

Discussion Item

Flooring Repair Request – 1415 Martha Custis Drive

**REQUEST TO RECONSIDER DENIAL TO REPAIR DAMAGED FLOOR
DUE TO LEAKING PIPE
1415 MARTHA CUSTIS DRIVE
RESIDENCE OF CONNIE L. EDMONDSON**

Dear ParkFairfax Unit Owners Association Board Members,

I am writing to request my complaint be added to the agenda for the October 15 board meeting for board review and a decision to direct staff to repair the floor water damage that staff said they would not repair. There are also issues with the repair they did to the wall, which I would like addressed as well.

This water damage caused by the leaking crawlspace pipe warped large portions of my floor and appears to have also caused a mold problem. This problem is the result of staff not responding in a timely manner when I first reported the leak in mid-June. The leak continued in spite of a number of follow-up calls and emails to try to get the problem addressed, which is a direct result of the pipe issue in the crawlspace. There was even an instance when a time was scheduled for maintenance staff to come over to the unit and they did not show and later said they were busy doing something else.

In spite of numerous attempts beginning in mid-June, ParkFairfax (PF) did not identify the issue as a pipe leak in the crawlspace "shooting straight up" until late July.

Before this incident, my floors were in excellent condition. The resulting damage is not a matter of whether the flooring was original or replaced. The fact remains that the problem arose solely because of the unresolved pipe issue.

It is clear that the situation was not handled with the urgency it required. Had corrective action been taken promptly, it is very likely that the floors could have been preserved. The deterioration I am now left with is a direct consequence of the delay in addressing the matter and will now require the entire floor to be replaced and include mold and mildew testing, followed by likely remediation.

In addition, the repair to the wall was done using joint compound applied directly to an exposed interior brick wall initially with a plaster finish that appears to have not been completely dry and resulted in the joint compound bubbling from the moisture after the repair.

I am asking that the issues caused by the water damage from the leaking pipe be resolved with a remedy that reflects both the extent of the damage and the avoidable nature of the loss, and in a way that is just and fair. Therefore, I am asking you to reconsider the original denial to repair my property.

Concluding Summary

The timeline below demonstrates a clear pattern of **delayed response, mismanagement, and inadequate remediation** by ParkFairfax. Initial water damage, which was minimal in mid-June, escalated into **significant structural and environmental damage**, including buckling floors, mold development, and impaired access to the unit, because the issue was not handled with appropriate urgency.

The repeated delays, equipment failures, and refusal to take responsibility for floor replacement have not only worsened the damage but also placed **unnecessary financial and health burdens** on me as the resident.

It is evident that the current condition of the unit is a **direct result of ParkFairfax's delay and mishandling** of this matter. I respectfully request that the Board and management take full responsibility for the costs of proper repair and restoration, including the flooring, walls, and any associated remediation necessary to return the unit to its prior condition.

Also, I've attached photographs that document the progression of damage to the unit, including buckling and swollen flooring, spreading wall bubbles and peeling, visible mold indicators, and compromised functionality of the front door.

Please include this written request and overview of the issue as well as the attached photos in the board package for the October board meeting.

I look forward to discussing this matter further at the meeting.

Thank you for your reconsideration.

Chronological Account of Events and Damage

- **Week of June 16, 2025**
 - Noticed initial signs of minimal water damage to wall and floor.
 - Called PF to report the issue. A message was left with a female who answered the phone.
 - Followed up with additional calls, leaving messages with both male and female staff. No response.
- **July 10, 2025**
 - My partner, **Teek Shafik** (a Class A General Contractor and Master Plumber), contacted PF directly. *(After three weeks of unsuccessful attempts on my part, I*

asked him to assist with this matter given his professional expertise and credibility.)

- He was told Alonzo Alexander would call. No return phone calls.
- **July 14, 2025**
 - Finally spoke with **Guy Andrew** from PF. He indicated that someone would come inspect/assess the damage but did not specify an exact date.
 - PF attempted to access the unit but reported they could not locate the key—an alarming lapse in property management.
 - A time was scheduled to meet PF onsite to open the door for their inspection.
- **First Scheduled Visit – Canceled by PF**
 - PF canceled the appointment, stating the worker was too busy finishing another job.
 - Inspection was rescheduled.
- **Late July 2025**
 - PF identified a **pipe issue in the crawlspace**, a major cause of the damage. PF indicated that there **was a leak and that water was “shooting straight up,”** causing damage to the interior of my unit.
 - PF indicated that they believed the AC unit in the interior was also a factor; we dispute this as the AC unit is watertight (despite its age) and there is no water damage around the AC opening.
- **July 28, 2025**
 - PF placed a dehumidifier in my unit.
- **July 29, 2025 and onward**
 - The dehumidifier failed to function properly for over a week.
 - I reported the issue twice before PF responded.
 - During this time, conditions worsened:
 - Bubbling on walls spread.
 - Floors became soft and began buckling.
 - Front door no longer opened properly due to swelling in the floor.
 - Mold odor developed in the unit.

