

I moved into my unit at Queen Ester Apartments on January 1, 2026. On the morning of January 28, 2026, I woke up to my home having no heat. The thermostat read 55 degrees. I immediately contacted the emergency maintenance hotline and emailed property management.

From January 28 through January 30, 2026, my child and I were left without heat during freezing temperatures. No temporary heat, space heaters, or alternative accommodations were provided by property management.

A maintenance worker came on January 29, 2026, but could not fix the heat. A technician finally repaired the heat on January 30, 2026. My family was left in unsafe living conditions for multiple days.

I am requesting an inspection and documentation of this violation, as this created unsafe and unhealthy living conditions for my child and myself.