



April 11, 2025

Dear Woodmont Crossing Residents,

Following the Tenant Association Meeting held in March, I spoke on March 31, 2025, with the Asset Manager from NHPF Asset Management for Woodmont Apartments to address several concerns raised by residents. I want to share some updates, responses, and recommendations based on that conversation.

**Key Concerns & Updates**

***1. Rent Increase***

The Asset Manager confirmed that there will be a general rent increase of up to 4%. However, a few units may see slightly higher increases due to not receiving any adjustments since the COVID-19 pandemic.

Recommendation: Management should send a clear notice outlining the details of the rent increase and reasons to avoid confusion or pushback.

***2. Loitering & Security***

Residents expressed continued concerns about loitering and the overall effectiveness of current security measures. Management shared that they have recently changed security companies, and the new officers are now being supervised more closely by the property's rental manager to improve accountability and responsiveness.

***3. Broken Gate***

Management acknowledged that the front gate had been damaged multiple times, resulting in repair costs totaling thousands of dollars. The primary cause of the damage has been residents' guests hitting or forcing the gate open.

Recommendation: To help prevent future damage, consider implementing a guest access system (such as entry codes or visitor passes) and improving communication about gate protocols.

***4. Parking Lines***

Visibility and organization in the parking lot are poor due to faded lines.

Update: The Asset Management is revisiting the FY25 budget to include repainting the parking lines as part of scheduled maintenance.

***5. Trash Management***

There is ongoing confusion about where to properly dispose of bulk items versus regular household trash, and several bins are frequently overflowing. Management will revisit the current trash setup and consider increasing the bins' size or adding additional pickup days to better accommodate residents' needs.

## ***6. Apartment Maintenance Issues***

For residents experiencing ongoing issues inside their units with no resolution:

Recommendation: Contact the Department of Buildings to request an inspection. If problems persist, file a complaint with the Office of the Attorney General.

## ***7. Pool Access***

Many residents have expressed a strong interest in having the pool reopened. However, management explained that financial constraints have delayed necessary repairs, as the cost of restoring the pool is significant. Currently, the property is prioritizing improvements within residential units.

If you have additional questions or suggestions, please contact Commissioner Keyes via email or phone.

Sincerely,

Commissioner Keyes

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