- **July 31, 2025**
 - Issue remained unresolved.
 - Was still awaiting PF to initiate repairs.
- **August 6, 2025**
 - Work inside the unit finally began.
- **August 21, 2025**
 - Wall was primed.
 - When I inquired about painting, I was told PF would only paint after I supplied the paint and replaced the flooring myself.
 - When I questioned why floor replacement was my responsibility, PF stated it was because my floors were not “original.”
- **August 26, 2025**
 - Received an email from **Alonzo Alexander** attaching a copy of the bylaws.
 - Observed bubbling and peeling in the wall repair—likely due to joint compound being applied before the surface was fully dry.
 - This repair will require redoing, with proper waterproofing and plastering.
 - Contacted **Mike Rothenberg**, Ward 1 Board Representative, for assistance.
- **August 27, 2025**
 - Emailed **Alonzo Alexander** again, copying **Dana Cross** and **Jennifer Jett-Bowling**, expressing disappointment and requesting reconsideration of PF’s decision regarding the flooring.
- **September 4, 2025**
 - Having received no response, I emailed **Alonzo Alexander**, **Dana Cross**, and **Jennifer Jett-Bowling** again.
- **September 5, 2025**
 - Received a response from **Dana Cross**, advising me to submit a **formal request** for the Board of Directors to review the matter.
- **September 13, 2025**
 - Met with **Mike Rothenberg** (rescheduled from September 10).
 - Walked him through the unit and showed the extent of the damage firsthand.

- **September 22, 2025**

- Received a call from **Guy** Andrew at PF, stating they were ready to reinstall the baseboards.
- I informed him that I would only proceed after a resolution had been reached regarding responsibility for the damage.

Appendix

The attached photographs document the progression of damage to the unit, including buckling and swollen flooring, spreading wall bubbles and peeling, visible mold indicators, and compromised functionality of the front door.

*****Floor swelling /buckling not visible to the eye but it's apparent by walking on it***

July 29 – Not Functioning De-Humidifier



July 31 – Wall Damage, Including Possible Mold







August 7 – Beginning of Interior (1415 Martha Custis) Repair Work by PF



August 21 – Wall Primed, Not Painted (Current State of Interior)



From: [Alonzo Alexander](#)
To: [Dana Cross](#)
Subject: RE: 1415 Martha Custis Dr - repair issue
Date: Tuesday, September 9, 2025 6:00:14 PM

Dana:

Please see details below that contributed to upgraded floor buckling.

July 10, 2025

Unit owner stated that water flooded her unit and floor is buckling

July 21, 2025

Staff entered the unit and found floor buckled. Our plumbers checked the crawlspace and found a pinhole leak in the hot water supply. Leak was repaired immediately.

August 6, 2025

Director of Operations entered the unit to assess damage. Found older through wall unit corroding and caulk compromised due to age which has contributed to water infiltration into the unit. Damage unit is in line with buckling floor

August 11, 2025

Staff was asked by resident to start drywall repairs

Condition of through wall unit.



Thx

Alonzo Alexander

From: Alonzo Alexander <aalexander@parkfairfax.org>
Sent: Tuesday, August 26, 2025 3:48 PM
To: Connie Edmondson <Connie.Edmondson@Hilton.com>; Mike Rothenberg <rothenbergward1@gmail.com>
Cc: Dana Cross <dcross@parkfairfax.org>; Jennifer Jett-Bowling <jjett-bowling@parkfairfax.org>
Subject: RE: 1415 Martha Custis Dr - repair issue

Hello Connie:

I'm sorry to hear about the leaking pipe and warping floor. I didn't receive any messages from my assistant stating that you tried getting in touch with me. I do apologize. You can always reach me by mail. I did visit the unit along with Steve Johnson on August 6, 2025. During my visit, I noticed several contributing issues. You are absolutely correct about the leak in the crawlspace. However, the repair was completed and staff placed a dehumidifier in the unit to extract moisture from the floor and wall. I also noticed water infiltration around the through wall AC where water is also entering due to neglect and poor caulking.

Mold: The floor that was installed is considered a floating floor. Based on by inspection, I did notice a moisture barrier that was installed prior to the installation of the floor. I can conduct another inspection after the removal of the damaged flooring (Home Owners Responsibility) to inspect for mold and possible remediation. However, the floor being an upgraded floor, the association is not responsible for the replacement. The Associations responsibility is on the exterior and crawlspace. If the original floor (parquet) wasn't altered, the association would be fully responsible for the repairs. Please have through wall AC unit replaced ASAP.

For your guidance, I've attached a copy of the bylaws