

Cheyenne Housing Authority
3304 Sheridan St.
Cheyenne, WY 82009
307-633-8320

Cheyenne Housing Authority

Memo

To: Board of Commissioners
From: Greg Hancock
Date: June 18, 2026
Re: Laura Bristow Update

As shared during the February 19 Board Meeting, Ms. Bristow has been a tenant in one of CHA's properties since March 2023. Although she reported no unit deficiencies during her move-in inspection, since then she has filed multiple complaints to CHA, the CHA Board of Commissioners, City of Cheyenne Mayor's office, HUD Denver, HUD Casper, and Legal Aid.

To retain continuity in the information flow to the Board, Bristow-related activities:

- *reported in March are listed as item numbers 1 through 14;*
- *reported in April are listed as item numbers 15 through 27;*
- *reported in April are listed as item numbers 28 through 37;*
- *38 and up represent activities that have occurred since the May 21 Board Meeting*

1. 2/19: CHA Maintenance conducted a special inspection of her rental unit, confirmed that all utilities are operational, and found no water odor, no water leakage, and no air concerns. During that visit she was informed that arrangements with third-party professionals were being made to take and test water samples and test air quality.
2. 2/23: Water samples were taken from her unit in sealed containers and transported to the (BOPU recommended) Wyoming Department of Agriculture in Laramie. Bristow was present, and was informed that the lab had informed CHA that results could take up to two weeks.
3. 2/24: Air testing was conducted in her unit by Asbestos & Technical Services; Bristow was present. Results = "The spore levels found on the cassettes are not concerning for any health issues."

4. 2/24: ALG Law was informed of Bristow's complaints and CHA's actions. Legal advice was requested regarding additional that actions could be taken to protect CHA, and how to proceed if water and air test results were "normal".
5. 3/2: Bristow filed a complaint with HUD Denver, HUD Denver relayed the complaint to WCDA. The following was cut and pasted from her complaint:

"I haven't had any water in my apartment since February 10th. I didn't know how to get a hold of you. Nobody's called me back, so I sent the email with the information to the FHA Resource Center email address. That's all I could find. They gave me a reference number 07855497, and I put it to...Send it to the Region 8 Cheyenne Habitability Complaint for my address. It's against Cheyenne Housing Authority. I am a legally disabled, crippled, complex disease woman living in Foxcrest, too, and my water heaters contaminated. I turned in a request on February 10th, that I cannot use the water. I don't understand what they're doing, but they're not giving me any kind of information on getting the water heater replaced. I'm feeling a bit desperate. If you could at least let me know that you have the complaint and something is being done."
6. 3/2: I responded to WCDA/HUD by reporting that Bristow has water to her unit, described what CHA has done to address Bristow's concerns, reported that Ms. Bristow has been informed of CHA's actions (she has been in the unit when each action has been informed), that we are waiting for test results, that the water heater will be replaced after test results are received, and that none of the other 55 tenants in the development have reported any water or air concerns.
7. 3/2: Mayor Collins contacted Board Chair Lori Schoene after Bristow complained to the Mayor's office. I provided Lori with the same information I provided WCDA/HUD. Lori relayed that information to the Mayor.
8. 3/5: Bristow called CHA's Maintenance Supervisor Marty Deets that afternoon and reported that "the gasses" from the water plumbing in her unit were "killing her". Marty promptly called a licensed plumber and he and the licensed plumber went to Bristow's unit the same afternoon. Plumber confirmed that the plumbing in her unit is in good shape, water does not smell, water heater is in good shape, and informed Bristow accordingly. Plumber also informed Bristow that the rubber shroud between Bristow's sink and garbage disposal was very dirty and that it smelled, and that the bathroom rubber sink stopper was caked with soap scum and hair.
9. 3/5: Water test results from the Wyoming Department of Agriculture were received. Three test locations and results:
 - Water heater: Test results were "Satisfactory. Sample meets EPA Drinking Water Standards"
 - Bathroom: Test results were "Satisfactory. Sample meets EPA Drinking Water Standards"
 - Kitchen Sink: Test results were "Satisfactory. Sample meets EPA Drinking Water Standards"
10. 3/5: Test results shared with ALG Law

11. 3/9: Bristow filed a written complaint with HUD Casper. CHA reported actions taken and test results – HUD Casper informed Bristow.
12. 3/9: Greg Asay/ALG Law advised the following:
- Inform her of test results, inform her that CHA would not penalize her for terminating her lease and relocating to another unit
 - Do not charge her for tests/special plumber visits – might negatively reflect on future CHA actions
 - Response to my question “Her behavior to date, especially because it has been proven to be unfounded, borders on or is harassment. Is her behavior and are her claims grounds to terminate her lease?” was possibly, but most likely not, or at least not at this time.
 - She is getting close to violating the provision within the lease that “tenant shall not engage in conduct which interferes with the activities or operations of Landlord.”
 - CHA should continue to document the complaints
13. 3/11: Water heater replaced with Bristow present. Bristow verbally informed of water and air test results.
14. 3/17: Formal CHA letter sent to Bristow informing her of test results and encouraging her to search for a rental unit that better meets her expectations and preferences from another landlord of her choice – provided that the unit meets Voucher program requirements and that the landlord accepts her Voucher.
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15. 03/19: Attached Bristow letter to Hancock complaining that two Maintenance Techs intimidate her and trigger her PTSD (Note: 2 techs/job is not CHA’s standard practice. CHA sent two techs so we would have a witness to activities in Bristow’s unit, not just Bristow’s word against Marty’s)
16. 3/19: Attached Bristow letter to CHA Commissioners
17. 3/20: Attached Bristow letter (Bristow 20 March) to Marty and me claiming that she continues to experience physical symptoms due to the water system. Note that Bristow lives in 4205 C Cox Court, not 4209 C (water sample location she reported), and that the Wyoming Analytical Lab also tested water from one or more “unknown location”; this is the first time CHA has been informed that Bristow has had her own (unsealed, location unknown water samples taken and tested).
18. 3/23: Attached Bristow 3-23 letter continuing to complain about the water odor and her AI research regarding all the causes

19. 3/23: Marty emailed and called the Wyoming Analytical Laboratories, Inc., - the lab Bristow references in the attached Bristow 3-20-2026 Ltr re water smell & lab results. The lab advised that it would be best if Marty emailed his questions, which he did on 3/20, and the lab advised Marty that responses to his questions would be emailed to Marty by the end of the day 3/23. Responses were not sent on 3/23, not sent after reassurance they would be send on 3/24, not sent on 3/25. See notes on 3/26.
20. 3/24: Marty spoke with the Brett's Plumbing plumber that worked in Bristow's unit. The Plumber advised that based on what he saw at the property, he does not believe CHA's unit has any of the issues Bristow 3/23 correspondence. Plumber also said that if there is a problem, he believes the other units (A, B, D) ion the same four-plex would be having the same issues – and they are not.
21. 3/26: Marty drove to Laramie to in-person receive the lab results referenced in #15 3/23 above. Lab report and pictures are attached as WAL report – Bristow, WAL filter 1 – Bristow and WAL filter 2- Bristow. The Lab did not provide conclusive documentation. Marty's notes regarding his discussion with the lab are:

“No real clarification received from the lab director. They did go to the unit and took a sample – see report regarding the kitchen sink. Bristow provided them with her own samples in plastic water bottles and glass jars [unsealed and unknown if sanitary]. She also provided 2 filters [Bristow's unit has no water filtration system, source of filters unknown]– see report listed as “ A filter” – also see photos, the lab only took one filter apart. I have also attached a part of the report that she didn't provide us that indicates there were no issues when WAL took the sample on 2/18/2026. He thinks there was a one-time event (probably the water heater) that caused the discolored water sample she provided. He did state that while he was there he didn't smell anything. He also provided information on drinking water test results.”
22. 3/26: Provided an update to Greg Asay including the below summary cut and pasted from my 3/26 email, and requested his advice regarding how to proceed with Bristow, how to respond to her ongoing complaints.

