



Filing Receipt

Filed Date - 2025-06-05 08:23:51 AM

Control Number - 58202

Item Number - 1

Arielle Frazier
15155 Richmond Ave 1411
Houston TX 77082

Thomas J. Gleason
Chairman



Greg Abbott
Governor

Lori Cobus
Commissioner
Jimmy Glatfelter
Commissioner
Kathleen Jackson
Commissioner
Courtney Hjaltnan
Commissioner

Connie Corona
Executive Director

Public Utility Commission of Texas

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1/3/2025

Arielle Frazier
15155 Richmond Ave 1411
Houston TX 77082

RE: Complaint #CP2024120380

Dear Arielle Frazier:

On 12/12/2024, the Consumer Protection Division forwarded your complaint to Park West Apartments regarding the billing for submetered water and sewer services. According to the Commission's Informal Complaint Procedures, Park West Apartments is required to investigate and advise the Commission in writing of the results of its investigation of the complaint within 15 days of the date forwarded by the Commission. Review of our records shows that Park West Apartments response was not filed within the time provided for by the Rules.

We recommend that Park West Apartments take the following corrective actions:

- Resolve the issues described in your complaint according to applicable Commission Rules.
- Respond immediately to the complaint; and
- Provide CPD documentation of the actions taken to resolve the complaint.

We will provide you an additional notice once Park West Apartments provides a response. However, due to the company's failure to respond, you can proceed to file a formal complaint at the Commission to resolve your concerns. Information on how to file a formal complaint is included in the enclosed brochure. You can also submit the formal complaint through the Commission's Interchange Filer found on our website at the following:

<https://www.puc.texas.gov/industry/filings/default.aspx>.

Instructions on how to use the filer are available on the website, but you can also contact the Commission's Help Desk at helpdesk@puc.texas.gov or call 512-936-7100 if you need assistance with the filer.

If you have questions, please contact our Consumer Protection Hotline at (888) 782-8477 or visit us online at www.puc.texas.gov.

