

Date	What happened	Evidence Type	Evidence Index	Who was notified	Management Response		
04/29/26	First mouse observed ; management notified the same day.	text to Jordan	evidence 001	Jordan Fee	Arranged pest control to come on 05/04/26	Note: every new mouse activity was reported immediately.	
		maintenance request on AppFolio	evidence 002	maintanance team			
05/04/26	Pest control came 20min late, only put 5-6 traps, left within 10min	text to Jordan	evidence 003	/	/		
05/07/26	Mouse droppings found in living room, request for a second visit of pest control	text to Jordan	evidence 003 +evidence 005	Jordan Fee	asked me to put in a maintainance ticket, no response to the requested pest control visit		
		maintenance request on AppFolio	evidence 005	maintanance team	no response		
05/09/26	No plan for any action about my report on 5/7/26, so I called the hotline and put in additional maintainance request	phone call history with Zahlco hotline	evidence 004	management team	scheduled for Luis (maintainance guy) to come to seal the gaps I found on 5/11		
		maintenance request on AppFolio	evidence 006	maintanance team			
5/11/26	First attempt to seal identified entry points; infestation continued afterward.	text to Jordan	evidence 007	/	/		
5/18/26	More mouse dropping found on the first floor around the entrance. Requested again for pest control to come.	text to Jordan	evidence 008 - 012 + evidence 015	Jordan Fee	Jordan refused an additional pest control visit despite continued evidence of infestation		
	I called the Zahlco hotline as soon as i found the droppings, request for pest control visit	phone call history with Zahlco hotline	evidence 004	management team	They asked Jordan to call me		
	I also put in another maintance request on the portal as soon as i found the droppings	maintenance request on AppFolio	evidence 013	maintanance team	scheduled for Luis (maintainance guy) to come to seal more gaps I found on 5/19		
	Escalated through email	email	evidence 014 page 1-2	Jordan Fee, Maintanance team, leasing team			
	Jordan inspected our unit, asked my roommate, Qingyu, to clean up our cabinant and put all the foods in plastic bags into sealed solid containers. Qingyu cleaned within 12 hrs and sent pictures to Jordan afterwards for her review on the same day.	text to Jordan	evidence 015 +evidence 016	Jordan Fee	Scheduled for Jordan to inspect our unit again on 5/19		
5/19/26	Jordan came to inspect our unit again with Luis to seal more gaps	/	/	/	/		
5/19/26	I emailed again to request pest control visit, asked for detailed timeline for measures	email	evidence 015	Jordan Fee, Maintanance team, leasing team	Jordan replied one day later, mentioning pest control can't come till all of our storage fits the standars		
5/20/26-6/1/26	Fully complied with management's requests (food sealed, cabinets cleaned)	pictures	evidence 017 - 018	/	No follow-up from Jordan about pest control visit		
6/24/26	Another mouse captured in the bedroom, confirming the infestation remained unresolved nearly two months after the initial report.	text to Jordan	evidence 019	Jordan Fee	Mentioned to schedule pest control vist, but no date schedule or any follow up till I sent the move-out notification		
		phone call history with Zahlco hotline	evidence 004	management team			
7/1/26	Email notify Zahlco I will move out	email	evidence 020	Jordan Fee, Maintanance team, leasing team			