“In summary, all known evidence demonstrates that there is not a problem with the water or water system in her unit. The water to her unit is provided by the City/BOPU, not CHA, and none of her neighbors in the development have expressed concerns about the water. It seems that CHA is engaged in a never-ending cycle with Bristow. CHA responds and attempts to address each of her complaints, which then seems to encourage her to generate even more complaints, which requires even more Maintenance and Administrative time and resources ... and she does not accept the validity of professionally generated test results. CHA has thorough documentation of all of Bristow's complaints about her unit and all actions CHA has taken to resolve those complaints.”
23. 3/31: Received a letter dated 3/27 from a Legal Aid staffer, including language that “Ms. Bristow continues to report concerns regarding the safety of the water and potential environmental exposure within the unit.” The letter requests written confirmation of repairs, inspection results and reports,

access to the removed water heater, current condition assessment, and a follow-up inspection if needed.

24. 3/31: The Legal Aid letter was sent to Greg Asay with a request for a telephone conversation.

25. 4/1: Spoke with Greg, he advised:

- Rather than respond to Legal Aid's letter with a letter, he will call and speak with the author of the letter to determine Legal Aid's awareness of all assessment and corrective actions taken by CHA
- He now thinks that the Legal Aid letter is yet another example of Bristow's excessive consumption of operational and administrative time, and will likely generate a letter to Bristow telling her to essentially stop her behavior or face eviction from CHA's rental unit

26. 4/10: Greg Asay spoke with the Legal Aid attorney, Per Greg Asay "that attorney indicated that she does intend to withdraw from the matter regarding Ms. Bristow. She stated however, that she has not yet informed Ms. Bristow that this is her intention and that she would still like to receive the information she requested in her letter as "support" for her withdrawing. I stated that I would talk to CHA about providing the response, but indicated to her that every attempt to provide satisfactory information to Ms. Bristow has resulted in additional complaints and added administrative costs, including my fees. I requested, and she agreed that if we provide the requested information, that she would send CHA a closing letter indicating that CHA has acted appropriately and she is withdrawing."

27. 4/15: Greg Hancock sent Legal Aid the letter summarizing CHA's responses to Bristow's complaints, including air and water testing results.

28. 4/24: Because Legal Aid's close out letter has not been received, made a second request for that letter to the Legal Aid staffer handling Bristow's case.

29. 4/24: Bristow's CNA came to the office and on Bristow's behalf expressed interest in attending the next CHA Board of Commissioners meeting. She asked that someone contact her at 307-640-6119 to let her know what steps she needs to take in order to attend.

30. 4/24: Bristow's CNA made a second visit to CHA's office and delivered two written communications:

- Attached request for Maintenance and Inspection Records on her unit from 2004 to present
- Attached Formal Request for Reasonable Accommodation

31. 4/27: Requested meeting with ALG Law to discuss Bristow case

32. 4/28: Received attached unsigned Legal Aid close out letter

33. 4/29: Received attached second Legal Aid close out letter
34. 4/29: Telephone conversation with Greg Asay to receive his advice regarding Bristow's 4/24 communications. In summary:
- Greg Asay now thinks CHA has sufficient evidence to move toward termination of Bristow's lease, and is concerned about Fair Housing and the appearance of retaliation – so we need to time the delivery of Bristow's lease termination warning letter to minimize that appearance, and it needs to be after the below communications.
 - Greg advised that we should respond to her reasonable accommodation request in writing by engaging her in an interactive process and to inform Bristow that we need sound evidence of environmental triggers within her unit.
 - Greg advised that if Bristow makes Public Comment during a Board of Commissioners meeting, the Board should listen, thank her for her comments, and advise that CHA will continue to discuss/consider her concerns.
35. 4/29: US Mailed the following communications to Bristow:
- Copy of CHA's Board of Commissioner Public Comment Policy and Registration Form
 - Response to her Maintenance Records request, including requirement that she pay \$225 in advance per CHA's Public Records Rule – attached
36. 4/30: US Mailed response to Bristow's Reasonable Accommodation Request (attached). Specifically requested objective data supporting specific environmental conditions of concern and the relationship between those conditions and her reasonable accommodation request.
37. 5/1: Bristow's CNA delivered the attached letter "Deadline Passed- No Response – May 1, 2026"

38. 5/21: Bristow delivered to CHA's office the attached letter with its multiple attachments.

39. 5/22: emailed Bristow's 5/21 letter to ALG Law. Greg Asay responded, "I think the follow-up should state that CHA is unable to determine a causal nexus between her condition and the requests for reasonable accommodation at this time, but will consider any additional information that she is able to provide. CHA has performed tests which it believes are appropriate and could not find any actionable issues to resolve. The list of additional testing that she has requested would be cost prohibitive and not guarantee any resolution. CHA is willing to allow you to terminate your lease without penalty and seek alternative housing that you find more suitable to your needs."

40. 5/23: Because the letter described in 39 would have a more favorable impact on Bristow if it came from ALG Law, requested that Greg Asay generate and sign the letter. Greg agreed and said his schedule prevents sending the letter until the week of June 1.

41. 5/31: Bristow posted complaints on social media. See attached.
42. 6/4: City of Cheyenne Chief Building Officer Pomerleau had spoken to Bristow "several times" about her unit complaints. He called CHA and I informed him of the multiple actions CHA has taken to address Bristow's concerns.
43. 6/5: Governor Gordon's Constituent Services staffer Julia Thompson emailed the following:
"Our office received a phone call from Laurie Bristow, a resident of the Fox Crest Apartment Complex, regarding several concerns with her housing conditions.
Ms. Bristow reports that her apartment has been in poor condition since she moved in three years ago. Most notably, she described an incident on December 18, 2025, where "gross stuff" was emitted from her showerhead, accompanied by a gas-like odor. She claims the fumes caused her to lose consciousness and that she has since developed colitis and respiratory issues, which she attributes to contaminated water and gas fumes in the home.
According to Ms. Bristow:
- The Cheyenne Housing Authority previously declined to assist her.
- She contacted your agency regarding the incident and was told it was not a cause for concern.
- A formal complaint led to the repair or replacement of her water heater but this has not rectified the problem.
- A private plumber identified a solid obstruction in the sewer pipe that is allegedly forcing gas back into her home.
Ms. Bristow states she is currently unable to use her tap water and relies entirely on bottled water."