Sincerely,

Kenneth Wilson
Consumer Protection Division
Public Utility Commission of

cc: Park West Apartments

Resident Ledger

BRIDGE PROPERTY MANAGEMENT

Date: 10/16/2024

Code	10738251	Property	4050	Lease From	11/04/2023
Name	Arielle Frazier	Unit	1411	Lease To	01/03/2025
Address	15155 Richmond Ave #1411	Status	Notice	Move In	11/04/2023
		Rent	1283.00	Move Out	01/03/2025
City	Houston, TX 7082	Phone (H)		Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
11/02/2023	app	Application Fee (Arielle Frazier)	65.00		65.00	27355366
11/02/2023	ccfee	Convenience Fee for Receipt Ctrl #10941435	1.46		66.46	27355367
11/02/2023	chk#	212625711 Credit Card On-Line Payment : Web - Online Leasing		66.46	0.00	10941435
11/03/2023	admin	Admin Fee	175.00		175.00	27359283
11/03/2023	ccfee	Convenience Fee for Receipt Ctrl #10951677	3.94		178.94	27359285
11/03/2023	chk#	212990161 Credit Card On-Line Payment : Web - Online Leasing		178.94	0.00	10951677
11/04/2023	rent	Rent for 27 days	1,154.70		1,154.70	27373608
11/04/2023	insure	RLL for 27 days	10.80		1,165.50	27373609
11/04/2023	pest	Pest Control for 27 days	4.50		1,170.00	27373610
11/04/2023	stressfr	Stress Free Move	175.00		1,345.00	27373611
11/04/2023	parcel	Parcel Service (11/2023) 27 days	7.20		1,352.20	27373612
11/04/2023	leaseful	Lease Fulfillment (11/2023) 27 days	7.43		1,359.63	27373613
11/04/2023	chk#	14572188 Rent, Order ID 314129447		360.00	999.63	10967148
11/04/2023	chk#	14572177 Rent, Order ID 842121912		1,000.00	(0.37)	10967149
12/01/2023	bcp	RentPlus for 12/01/23-12/31/23	5.95		5.58	27539187
12/01/2023	rent	Rent (12/2023)	1,283.00		1,288.58	27707585
12/01/2023	insure	Bridge Risk Liability (12/2023)	12.00		1,300.58	27707588
12/01/2023	pest	Pest Control (12/2023)	5.00		1,305.58	27707589
12/01/2023	parcel	Parcel Service (12/2023)	8.00		1,313.58	27707590
12/01/2023	leaseful	Lease Fulfillment (12/2023)	8.25		1,321.83	27707591
12/03/2023	chk#	14887048 Rent, Order ID 615484536 NSFed by ctrl# 11172937 Rent, Order ID 615484536		1,321.83	0.00	11132854
12/06/2023	chk#	14971794 Rent, Order ID 367524899		1,000.00	(1,000.00)	11159987
12/06/2023	chk#	14971800 Rent, Order ID 29327724		400.00	(1,400.00)	11159998
12/08/2023	nsf	Returned check charge	75.00		(1,325.00)	28062589
12/08/2023	chk#	14887048 NSF receipt Ctrl# 11132854 Rent, Order ID 615484536		(1,321.83)	(3.17)	11172937
01/01/2024	bcp	RentPlus for 01/01/24-01/31/24	5.95		2.78	28186727
01/01/2024	rent	Rent (01/2024)	1,283.00		1,285.78	28379253
01/01/2024	insure	Bridge Risk Liability (01/2024)	12.00		1,297.78	28379254
01/01/2024	pest	Pest Control (01/2024)	5.00		1,302.78	28379255
01/01/2024	parcel	Parcel Service (01/2024)	8.00		1,310.78	28379256
01/01/2024	leaseful	Lease Fulfillment (01/2024)	8.25		1,319.03	28379257
01/01/2024	electric	Electricity Income - 11/04/23-11/07/23	61.05		1,380.08	28564842
01/01/2024	sewer	Sewer Income - 11/04/23-12/01/23	38.74		1,418.82	28564844
01/01/2024	trash	Trash Income - 11/04/23-12/01/23	12.03		1,430.85	28564846
01/01/2024	trashval	Trash Valet - 11/04/23-12/01/23	22.58		1,453.43	28564848
01/01/2024	water	Water Income - 11/04/23-12/01/23	26.53		1,479.96	28564850
01/03/2024	chk#	15291089 Rent, Order ID 493035579		1,283.00	196.96	11329413
01/04/2024	late	Late Fee, 10% of \$1283.00	128.30		325.26	28694800
01/29/2024	chk#	15466078 Rent, Order ID 977434685		1,764.07	(1,438.81)	11456099
02/01/2024	bcp	RentPlus for 02/01/24-02/29/24	5.95		(1,432.86)	28848910
02/01/2024	rent	Rent (02/2024)	1,283.00		(149.86)	29049822
02/01/2024	insure	Bridge Risk Liability (02/2024)	12.00		(137.86)	29049823
02/01/2024	pest	Pest Control (02/2024)	5.00		(132.86)	29049825
02/01/2024	parcel	Parcel Service (02/2024)	8.00		(124.86)	29049826
02/01/2024	leaseful	Lease Fulfillment (02/2024)	8.25		(116.61)	29049827

