespect that they have shown the homeowners in the Oaks is outrageous!**

Dear Mr. Harish Krishnarao,

I was in the process of contacting the Daily News and a real-estate attorney to share my story and start a lawsuit, when I decided to share my heartache with my pastor. After praying, fasting, and discussing the situation, we were lead to turn to you again before going forward with a lawsuit. I also hired a structural engineering company to inspect my home. Here it is almost two years later and my family and I are still suffering severely. I have bent over backwards trying to be a team player and allowing your staff ample time to make good on their promises of repairing all of the items that were not working properly upon my moving into xxxx South Live Oaks Cirde.

When I purchased this home, I considered it a blessing from Almighty God, but Grace/GHA is trying hard to tear my spirit down by turning my blessing into a burden. Through my original testimony and networking I have been responsible for the purchase of several homes in the Oaks. Which now I feel bad about. I feel like I have been taken advantage of by GHA/Grace. I remember being called unexpectedly at work and told I needed to go to Mr. Arthur's office in 30 minutes to close or I would have to start my loan application over again because it was expiring and the interest rate would go up. I explained I would have to find coverage for my patients and that may take awhile.

My co-workers were concerned, because I had only seen the house once and was never given a final walk-through. When I mentioned this to Mr. Arthur at closing and to Mr. Larry via telephone, I was told this was a brand new home and if anything was wrong Grace would handle it. The next morning, I called Mr. Larry, Marla Boyd, and Mr. Arthur and informed them of items

needing attention in the home. Mr. Arthur, Mrs. Boyd, and Mr. Larry all informed me that Grace would handle all repairs.

About 3 week's later; I gave Larry a list of 20 plus items needing attention. Grace only half fixed most of the minor repairs. Over the next several months Mr. Larry, Mr. John and Mr. Ronnie made light of my list and tried to convince me that I just didn't know how to operate the equipment in the home.

I've had excellent reasons to sue from day one, but declined because it's not about the money with me, I just wanted my house to be fixed properly. I was also contacted by an attorney to comment on the problems that I was having with my home in the Oaks and declined to comment, because I was asked by Grace to please allow them time to fix things. Stupidly I believed them.

As I write this letter tears are falling from my eyes because no one at your office seems to care about my family's situation. I've never been able to enjoy my home yet and I hate coming home, because everything is broken or not working properly.

I've asked Mr. Larry for the names and phone numbers of the vendors who installed the defective items since the book I received with the information in it was ruined by Hurricane Ike water and unreadable.

I was told that all the warranties were up a year after the house was built and Grace was going to take care of everything. I told him that somebody wasn't doing their job or receiving kick-backs because the warranties shouldn't have been up until one year after I moved into my home.

I think it's a shame that I purchased a home for \$xxx,000 in August 2009, and my children and I have had to live like slaves or Pilgrims on the Mayflower to be partially comfortable ever since. We've all had to, and I'm still sleeping on a mattress in the living and dining room area to find any comfort. We have all been miserable and sick since 2009. I am so stressed out. I'm waking up all through the night, I'm tired in the morning and I work 12-14 hour shifts.

My child, whom I love dearly, has had 2 Asthma attacks, because she was overheated in her bedroom. A guest stayed over and ended up at UTMB emergency room the next morning, because she became overheated even with two fans on in the room she was sleeping in upstairs with the latest A/C system you had installed; as I stated in previous letters, and several conversations with your secretary (Ms. Hilda), Mr. John, Mr. Ed and millions of e-mails and text messages to Mr. Owen.

I wonder why this information doesn't bother anyone but me. I guess it's because it's not one of your children. I've even explained how my children have gotten sick in the winter from not having any heat in the house. Now they stay with friends or my niece whenever they come home from college.

I love my children just as much as the next person and even though I am a single mother (BY DIVORCE), I have provided a good life for them and have been an excellent role model. My children are looked up to in this community, we are a close-knit Christian family and it bothers me that they can no longer sleep at home with me. Even though I know where they are spending the night, I worry about them being raped or abused. (By the way, they both are fathered by my ex-husband and were born after marriage) so ya'll can stop looking down on us and treating us like trash.