I responded via email and have heard nothing more.
44. 6/8: Response to Bristow's 5/21 letter. Hearing Officer signed and mailed attached letter described in 39 above.
45. 6/9: Bristow's attached 5/21 letter advised that JS Plumbing had scoped the vent on Bristow's unit and per Bristow "encountered an obstruction he could not get through, and material inside the vent that he stated he had never seen before but was fairly certain sealant was spilled and needed further investigation. He was very worried." JS Plumbing had not requested CHA's authorization to perform its work on CHA's unit. Marty called JS Plumbing and requested a copy of the video recording of the scope results. Later that day JS Plumbing told Marty that he had not entered Bristow's unit and that he did not have a recording his scope through the vent on Bristow's unit.
46. 6/9: On my direction, Marty scheduled B & N B Sewer to perform a scope/inspection of the vent exiting the roof of Bristow's unit – scheduled for Monday 6/15. An exterior inspection notice posted on Bristow's door 6/12, no entry into unit required.

47. 6/11: Bristow emailed HOM, Inc. line staff the attached email, claiming among other things that "NO INVESTIGATION HAS BEEN DONE".
48. 6/14: Bristow emailed attached letter to multiple staff and some of the Board of Commissioners.
49. 6/15: CHA's Maintenance Supervisor Marty and second Tech (as witness) met vendor B & B Sewer to scope vent on Bristow's unit. Unfortunately, vendor's scope was not able to fit into the vent pipe. While at Bristow's unit the following occurred:
- a. Bristow called B & B Sewer's office, her conversation with B & B's staffer Ashlee Cousins was summarized by B & B in an email from Ashlee to Marty cut and pasted below:
"Per our conversation. We were out to do a camera at 4205 Cox Ct at 1 PM on Monday June 15th. The maintenance person was onsite, after we had left the property I received a phone call from the tenant telling me that if we came back to the property we would be involved in a lawsuit. I informed her that we had been contacted by the cheyenne housing authority to do a job and that was why we were there. She told me that the housing authority was supposed to be doing testing and bringing people in to perform work would alter the tests. I told her we would not be returning. I then contacted the Housing authority to inform them of what she said to me. We will not be returning to that location for work."
With this action, Bristow is now obstructing CHA's efforts to identify and resolve challenges, if any, associated with the unit Bristow is renting.
 - b. Bristow parks her car in the unit's driveway. In the rear window of her car (facing the street) are located two poster-sized papers with hand-written language shown in the photograph of those poster-papers Attachment 46.
 - c. I emailed ALG Law and asked for advice regarding the potential termination of her lease with CHA. Meeting scheduled for 1:30 PM Tuesday 6/16.

Action Requested:

None at this time, information only

Cheyenne Housing Authority
Attn: Cynthia Kesuru
Gregory Hancock
Board of Commissioners
HUD FHEO Discrimination

Your letter is dated April 30, 2026. I did not receive it until May 12, 2026. Storms affect my illness, so it has taken time to get back to you. I will do my best to answer all your questions. The fact that it's taken 5 months for someone to ask is unconscionable. I have told everyone what the problem is, nobody has listened. I wrote formal letters to keep my emotions out of this mess. I cannot leave them out anymore. I feel very close to completely collapsing over this.

Not one person has stopped and asked me, "Are you okay? What do you need? How do we help? Not CHA. Not HUD. Not LEGAL AID. Not one of the government agencies I begged to help me.

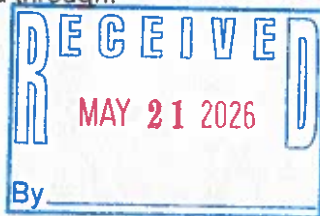
I informed CHA that I had become extremely ill and what did CHA do? Schedule an inspection. Marty and Mike picked and poked at turning on lights, opening doors. You could have knocked me over with a feather when I realized they were not going to address the plumbing.

It has been a shock to me that CHA took two issues I *guessed* that might be involved in the problem with the plumbing, fixed one, scheduled one then got angry and canceled it, did a basic water test, and proclaimed everything was perfect, we're done, without EVER investigating the main problem. I really am at a loss for words. Yes, a 22-year-old water heater with little to no maintenance, in a garage in Wyoming, in a complex designated for the elderly and disabled needs to be replaced. Yes, an HVAC system that already harmed me because of negligence and the utility company warning you that it needed a professional cleaning immediately, and Marty turned me down, of course I'm going to list them as problems that may or may not be involved in the number one problem, of course I wanted them to be fixed, be safe. Replacing a water heater only fixes issues localized to that appliance. Instead of thinking maybe it wasn't the water heater that made her so sick, let's find out what did, you just quit.

I need everyone involved in this situation to understand something clearly: For months I have been trying to survive inside an apartment where something is very clearly wrong, while also trying to investigate it myself because no one else would. I'm thankful for the things that have been done. The problem is they were not what was needed at the moment.

I am exhausted, overwhelmed, physically ill, and deeply frustrated that I have had to spend month after month trying to explain the same things over and over while being treated like I am the problem instead of the conditions inside this apartment.

I am NOT an environmental professional, industrial hygienist, plumber, engineer, or HVAC specialist. I cannot tell you the exact source of the problem. What I can tell you is what I have repeatedly experienced, observed, reported, and lived through.



Received
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And my story has never changed.

The conditions changed. The smells changed. The reactions changed. But my concern remained the same. Something unresolved inside this apartment is making me sick.

I repeatedly tried to explain that my greatest concern was never simply "dirty water." My concern was that something involving the plumbing, drains, sewer system, vents, HVAC system, or aerosolized exposure was continuing to circulate through this apartment and trigger severe reactions. Instead of slowing down and properly investigating, the focus repeatedly became proving there was "nothing wrong." Meanwhile, I was still getting sick. I am still getting sick.

I repeatedly tried to explain:

- Chemical odors resembling paint thinner or solvents coming from drains
- Sewer gas, sulfur smells worsening
- Odors changing with weather and wind
- Symptoms worsening when water hit the pipes. Smells intensifying.

Getting sick, even after I stopped drinking the water

- Concerns that something was aerosolizing
- Prior gas leaks
- HVAC concerns, flooding and filth
- Severe physical reactions occurring inside the apartment
- Going to the ER on several occasions after the shower dump

I stated it in my letters. I stated it to Marty and Mike. I tried to state it to a plumber who I believe had his mind made up before he even walked in the door. Surrounded by Marty he walked through the apartment, turned the water on, and declared everything was perfect. Including stating that the maintenance man could not have possibly spilled sealant into the roof pipe without doing an inspection. I asked if I could have a private moment to talk with him but was denied. NOT ONE SINGLE PERSON DID A PROFESSIONAL INSPECTION.

After the December 18, 2025 event, where I believe sewer-contaminated water may have come through my shower, my health declined significantly. Since then, I have experienced severe gastrointestinal illness, 2 ER visits with Acute Colitis and bleeding, throat and tongue swelling, my throat so bad I couldn't go to sleep because I would stop breathing 3 times, my tongue trying to push out my mouth, burning eyes and airways, headaches, earaches, rashes, respiratory irritation, facial burning, neurological symptoms, and repeated inflammatory reactions.

