

Our family is trying to move my aunt out of and AMHA building and the big elevator has been down since January. The small elevator broke down on Saturday. Not sure if it has been fixed yet. A lot of people at this building are in walkers or wheelchairs and they can only use the elevators. Can not properly social distance on the small elevator when it is working and not to mention we waited 20 minutes at the elevator when the small one was working.

My main concern is if there was ever an emergency EMS may not be able to get to someone in time if the elevators are broke or if the small one is working it may not get to them in time. When I asked the people at the building, she rudely said they are revamping. Since January? When I called AMHA, Julie answered the phone, very rudely, and transferred me. Upon calling back after leaving a message, Julie with AMHA would pick up the phone and hang it up without even saying a greeting. When I blocked my number so it would come up as private, she answered and was extremely rude. I said a few choice words and left another message. Someone called me back the next day and said she would pass on the information.

The tenants there are extremely frustrated. If the people in the office at the building don't do anything about it and AMHA doesn't do anything about it, what are the residents there supposed to do?