02/01/2024	sewer	Sewer Income - 12/01/23-01/01/24	46.52		(70.09)	29203270
02/01/2024	trash	Trash Income - 12/01/23-01/01/24	13.00		(57.09)	29203275
02/01/2024	trashval	Trash Valet - 12/01/23-01/01/24	25.00		(32.09)	29203279
02/01/2024	water	Water Income - 12/01/23-01/01/24	32.09		0.00	29203283
03/01/2024	bcp	RentPlus for 03/01/24-03/31/24	5.95		5.95	29492045
03/01/2024	rent	Rent (03/2024)	1,283.00		1,288.95	29687680
03/01/2024	insure	Bridge Risk Liability (03/2024)	12.00		1,300.95	29687681
03/01/2024	pest	Pest Control (03/2024)	5.00		1,305.95	29687682
03/01/2024	parcel	Parcel Service (03/2024)	8.00		1,313.95	29687683
03/01/2024	leaseful	Lease Fulfillment (03/2024)	8.25		1,322.20	29687685
03/01/2024	sewer	Sewer Income - 01/01/24-02/01/24	59.59		1,381.79	29859308
03/01/2024	trash	Trash Income - 01/01/24-02/01/24	13.00		1,394.79	29859311
03/01/2024	trashval	Trash Valet - 01/01/24-02/01/24	25.00		1,419.79	29859313
03/01/2024	water	Water Income - 01/01/24-02/01/24	41.94		1,461.73	29859316
03/03/2024		chk# 16044324 Rent, Order ID 695169550		1,461.73	0.00	11669833
03/18/2024	misc	Extra mailbox key	5.00		5.00	30083469
03/18/2024		chk# 16202042 Rent, Order ID 636597654		5.00	0.00	11734422
04/01/2024	bcp	RentPlus for 04/01/24-04/30/24	5.95		5.95	30167437
04/01/2024	rent	Rent (04/2024)	1,283.00		1,288.95	30371940
04/01/2024	insure	Bridge Risk Liability (04/2024)	12.00		1,300.95	30371941
04/01/2024	pest	Pest Control (04/2024)	5.00		1,305.95	30371943
04/01/2024	parcel	Parcel Service (04/2024)	8.00		1,313.95	30371944
04/01/2024	leaseful	Lease Fulfillment (04/2024)	8.25		1,322.20	30371945
04/01/2024	sewer	Sewer Income - 02/01/24-03/01/24	82.27		1,404.47	30538176
04/01/2024	trash	Trash Income - 02/01/24-03/01/24	13.00		1,417.47	30538178
04/01/2024	trashval	Trash Valet - 02/01/24-03/01/24	25.00		1,442.47	30538180
04/01/2024	water	Water Income - 02/01/24-03/01/24	59.02		1,501.49	30538182
04/04/2024	late	Late Fee, 10% of \$1283.00	128.30		1,629.79	30703836
04/04/2024	legal	Delivered 3DNTV 04/2024	50.00		1,679.79	30709462
04/05/2024		chk# 16518206 Rent, Order ID 678911171		1,450.00	229.79	11899206
05/01/2024	bcp	RentPlus for 05/01/24-05/31/24	5.95		235.74	30857975
05/01/2024	rent	Rent (05/2024)	1,283.00		1,518.74	31063010
05/01/2024	insure	Bridge Risk Liability (05/2024)	12.00		1,530.74	31063011
05/01/2024	pest	Pest Control (05/2024)	5.00		1,535.74	31063012
05/01/2024	parcel	Parcel Service (05/2024)	8.00		1,543.74	31063013
05/01/2024	leaseful	Lease Fulfillment (05/2024)	8.25		1,551.99	31063014
05/01/2024	sewer	Sewer Income - 03/01/24-04/01/24	137.96		1,689.95	31226719
05/01/2024	trash	Trash Income - 03/01/24-04/01/24	13.00		1,702.95	31226720
05/01/2024	trashval	Trash Valet - 03/01/24-04/01/24	25.00		1,727.95	31226721
05/01/2024	water	Water Income - 03/01/24-04/01/24	101.21		1,829.16	31226722
05/04/2024	late	Late Fee, 10% of \$1283.00	128.30		1,957.46	31403354
05/04/2024		chk# 16877362 Rent, Order ID 718964921		1,770.00	187.46	12074841
05/09/2024	petfee	Lease violation for unauthorized pet	100.00		287.46	31441134
05/09/2024	petfee	Resident has unauthorized pet	300.00		587.46	31453140
06/01/2024	bcp	RentPlus for 06/01/24-06/30/24	5.95		593.41	31545735
06/01/2024	rent	Rent (06/2024)	1,283.00		1,876.41	31749134
06/01/2024	insure	Bridge Risk Liability (06/2024)	12.00		1,888.41	31749135
06/01/2024	pest	Pest Control (06/2024)	5.00		1,893.41	31749136
06/01/2024	parcel	Parcel Service (06/2024)	8.00		1,901.41	31749137
06/01/2024	leaseful	Lease Fulfillment (06/2024)	8.25		1,909.66	31749138
06/01/2024	sewer	Sewer Income - 04/01/24-05/01/24	179.93		2,089.59	31936957
06/01/2024	trash	Trash Income - 04/01/24-05/01/24	13.00		2,102.59	31936959
06/01/2024	trashval	Trash Valet - 04/01/24-05/01/24	25.00		2,127.59	31936961
06/01/2024	water	Water Income - 04/01/24-05/01/24	132.94		2,260.53	31936962
06/01/2024		chk# 17097174 Rent, Order ID 47457349		1,600.00	660.53	12228343
06/04/2024	late	Late Fee, 10% of \$1283.00	128.30		788.83	32111062
06/10/2024		chk# 17362083 Rent, Order ID 433643148		788.83	0.00	12296812
06/28/2024		chk# 17444906 Rent, Order ID 729844386		250.00	(250.00)	12393483
07/01/2024	bcp	RentPlus for 07/01/24-07/31/24	5.95		(244.05)	32285322
07/01/2024	rent	Rent (07/2024)	1,283.00		1,038.95	32457369
07/01/2024	insure	Bridge Risk Liability (07/2024)	12.00		1,050.95	32457370
07/01/2024	pest	Pest Control (07/2024)	5.00		1,055.95	32457371