The more I avoided the apartment water and conditions, the more some symptoms improved. The more exposure occurred, the worse things became again. There has been a pattern to follow.

I have had multiple other people smell these odors to confirm this was not simply "me being sensitive." People have smelled the chemical odors outside the apartment as well. Sewer smell started when moisture was involved. The entire apartment fills up with paint thinner and poop.



around the front door, down the sidewalk, on the driveway, at the landscaped area, the outdoor faucet. 100% of the time? No, I've always stated it changes with the weather and the wind. I don't have to drink it, I don't have to touch it, simply breathing it makes me extremely sick. With the severity of illness, my belief was that it would make anyone sick. That's why I didn't immediately get accommodations.

I have Mast Cell Activation Syndrome (MCAS) and other serious chronic medical conditions, that make environmental exposures significantly harder for me to tolerate. *However, because the environmental source has never actually been identified, neither I nor my doctors can state exactly what substance or condition caused these reactions.* Every person with this disease reacts differently. I can tell you with certainty no one with this disease can tolerate smelling paint thinner and feces and other unidentifiable smells in their apartment every day. You can go online to the Mast Cell Disease Society to find out more.

What I can say is this:

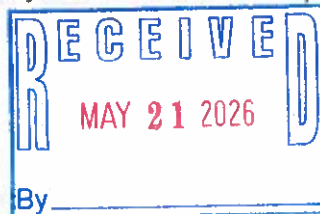
No person, disabled or not, should be living in an apartment filled with recurring sewer odors, chemical odors, unexplained plumbing concerns, HVAC concerns, and unresolved environmental questions. I have spoken to 4 professionals and they all believe it is possible that this could be a Plumbing/Sewer/HVAC combined problem. They all think it's possible Dec 18th was sewer related. They felt it was not only urgent but should have been considered an emergency. Why am I the one making calls?

I also believe this situation has been made dramatically worse by the way it has been handled. **I repeatedly requested** communication, involvement, and transparency. Instead:

- Appointments were often scheduled at times that were extremely difficult due to my disabilities
- I was excluded from important discussions. I was never once able to sit and tell a professional what was happening
- Information regarding inspections and testing was confusing or incomplete. I had to go to Legal Aid to get test results. They are unreadable to me.
- I was repeatedly left feeling dismissed. Marty made this his story, I was never allowed to tell mine, and interactions with Marty Deets significantly escalated my distress and PTSD symptoms. I cannot continue working directly face-to-face with Marty Deets. Previous interactions have repeatedly caused me to shut down emotionally and physically during already serious situations.

Why would major testing happen before a plumber even ran a camera through the pipes? What good was an air quality test if the aerosolizing coming from the bathroom wasn't tested by running a steamy shower, running water into the bathroom sink pipes, with the doors closed. Nothing you were doing made any sense to me.

Tia at legal aid referred her plumber, who came for FREE, JS Plumbing, attempted to inspect the plumbing vent system through the roof pipe with a camera and encountered an obstruction that he couldn't get through, and material inside the vent that he stated he had never seen before, but was fairly certain sealant was spilled and



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needed further investigation. He was very worried. A professional gave your attorney free information and you chose to not use it. Somehow the conclusion remained that everything was fine. A professional camera inspection of the roof vent stack proved there is a severe physical obstruction involving possible scale, biofilm, and potentially spilled construction sealant. After this professional plumber found these problems, not a single other piece of information should have been necessary to hire a complete inspection.

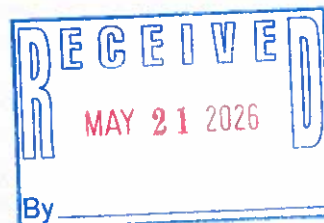
I also want it understood that this situation has consumed my life. I have spent months buying bottled water that SNAP is paying for, carrying it around disabled, avoiding my own sinks, keeping drains covered, not being able to open the front windows because of outside odors, and living in constant fear of getting sick again, but guess what, it does no good, I still get sick. I can no longer use my apartment normally. Sadly it was never normal, I just didn't know it. The money I've spent because all my dishes were contaminated. Not cooking because it's too hard to do the dishes. Taking spit baths out of a bowl of water. The physical exhaustion alone has been overwhelming. But the emotional toll has also been severe. Living with worsening illness while simultaneously fearing retaliation, eviction, being ignored, or being told to "just move" has deeply affected my mental and physical well being.

The accommodations and actions I am requesting include:

- A licensed industrial hygienist is the "gold standard" for environmental assessment
- Proper plumbing/sewer investigation by qualified professionals. A sewer/sanitary vent expert with camera capability
- Environmental investigation by appropriately trained professionals.
- An HVAC indoor-air person who understands pressure/odor movement
- Camera inspection of plumbing/sewer vent systems,
- A VOC Water Test: A "basic" water test only checks for simple bacteria or heavy metals. A comprehensive laboratory must be used
- A VOC and hydrocarbon scan from a certified lab to identify the chemical smell.
- A Plumbing Smoke Test: To locate exactly where the sewer gas is leaking into the apartment, a professional plumber must perform a smoke or peppermint test to map out hidden cracks in the walls or vents.
- Transparency regarding testing and findings,
- Participation in discussions involving inspections and testing,
- Scheduling accommodations related to my disabilities,
- Communication methods that do not escalate PTSD-related symptoms,
- And acknowledgement that unresolved environmental conditions combined with disability-related sensitivities require reasonable accommodation under the Fair Housing Act.

After everything I have suffered, I absolutely believe proper testing must occur. I deserve to know what made me so sick. My doctors deserve answers. And tenants deserve to know if this is an isolated incident or if they are in danger also.

Laura Bristow, May 19, 2026
4205 Cox Court C, Cheyenne, WY



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MAY 21 2026
CA

SYMPTOMS OF MAST CELL ACTIVATION SYNDROME

That are caused by mast cell mediator release



NEUROLOGICAL

Headache, brain fog, cognitive dysfunction, anxiety, depression

Patients may have a few or many symptoms



EAR/NOSE/THROAT /RESPIRATORY

- Nasal itching and congestion
- Throat itching and swelling
- Wheezing/shortness of breath



GASTROINTESTINAL

Diarrhea, nausea, vomiting, abdominal pain, bloating, gastro esophageal reflux disease (GERD)



SKELETAL

Bone/muscle pain, osteopenia, osteoporosis



URINARY

Bladder irritability/frequent voiding



CUTANEOUS (SKIN)

- Flushing of the face/neck/chest
- Hives, skin rashes
- Itching with or without rash



CARDIOVASCULAR

Light-headedness/syncope (fainting), rapid heart rate, chest pain/low blood pressure
High blood pressure at the start of a reaction/low blood pressure/instability



GYNECOLOGICAL

Uterine cramps/bleeding



SYSTEMIC AND/OR ORGAN SPECIFIC

- Anaphylaxis
- Angioedema (swelling)

Symptoms can be **SUDDEN** and **UNPREDICTABLE** in onset

TickedOffMastCells.Org

RECEIVED
MAY 21 2026
By _____

Encounters	
05/04/2024	Gorman Medical, P.C.
Telemedicine visit	
Emergency Diagnosis: Mast cell activation syndrome	✓

