

May 5, 2025

Resident Notice -- Building Trust. Ensuring Safety. Supporting You.

We hope this message finds you well. We are deeply grieved that there is a false narrative on the work we have done over the years and our commitment to serving our independent living communities with compassion and care. We have heard from some of you that recent presence of people carrying weapons openly has been distressing to our elderly and disabled residents, staff and other visitors. As part of our ongoing commitment to transparency and clear communication, we want to share a few important updates and reminders with you, our valued residents:

### **No Evictions**

We want to assure you that there are currently *no active evictions* at Woodland Christian Terrace. The last eviction occurred in 2023 and was an isolated situation. CCH does not evict residents who 1. voice concerns, or 2: ask for work orders to be addressed. We welcome the opportunity to ensure we address needs in your unit, provided you bring them to our attention, or to hear from you on how we can do better.

### **Rent Payments**

Please remember that *we do not accept cash* for rent payments and have never done so. Alternative payment methods are available through the management office.

## **Fire Extinguishers & Fire Alarm Permits**

All fire extinguishers and fire alarm permits throughout the property are *served by a professional vendor* and are fully up to date.

## **Annual Unit Inspections**

We are currently conducting our *annual inspections* of all units. These inspections help us identify and generate necessary work orders to ensure your apartment remains safe and well-maintained. Please keep in mind that, as we've shared previously, at any time during your residency with us, you can submit a work order request and you do not have to wait for our annual unit inspection.

## **Private Property Notice**

Please be reminded that Woodland Christian Towers is *private property*. You will notice signage posted throughout the premises affirming this, in support of your right to quiet enjoyment of your home.

## **We Operate with Integrity**

We want to be clear: *We have never paid or bribed an inspector, and we never will.* Our management team is fully committed to ethical practices and to doing what is right for our residents and our community. The City of Houston's Building Department; Houston's Department of Housing and Community Development, the Texas Department of Housing and Community Affairs, City of Houston HOME, and County of Harris HOME are but some of the agencies that conduct regular inspections to ensure your well-being and the longevity of the property. They do so to ensure we can continue to provide housing for the long term to those most at need. We respect and welcome their collaboration. Some of you have received notices whenever



they inspect your units and the property, as a whole. We respect their work and the invaluable engagement they provide.

## **We're Here to Help**

Whether you have a maintenance request, a concern about your apartment, or simply a question — *please reach out*. We are here to serve you with respect, care, and professionalism.

## **Resident Services**

Please remember that we also employ a full-time Social Service Coordinator, Mary Williams, who is available to refer you to valuable community resources that may assist you in aging independently.

## **Need Help or Have a Question?**

### **Management Office:**

Phone: (713) 692-2439  
Email: [wta@cchnc.org](mailto:wta@cchnc.org)  
Office Hours: Monday – Friday  
8:00am- 4:00pm

### **Resident Services:**

(713) 694-9704  
[mwilliams@cchnc.org](mailto:mwilliams@cchnc.org)  
Monday - Friday  
7:30 AM – 4:00 PM

**After Hours Emergency Work Orders:** 1-800-738-3119

Thank you for being a valued part of our community. We appreciate your cooperation and look forward to continuing to serve you.

Warm regards,

**The Woodland Christian Towers Management Team**