Ever since moving into this house I've barely spent any quality time with the girls, because I have to work overtime, just to pay the high electric bill and replace A/C filters 1-2 times a week (in an energy efficient home built in 2009 for low to moderate income families) PLEASE EXPLAIN THAT, I'm Confused. And it upset me that Mr. John, Mr. Ronnie, and Mr. Larry want me to believe that this is normal.

Mr. Ronnie shared with me that the house he lives in (that was built a million years ago I presume) feels the same way and the house I live in looks and is better than a lot of the houses in Galveston, so I should shut up and adjust my air registers a hundred times a day. I was also told by Mr. Larry, when I mentioned about the floors being uneven, and that the tiles were separating and buckling, that it wasn't that noticeable and I couldn't expect the house to be perfect for what I paid for it.

So I told Mr. Larry I was going to call HUD and ask them, was I supposed to accept a half fixed house, because of the \$xx,000 dollar forgivable loan they were giving me, if I lived in the home for 7 years. I also reminded him that I owed \$xxx,000 for the next 7 years to Chase and expected a house that valued that amount. He apologized.

After conversing back and forth with Grace and getting nothing accomplished I decided to correspond through e-mail and text messages in December. I have many of those e-mails and text messages that I'm prepared to share with you and the board in person. I'm very sure you have seen most of them; at least that's what I've been told. When I spoke to you at the ground breaking for the new homes, you also promised that the items would be fixed.

Whenever my siblings come down to visit they have to stay in hotels, when I have a 4-bedroom home and can only use one of them. Everything that was broken in my home, and that your workers have fixed, has been half done and has required several visits before getting it right.

It would take me all night to type up everything promised to be fix since 2009 so I'm just going to name a few items.

**A/C and heater**-- Has been broken from day one. M&M A/C, Alex A/C, TCB Services, and Custom Design all came out. M&M refused to come out anymore because they stated that it was nothing more they could do. When they told Mr. John and Mr. Larry that the problem was inside the wall they ignored his advice and stated it would cost too much. I beg to differ; I told Mr. Larry that they were spending more money on trying to piece together a system, than

paying to get it fixed properly.

Alex A/C and TCB Services told Grace they needed to put in a split system because the air wasn't getting to all the rooms. Custom design A/C put in a larger system and the problem was still there. When they came back to change condensers they told Grace it wasn't the system that was the problem but the ductwork in the walls. (This started in 2009 it is now 2011). When I first complained about the A/C still being broken and my bill being half of my mortgage payment, I was told nothing was wrong with it, but I didn't know how to work the digital thermostat and "quote, unquote" a simpler one was installed.

**The floor**-- It took an act of congress, my pastor, missing my family reunion, and calling off my Thanksgiving gathering, and my threatening to go to the newspaper for Grace to finally have my bottom floor fixed. It was fixed during the week of Christmas which I had to spend alone. While repairing the floor, it was noted that the wood was wet underneath the tiles, the nails were rusty and the sub floor needed to be replaced. Mr. Larry was notified immediately. Mr. Larry and Mr. Ronnie came over the next morning and stated that a new sub floor wasn't necessary, it was just a way for Ochoa flooring to make money. They said Mr. Ochoa was trying to get over on me because I am a woman.

Larry talked to Mr. Ochoa about what Grace wanted done to the floor. Mr. Ochoa told Larry and me that he wasn't going to be responsible for the floor not lasting, because without a new sub floor he couldn't promise if the floor would last 2 weeks, a month or a year. In July, I started noticing the floor buckling again. I called Larry and Mr. Ochoa. Nothing was done and it started going down after several weeks. In September everyone started noticing these large lumps in my floor. I called Larry again and he came over with TCB Services. TCB Services stated that moisture was coming through the floor. Larry stated he would call Mr. Ochoa to come out because he hadn't put enough glue on tiles. I called Mr. Ochoa too and he came out and after assessing the situation, stated that "moisture is coming up from the bottom."