Will determine candidacy for immunoglobulin placement therapy (IVIG or SCIG) ...
 TR Carrier Status **CFTR**
 Will perform pulmonary function testing and imaging to evaluate for lung inflammation associated with CFTR gene mutation.
 Autoimmune Manifestations

Rohit Katial, MD
 Professor of Medicine
 Division of Allergy and Immunology
 National Jewish Health

Subjective
History of Present Illness
 Ms. Bristow has a very complex medical history and lives in Cheyenne Wyoming, the states

Veros Clinical Services, LLC
 response:
 Mast cell activation syndrome
 Will evaluate [redacted] MCAS as part of comprehensive immune assessment rather than treating as isolated condition. Plan to identify underlying immune dysfunction that may be contributing to mast cell activation ✓

Springs to see neurologist provider by the name of Fran Ghorman diagnosed her with Ehlers-Danlos and referred her to Dr. Chris Weber. They both also diagnosed the patient with mast cell activation syndrome which ✓

Handwritten: FOR Cynthia only 5/19/24
 RE: Laura Bristow
 MCAS

AFTER VISIT CLINICAL
 Laura Bristow
 11/9/2023 1:27 PM

Handwritten: U.C. Health

Today's Visit
 You saw Rohit K. Katial on November 8, 2023. The visit addressed Mast Cell Activation Syndrome ✓

Cary Patt, MD

Patient Care Summary for Laura B

Most Recent Encounter
 04/04/2024 Cary Patt: 10103 Ridge Gate Pkwy.

Reason for Visit

Assessment and Plan

Past Visit Details

5) Mast cell activation (HC CODE) ✓
 (ICD-10: D89.40)

4. Mast cell activation syndrome ✓

Handwritten: U.C. Health

RECEIVED
 MAY 21 2025
 By _____

FYI

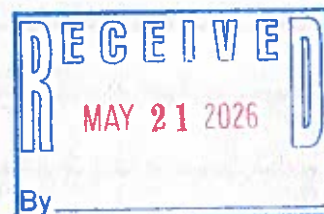
After I moved in I reported:

-The roof drains were broken in both the back and front and all the water was going straight into the foundation. I told them in front I could actually see it form a whirlpool before going into the foundation. My yard was collapsing into it. The big bush in front was dead, and my other bush was covered in about 6" of mud. There were big holes in the grass area and I had fallen because of it. I could easily see a big problem waiting to happen. I could easily see no landscape or yard work was being done and was told by tenants if you don't clean up no one will. With the few dollars I had left, I paid to have it cleaned up. It was full of trash, and old dead wood that was a clear fire danger. I have also fallen in the backyard where the water has made large dips.

-That I could hear some type of banging in the living room wall. It was up high by the ceiling in the corner. I was told yet another joke about it being my stupid, old neighbor. I said no, her furniture is against the wall solid. She is in her 90's, she's not reaching up and banging on the wall. He told me to audio tape it and bring it in. I tried, but it was too high up.

-Half of my lawn was dead, it looked like work had been done. I asked if there was a problem U should know about. I asked if there had been a sewer repair

-Between CHA and myself, the insect problem has finally been somewhat taken care of, again at substantial cost to me. There is still a large colony of ants under the garage that I cannot take care of. If they don't fill the gaps between the building and the sidewalk it will never end. And again, the water goes down those gaps into the foundation. I still have sugar ants coming into the house, through the stove hole, I'm assuming. Nothing ever gets fixed properly.





Re: Laura Bristow, continue...

To: TIA
AT Legal Aid
2026

Additionally, given my ongoing health condition, I am concerned that this situation may require consideration as a reasonable accommodation under the Fair Housing Act. To date, no one has asked what I am experiencing, what I need, or what accommodations may be appropriate. Relocation has been raised as a solution without any discussion of my medical needs or whether the underlying issue can or should be addressed.

I want to be very clear that my concern is not simply preference or inconvenience. This has involved ongoing health impacts and repeated medical care. At a minimum, I expected that my condition would be acknowledged and that I would be asked what I need in order to safely remain in my home. That has not occurred.

Before any decision is made to close my case, I am requesting that the issue be fully evaluated and that I be provided with the documentation necessary to understand what has been done and what remains outstanding.

I am willing to continue working together toward a resolution and would like to move forward in a way that fully addresses the problem.

I have not received any phone calls, texts, emails or voice mail from Sidnie or anyone else in your office. Perhaps she has incorrect information or everything is going to spam. If you would like to give me her phone number I will add it to my contacts.

Thank you,
Laura Bnstow

I also want to note that James Snyder, owner of JS Plumbing, was able to come by this afternoon and attempted to inspect the plumbing system with a camera through the roof plumbing pipe. He was unable to fully access the line due to an obstruction and observed material within the pipe that he was unable to identify. He indicated this was not something he typically sees, and it will need to be properly investigated by a professional plumber. He stated that he would share his video and observations with a plumber of CHA choice.

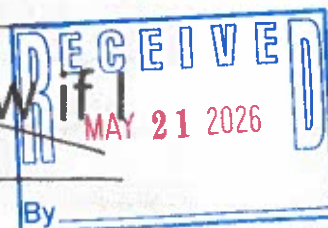
I will be documenting his observations in more detail and can provide that tomorrow. I am exhausted and in pain and am unable to finish writing out his findings.

Thank you for sharing his name and number. His kindness and generosity was a great boost for me.

Laura

Not for CHA

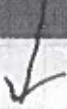
~~FYI: Your emails and one you tried too, or did delete were a bit confusing. Please let me know if I failed to address all your~~





CHA Response to Legal Aid Lett...

FYI



What part of my CHA records looked like

I don't see well enough to READ THIS

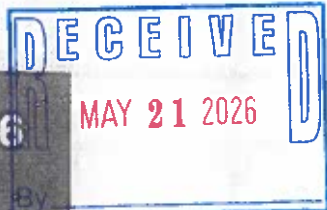


Legal Aid

From Tia

Re: Laura Bristow, continued 2

4/16/26



YAHOO MESSAGES 2023

Cox list of issues for consideration or meeting discussion

LB. Me. 4/5/23

To: Amanda Allard ^

From: Laura Bristow <lauraphotoslj@yaho.co...

To: Amanda Allard <aallard@cheyennehousin...

Date: April 5, 2023 at 1:02 AM

Dear Ms. Allard,

The issues I have not already taken care of by myself or paid someone else for is, most importantly, this filthy carpet. I cannot sit on the left side of the room. I have had the entire apartment carpet cleaned twice, it did not work. I have pictures showing the absolute filth. The woman who lived here was extremely sick. I can see the marks from her hospital bed on the living room carpet. Right under the vent Black Hills Energy said the worst of the gas leak was being blown into.

My 62 years of experience is telling me the smell is a combination of feces, urine and vomit. I suggested before the owners send a professional carpet cleaner over to clean or deem it unsanitary. I was offered to put off my move for weeks so they could replace it, which I would have gladly done but since Desire already had a copy of my termination date of March 31st it was never even an option. There is no legitimate reason it was not done before I moved in. It doesn't take a professional to see the carpet needs replaced but if nothing else, they MUST come steam clean with their special enzymes to break up human waste.