07/01/2024	parcel	Parcel Service (07/2024)	8.00		1,063.95	32457372
07/01/2024	leaseful	Lease Fulfillment (07/2024)	8.25		1,072.20	32457373
07/01/2024	sewer	Sewer Income - 05/01/24-06/01/24	124.62		1,196.82	32658324
07/01/2024	trash	Trash Income - 05/01/24-06/01/24	13.00		1,209.82	32658325
07/01/2024	trashval	Trash Valet - 05/01/24-06/01/24	25.00		1,234.82	32658326
07/01/2024	water	Water Income - 05/01/24-06/01/24	91.15		1,325.97	32658327
07/01/2024	water	Water Credit for 05/01/24-06/01/24	(64.05)		1,261.92	34974164
07/01/2024	sewer	Sewer Credit for 05/01/24-06/01/24	(94.73)		1,167.19	34974166
07/01/2024		chk# 17490182 Rent, Order ID 66112450		1,325.97	(158.78)	12421186
08/01/2024	bcp	RentPlus for 08/01/24-08/31/24	5.95		(152.83)	32987910
08/01/2024	rent	Rent (08/2024)	1,283.00		1,130.17	33184597
08/01/2024	insure	Bridge Risk Liability (08/2024)	12.00		1,142.17	33184599
08/01/2024	pest	Pest Control (08/2024)	5.00		1,147.17	33184600
08/01/2024	parcel	Parcel Service (08/2024)	8.00		1,155.17	33184601
08/01/2024	leaseful	Lease Fulfillment (08/2024)	8.25		1,163.42	33184602
08/01/2024	sewer	Sewer Income - 06/01/24-07/01/24	218.26		1,381.68	33352093
08/01/2024	trash	Trash Income - 06/01/24-07/01/24	13.00		1,394.68	33352098
08/01/2024	trashval	Trash Valet - 06/01/24-07/01/24	25.00		1,419.68	33352099
08/01/2024	water	Water Income - 06/01/24-07/01/24	156.81		1,576.49	33352101
08/03/2024		chk# 18039735 Rent, Order ID 324896626		1,735.27	(158.78)	12665816
09/01/2024	bcp	RentPlus for 09/01/24-09/30/24	5.95		(152.83)	33685541
09/01/2024	rent	Rent (09/2024)	1,283.00		1,130.17	33861671
09/01/2024	insure	Bridge Risk Liability (09/2024)	12.00		1,142.17	33861673
09/01/2024	pest	Pest Control (09/2024)	5.00		1,147.17	33861674
09/01/2024	parcel	Parcel Service (09/2024)	8.00		1,155.17	33861675
09/01/2024	leaseful	Lease Fulfillment (09/2024)	8.25		1,163.42	33861676
09/01/2024	sewer	Sewer Income - 07/01/24-08/01/24	408.82		1,572.24	34061854
09/01/2024	sewer	Sewer Income - 07/01/24-07/31/24	3.88		1,576.12	34061858
09/01/2024	trash	Trash Income - 07/01/24-07/31/24	13.00		1,589.12	34061862
09/01/2024	trashval	Trash Valet - 07/01/24-07/31/24	25.00		1,614.12	34061866
09/01/2024	water	Water Income - 07/01/24-08/01/24	299.07		1,913.19	34061870
09/01/2024	water	Water Credit for 07/01/24-08/01/24	(203.29)		1,709.90	34974204
09/01/2024	sewer	Sewer Credit for 07/01/24-08/01/24	(289.00)		1,420.90	34974210
09/03/2024		chk# 18393182 Rent, Order ID 302707195		1,500.00	(79.10)	12856123
10/01/2024	bcp	RentPlus for 10/01/24-10/31/24	5.95		(73.15)	34402080
10/01/2024	rent	Rent (10/2024)	1,283.00		1,209.85	34580345
10/01/2024	insure	Bridge Risk Liability (10/2024)	12.00		1,221.85	34580346
10/01/2024	pest	Pest Control (10/2024)	5.00		1,226.85	34580347
10/01/2024	parcel	Parcel Service (10/2024)	8.00		1,234.85	34580348
10/01/2024	leaseful	Lease Fulfillment (10/2024)	8.25		1,243.10	34580349
10/01/2024	sewer	Sewer Income - 08/01/24-09/01/24	1,541.42		2,784.52	34764611
10/01/2024	trash	Trash Income - 08/01/24-09/01/24	13.00		2,797.52	34764614
10/01/2024	trashval	Trash Valet - 08/01/24-09/01/24	25.00		2,822.52	34764618
10/01/2024	water	Water Income - 08/01/24-09/01/24	1,124.94		3,947.46	34764619
10/01/2024	water	Water Credit for 08/01/24-09/01/24	(1,018.42)		2,929.04	34974215
10/01/2024	sewer	Sewer Credit for 08/01/24-09/01/24	(1,400.11)		1,528.93	34974216
10/04/2024	late	Late Fee, 10% of \$1283.00	128.30		1,657.23	34940162
10/04/2024		chk# 18884564 Rent, Order ID 535017246		1,255.00	402.23	13091862
10/16/2024	late	One time courtesy removal	(128.30)		273.93	35004866