Mr. Ochoa said Larry never called him back to fix the floor after telling him the sub floor was bad. When I reminded Larry about not allowing Mr. Ochoa to change the sub flooring he stated, "I never told him not to fix the sub- floor." Mr. Ronnie and Mr. Larry came out next and Mr. Ronnie told me he didn't see anything wrong with the floor besides it being uneven. He also said he didn't feel the weak spots in the floor upstairs, nothing was wrong with my A/C and that the flashing on my roof didn't need to be slanted down. Mr. Larry did notice the weak areas in the floor but stated he wasn't the expert Mr. Ronnie was. At that point, I told Mr. Ronnie that I resented him for trying to play me for a fool because I was a woman. I asked them to leave my property and not to return or I would call the police. Ochoa Flooring, TCB Services and the structural engineering company all stated that beams were missing from the floor upstairs.

**Upstairs toilet**-- On several occasions, after initially moving into the house, I came home to a foul odor and unknown feces backed up in toilet and /or on floor. I reported this to Grace immediately, and was told over and over again by GHA maintenance men that nothing was

wrong with the toilet, that my daughters probably were flushing sanitary napkins down the toilet. I explained again for the thousandth time that my daughters were away at college and I never used upstairs toilet.

Then I was told that going upstairs to flush the toilet only once a week was the problem, and the lines were not being cleared properly. I told Mr. Larry he needed to talk to whoever was supposed to flush it two or three times a week since hurricane Ike because it's obvious they hadn't done their job. In the meanwhile, I had to purchase a snake and put my gloved hands in the toilet to scoop out unknown feces.

The last time, I saved it in a jar to show them and they decided to have Lister plumbing to come out 5 months later. They insisted that the toilet be replaced and I never had anymore problems.

Lister plumbing also looked at my hot water heater which didn't give out hot water unless set above 140. Only one person was able to shower every 4 hours and I was told we needed to govern our self accordingly because that was the appropriate size heater. Lister plumbing stated they used the wrong type of hose/pipes to connect the heater. Could this also be why my utility bill was so high?

**Electrical outlet**-- When I told Grace the electrical sockets in my bedroom didn't work and the lights were flickering off and on down stairs I was told I didn't know how to use the light switches. Several months after they couldn't make them work they decided to call in a professional. It was noted that the sockets in the bedroom didn't work because the wires were never attached. They weren't able to find out why light kept going on and off downstairs because they were on at that moment.

Right before a housewarming party, all of the downstairs lights wouldn't come back on and the electrical sockets wouldn't work. I had to go to Grace and demand that someone come over right away. Mr. John played with it about an hour before throwing in the towel. He had to call in a professional. He discovered, after approximately another hour, that the wires were not connected right inside the plate. (Yes, I had to cancel the housewarming party.)

I have tried to set-up several meetings with you through your secretary but was not able to get through to you. During one of those conversations, I was told, "I can't believe all this time, that Grace hasn't fixed those things. I replied, "No they haven't. They have only half fixed a few things." "So you're telling me Grace hasn't fixed anything, I can't believe that, let me get Larry on the phone" she replied.

I don't have to lie and I'm offended that you're calling me a liar when my children and I are paying the consequences. I said, "You get Mr. Larry on the phone because I can speak the truth, twice I called to set up a meeting with you, and now you are calling me a liar."

I said, "Forget it, I'll just get an attorney and let Mr. Harish know it was because of you." She apologized for offending me and asked if I could hold on while she called Mr. Larry. I agreed.

They took forever to connect me and I assumed they were trying to get their stories together. When Mr. Larry got on the phone he started lying right away and I told him he needed to man up and speak the truth. I told him it shouldn't matter who was on the phone whether it was Mr. Harish, his secretary or the president of the U.S. saving a job was not worth losing his integrity over.

This is only a few of the problems I'm having at my brand new home almost 2 years later.. It appears that an amateur built my house. Why couldn't I have professional builders like everyone else? I guess that's why the Fireman backed out of purchasing this house. My contract stated that my home was pre-owned and Grace said that was a typographical mistake, well, now I'm left wondering?

Yes, Grace has made some repairs to my home and I'm grateful for that. But I still feel like I have been taken advantage of by GHA/Grace. It appears that Grace is trying to wait until my two years is up so they can be free from fixing what they should have fixed from day one. I would like to set up a meeting with you and the GHA board members within the next 2 weeks. At that time I will bring all of my supporting documents with me. I'm off every Tuesdays

Sincerely yours,

Tammy Johnson Sharper