I reported these items,

- A gas leak
- A broken toilet with flooding
- A bathtub/shower with no hot water
- A clogged sink drain that might affect the dishwasher

They were all true. They were all known to be a problem but ignored.

Why would you not believe me about the carpet? I cannot unpack.

I am also unable, even though I have tried very hard, to clean the grime off of the 2 big blinds. Both my shoulders are replaced with much surrounding damage, some types of movements are simply impossible. I cannot hang up curtains until it's done.

My cleaner thought kitchen grease buildup on top of the cupboards is what the un-removable, by her, gunk is. It stinks. I can't climb that high. I was just yesterday able to put something away in them and it looks like they are new. Whatever it is needs to be removed. The kitchen is small and the space is needed. The carpet smells like kitchen grease but it could also be medical waste or who knows what from the cupboards. The big cold air intake vent needs to come off and be vacuumed out also.

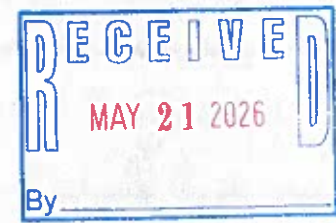
As I have stated in the many emails you have had to read, this is grime, filth. Not a bit dirty, not uncleanness. I have cleaned up all the dirt myself.

All the necessary work could have been finished and over in less time it has taken to write and read all these emails. 11 days since I moved. All of this could have been done months ago. There are many things that need attention but I can put in a request for those.

Again, I will not be moving out. Laura Bristow

FYI
2023

I started begging
for help ASAP



5/21/2026

41



Cheyenne Rants, R...

SupportiveCelery6806 · 11h · 🌐



I am in an apartment that has a Plumbing/Sewer/HVAC contamination problem. A few months ago sewage goop came out of the shower when I was in it.

I became so sick. They told me everything is fine, probably a water main break. I had to stop drinking the water, then stop touching it because it was aerosolizing and still making me sick

A very nice plumber came for free and camera scoped the roof vent pipe. It has a solid obstruction and other things in it. The drain pipes smelled first like earthy, moist farm soil, then harsh chemicals, then after the first snow last month, feces. So now a mixture of all.

I've been in the ER 3 times. I realized its been making me sick the whole time I've lived here. The previous tenant became very ill.

The gas(s) are messing with my mind, on top of all the physical illness. I do not want to move and pass this on to another person.

I've had no usable water since mid December. I have to buy my own bottled water. I keep the drains sealed, no heat, but it still gets in

You can smell it out in the front also.

I am an elderly person, under 70.

I am legally disabled and have many physical diseases. My doctors have written medical reasonable accommodations, they ignored them, then made me tell them what disease I have and why its making me sick!! I even turned that in, even though I believe this would make anyone sick. I have Mast Cell Activation Syndrome, its brutal. They already know that about me.

Originally, they came and removed a 22 year old water heater!! Yes, 22 years, but don't worry "It's perfectly safe"

It's in a garage, in Wyoming, with little maintenance. in a complex designated for the elderly and disabled. They ran a basic standard water test that was normal. The problem is that whatever is in those pipes is not standard. A plumber walked through, turned on the faucets, and proclaimed that everything was perfect. No inspection was done because those men couldn't smell anything. I even taped a sign up saying the smell changes with the weather.

*I filed a HUD complaint, was turned down.

*I filed HUD Discrimination, was told to wait another 3 weeks

*Had my HUD interview, but it was rescheduled for Thursday, they didn't show. Then a new lady emails, but noone has gotten back to me. I've been legally eligible for 19 days.

.....
* I went through Legal Aid, they failed, and I was told they didn't have to tell me what was said.

I literally have no idea. Told me to move.

*I've made dozens of calls to every agency, "Thats not our problem". Dozens of attorneys, but I think I'm choosing the wrong words for my case evaluation.

I'm wondering if anyone knows an attorney that handles these messes?? Tenant/negligence/environmental contamination/ personal injury ??

I keep getting sicker and sicker.

I think the rain is doing something to the sewer. And no, I don't have anywhere to go.

Thanks for reading this! I hope someone has an idea.

👤👤👤 14

All comments ▾



DeterminedKale2750 · 9h · 🌐 Nickname

Hey there. First of all, I am so sorry that you are having to deal with such a horrid mess. I can't even imagine... Secondly, Wyoming is very much a pro landlord state, so you are absolutely fighting an uphill battle. Very rarely are tenants' grievances addressed here. This is why we have so many slumlords in this town. I'm not sure if you have contacted these entities, but if not, you should definitely reach out to the city or county Code Enforcement Office, Building Inspector, and/or Public Health Department. At the very least, I would report the situation to the Department of Health if you haven't already. Laramie County Code Enforcement can be reached through the Planning & Development Office. Their website with all contact info is

<https://www.laramiecountywy.gov/County-Government/County-Departments/Planning-Development>

Laramie County Building Inspector contact information can be found here:

<https://www.laramiecountywy.gov/County-Government/County-Departments/Planning-Development/Laramie-County-Buildin>

The Wyoming Department of Health's contact info can be found here: <https://health.wyo.gov/publichealth/>

I am not an attorney, but I have been through the ringer with a previous slumlord and found this helpful info (just in case you continue to get turned away and are forced to take legal action on your own):

<https://www.wyocourts.gov/app/uploads/2025/03/TENANT-03-Instructions-for-Notices-to-Repair-or-Correct-09-24.pdf>

I pray you are able to find a suitable resolution and that your landlord is held accountable for their negligence and reckless endangerment. It sounds like your situation is very serious and it's obviously creating an unsafe/unlivable condition for anyone living there. Good luck, friend.

LARAMIECOUNTYWY.GOV
Planning & Development

Reply



Amanda Hollomon · 7h

You made your paper trail, now hire a lawyer that gets paid when you do, and file a massive lawsuit against them. Go for about 5 million plus lawyer fees. 9 out of 10 times they will settle. Take the money and buy yourself a new home. It's also a quick way to get them to come fix everything super fast.

Reply



Darcy Brandel · 3h

Legal aid was representing you. They absolutely had to tell you what was said. Maybe have a friend help you, and be there with you when you talk to different agencies. Do you have a case worker? With all your medical problems and everything, they can help navigate you through the b.s.

Reply





Diana Hradecky Prosser · 2h

Call Tom Martino, on 630 KHOW, Denver's Talk Station. He might have some ideas of where you could get help, even being in WY. He is on the air from 10am to 2pm. Have all your paperwork in front of you, with dates of when you notified different people.

Reply



Christine Marie Allison · 1h

Move

Reply



44

Cheyenne Housing Authority

06.08.2026

Laura Bristow
4205 C. Cox Court
Cheyenne, WY. 82001

Ms. Bristow:

On April 24, 2026 you submitted a request for reasonable accommodation to Cheyenne Housing Authority (CHA). CHA responded on April 30, 2026 requesting additional information. CHA received your response on May 21, 2026. At this time, CHA will grant your request in part. CHA will continue to provide transparency regarding testing and findings; provide reasonable scheduling accommodations; and use reasonable communication methods. CHA is willing to allow you to terminate your lease without penalty and seek alternative housing that you find more suitable to your needs. Additionally, CHA will continue to review any information that you provide which supports your request.

I understand that you believe the property you are staying in is aggravating symptoms which may be related to a disability. However, CHA has taken substantial steps investigating and insuring the property is safe and meets all required standards. You were requested to provide additional support and your May 21, 2026 response mainly indicated additional requests for testing, including:

1. A licensed industrial hygienist conduct an environmental assessment;
2. A proper plumbing/sewer investigation by qualified professionals;
3. A sewer/sanitary vent expert with camera capability;
4. Environmental investigation by appropriately trained professionals;
5. An HVAC indoor-air person who understands pressure/odor movement;
6. Camera inspection of plumbing/sewer vent systems;
7. A VOC Water Test: A comprehensive laboratory must be used;
8. A VOC and hydrocarbon scan from a certified lab to identify the chemical smell;
9. A Plumbing Smoke Test: To locate exactly where the sewer gas is leaking into the apartment. A professional plumber must perform a smoke or peppermint test to map out hidden cracks in the walls or vents;

CHA is willing to consider the results of any tests which you would like to independently acquire, but finds that further testing at the expense of CHA would not be reasonable and would not be likely to result in any meaningful improvement in your ability to enjoy the property. With the information so far provided, CHA is unable to determine a causal nexus between your condition and the requests for reasonable accommodation at this time. CHA has performed tests which it believes are appropriate and could not find any actionable issues to resolve.

Best Regards



Cynthia Keseru
Compliance Specialist, 504 Coordinator
(307) 633-8302
Ckeseru@cheyennehousing.org

cc: Tenant File



Greg Hancock

From: Greg Hancock
Sent: Thursday, June 11, 2026 3:18 PM
To: Gretchen Peterson
Subject: RE: Habitability

Thanks for forwarding.

From: Gretchen Peterson <GPeterson@cheyennehousing.org>
Sent: Thursday, June 11, 2026 3:11 PM
To: Greg Hancock <GHancock@cheyennehousing.org>; Lorrie Hancock <LHancock@cheyennehousing.org>
Cc: Amanda Allard <AAllard@cheyennehousing.org>
Subject: FW: Habitability

FYI -

Gretchen A. Peterson
Production Facilitator
Cheyenne Housing Authority
P.O. Box 20046
Cheyenne, WY 82003
(307)633-8305
GPeterson@cheyennehousing.org

From: Kathryn Fiore <KFiore@cheyennehousing.org>
Sent: Thursday, June 11, 2026 3:01 PM
To: Gretchen Peterson <GPeterson@cheyennehousing.org>
Cc: Amanda Allard <AAllard@cheyennehousing.org>
Subject: FW: Habitability

Laura Bristow
HCV t0009031
Foxcrest II t0015049

Warm Regards,

Kathryn Fiore
Housing Specialist
Cheyenne Housing Authority
3304 Sheridan St
PO Box 20046
Cheyenne, WY 82003
P: 307-633-8338
F: 307-633-8315

From: Laura Bristow <lauraphotosljb@yahoo.com>
Sent: Wednesday, June 10, 2026 11:09 PM
To: Cassandra Baum <CBaum@cheyennehousing.org>
Subject: Habitability

I have made formal requests for help. There is some kind of sewer/hvac/plumbing mess here and Marty has decided there isn't. He didn't have it inspected. A plumber from Brents walked through, turned on the water and said no problems. NO INVESTIGATION HAS BEEN DONE. Just because someone can't smell it doesn't mean it doesn't exist. I told Marty it changes with the wind and weather. The heat and moisture is making things unbearable.

A plumber came for free and put his camera down the roof vent pipe.

There is a solid obstruction and unknown material in the pipe

CHA and their attorney have been informed. He said he would share the video with anyone. Sewer gas is making me deathly sick, I cannot use the water. It tested normal but they didn't have it tested for VOC, which seems to be the problem.

I do not know if Mr Hancock or the Commissioners are reading my letters.

My doctors sent 3 reasonable accommodations, Cynthia wrote and asked me to tell my disease and how it affects me, I did, a 4 page letter on May 24th. NO RESPONSE FROM ANYONE. Its illegal but Denver HUD has 1 person for the entire region 8 discrimination unit.

I need to know what the grievance procedure is for Foxcrest II. I was given nothing with my lease from March 2023 or July 2023 when cha changed this to market rate. There are no instructions in my packet. I accidentally came across the grievance procedure in CHAs website today, but im unsure it applies to Foxcrest.

I believe the Code Inspector is going to shut this place down. I cannot move. I just had my 4th ER visit. I've called and applied for help 100 different places. There is no help until I can find an attorney

All I want is a proper inspection, proper testing, and fix it. I don't know where to turn.

Can you help?

The water is unusable. Not just to me because of my disabilities but to anyone. There is something in those pipes. You can smell sewer gas/feces. Again, to someone who smells gross things on a daily basis, probably can't smell it 24/7. The pipes smell of chemicals that resemble paint thinner and sometimes feces.

I need any help you can offer. I can't move. Passing this on to the next tenant is unthinkable since the last tenant already did that.

Thanks, Laura

[Yahoo Mail: Search, Organize, Conquer](#)

Gregory Hancock June 14, 2026
Marty Deets
Amanda Allard
Cynthia Keseru
Board of Commissioners

I have received last minute notice taped to my door, (found 06/12 at 5:20pm Friday), that CHA and a contractor intend to "look at venting on the roof" on June 15, 2026, a Monday. My reasonable accommodation states that I need time to find a support person to come help me. Simply because Mr Deets says they are not coming in does not mean I do not want to be present for anything done outside. I will be observing.

My reasonable accommodation request specifically identified concerns involving the plumbing/hvac/sewer system, sewer gas intrusion, odor migration, VOC contamination, and the need for further investigation. CHA has been informed that I am disabled, you are aware through previous contact that I do not leave my apartment on a daily basis. It is known to CHA that I have a curtain on my door and cannot see when someone tapes something to my screen door. **Where in any of this shows that you are trying at all to accommodate me as a disabled person?**

Cheyenne Housing is standing firm on not doing anymore testing on the "opinion" that Marty Deets and a plumber could not themselves smell anything, (See CHA summary). I'm not surprised that 2 men whose jobs require them to smell horrible odors can't smell anything, but myself and multiple other people can smell chemicals that resemble paint thinner, and smell feces coming from all the drains. The fact that a condition is intermittent does not mean it does not exist. I made it clear in letters and a note next to the sink, that I watched Marty read and take a picture of.

How can sewage coming out of the shower and dumping all over me, 2 ER visits with Acute Colitis and bleeding, mean absolutely nothing, rain water coming out of my ceiling HVAC vent, coming out of my neighbors HVAC vent, smelling chemicals and feces at my front door clear to the driveway, How can you claim that no investigation needs to be done when there is so much evidence? 4 ER visits, doctors, lab, imaging.

It is extremely unsettling to find out that not only did you receive the report about the findings from James Snyder, you have contacted him personally. You have ignored a report from a professional plumber that shows an obstruction and unknown material in the roof vent pipe. You have ruined my relationship with him, he doesn't feel safe sharing details with me. Why didn't you contact me, then have him come show you the video, he offered to show anyone. You also contacted my lab person, repeatedly harassed him, per your summary, and questioned his credibility when he's been in business for 35 years. At the time the test was only for answers, not for a lawsuit. You have repeatedly burned bridges for no reason, you are a bully.

Whatever your reason, you have now given me permission to obtain independent testing in the 06/08 letter.

Accordingly, I request that CHA preserve the current condition of the venting system and conduct no corrective work beyond visual inspection unless I am first notified in writing of the specific scope of work. Please also provide the contractor's name, company, qualifications, photographs, video recordings, findings, and any reports generated from the inspection. Because the condition of the venting system is directly related to issues that I have been reporting for months, I consider preservation of existing conditions to be extremely important.

Please be advised that I object to any alteration, clearing, repair, sealing, replacement, or modification of the plumbing/sewer vent system before appropriate testing and documentation are completed. Such actions may alter or destroy evidence relevant to my ongoing complaints, accommodation request, and any future administrative or legal review of this matter. If you alter the system before testing, you may be changing the very condition I have been begging you to have investigated.

Ms. Keseru, you state in the letter that I also received today that "you will continue to provide transparency regarding testing and findings", "provide reasonable scheduling accommodations", and "use reasonable communication methods". Yet, I get a note after 5pm on Friday taped to my door, stating that some unidentified contractor will be here Monday to "look at venting on the roof". Can you possibly explain how any of the above things you promised in your letter are being addressed? You claim CHA has always provided me with transparency regarding testing and findings, but as you know, I received nothing at all until an attorney at Legal Aid demanded it. I also reported to you that parts of that email were unreadable to me.

I have made this completely clear over and over. I am not going to move. I love my apartment, my community. How you believe a disabled poor person can just move is beyond my imagination. I have told you how sick it has made me, I told you the previous tenant became sick, I'm sure with investigation that others can say they became sick, yet you ask me to walk away and pass this on to the next elderly, disabled person.... Why is this okay? I believe that this apartment could make anyone sick. For God's sake, its sewer gas and VOC.

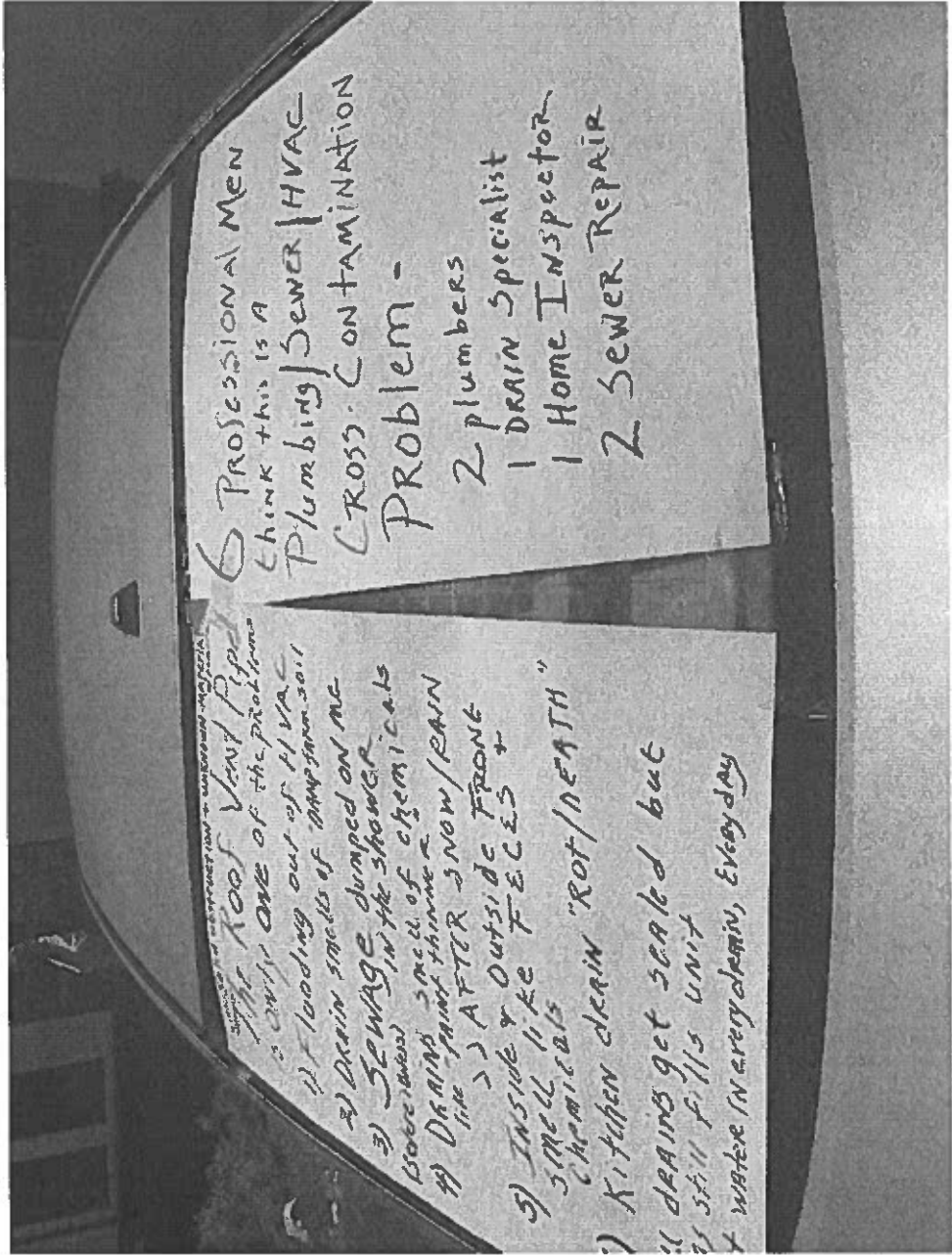
I wish I had words to describe how ridiculous this has all been. Over 4 months of begging to get an investigation into severe conditions. Actually bringing 2 plumbers here yet not having them do an inspection because they couldn't smell anything is asinine. All you had to do to stop all of this was have a plumber investigate. Leaving me sitting here for months trying not to die, allowed all the other problems to come to light.

My concerns have not changed, my story has not changed. Please, investigate, inspect, test, and fix the problems. Make this apartment safe to live in, please.

Laura Bristow
4205 Cox Court C, Cheyenne, WY. 307-640-6119

6-15-26

4205 C Cox



6 PROFESSIONAL MEN
 think this is a
 Plumbing/Sewer/HVAC
 CROSS-CONTAMINATION
 Problem -
 2 plumbers
 1 DRAIN Specialist
 1 HOME INSPECTOR
 2 SEWER REPAIR

The Roof Vent Pipe
 is only one of the problems
 1) If loading out of HVAC
 2) Drain smells of sewage on MC
 3) SEWAGE dumped on MC
 4) DRAINING smells of chemicals
 5) DRAINING smells of SNOW/RAIN
 6) INSIDE & OUTSIDE FRONT
 7) SMELL LIKE FEACES +
 CHEMICALS
 8) KITCHEN DRAIN "ROT/DEATH"
 9) DRAINING get scaled but
 10) still fills unit
 + water in every drain, Everyday