
Fwd: Wayne County H.A. Public Housing Maintenance Complaint

To: [REDACTED]

Thu, Oct 29, 2026 at 12:24 PM

----- Forwarded message -----

From: **Miller, Yolanda S** <Yolanda.S.Miller@hud.gov>

Date: Thu, Oct 29, 2026 at 12:23 PM

Subject: Wayne County H.A. Public Housing Maintenance Complaint

To: [REDACTED]

Hello Ms. [REDACTED]

Our office received your complaint and I wanted to follow-up. Our office does not directly oversee the Executive Director. She was hired and is supervised by the Board of Commissioners. Please raise your concerns with the board for resolution as you have the right to attend the Board meetings.

Referral Details:

[REDACTED]
Subject: Wayne County Housing Authority/Maintenance Issues

Primary Category: Public and Indian Housing

Sub Category: Public Housing Maintenance

Description: First/Last Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]

Zipcode: 62837 Preferred Contact: Email Problem Statement: Complaint: Wayne County Housing Authority: Kim Musgrave (Manager) I didn't have hot water on Monday. It isn't an emergency. Due the office being closed I called Kim Musgrave. She said I'd need to call the office in the morning and report a maintenance request. I called today. They didn't answer. I went to bed as I work night shifts and it's my sleeping schedule. Kim sent maintenance workers to my home without a formal and properly placed request. Nor was I notified in ample time of their arrival eta or date. Per my lease, 2 days notice. They may enter when I let them in. If I am not home, they are not to enter unless it's an emergency. Not having hot water is not an emergency and doesn't constitute the unlawful entry of my come. They knocked. Unlocked my door. And spent 20 minutes in my home with me sleeping and unaware. They were under the impression I wasn't home. They came back hours later at 1:30pm. Placed a note on my door. And knocked again. I let them in and apologized and explained they woke me up and I haven't gotten in contact with housing to make a proper request. They fixed my water heater in 3 minutes by pressing a button. When they left I noticed the letter. Kim was saying I needed to clean my house before they'd fix my water heater. I told her how uncomfortable I was that they

entered my home today while I was sleeping and unaware. And they believed I wasn't home. She made comments about my ability to work should mean my home is spotless. I've been wearing a boot on my right foot for over a month. And a cast on my hand for about 3 weeks now. I have restrictions not to use this hand, which is my dominant. There's nothing wrong with my house aside laundry and dishes, which I had no hot water for. And dishes are extra careful due to the cast. Kim Musgrave at Wayne County Housing Authority is unprofessional, rude, discriminatory, and should be held accountable for the unlawful entry into my home that breaks the conditions on my lease and the statements made on that notice about restricting my ability and right to have hot water. Not long after that. I found a red pill in my house, on my kitchen counter, that doesn't belong to me. That is a violation in its own for a maintenance worker to bring any medication into my home, especially unmarked medication. It is a safety hazard for me and my child, a liability, violation of policies, and a legal issue. It was a double shaded red pill. No markings. In a plastic non prescription single pill container. I explained everything to the police. They took the pill. I have recordings, pictures, etc. for what has occurred today. Everything is being documented. Ms. [REDACTED] is not a voucher holder. Ms. [REDACTED] address is [REDACTED]
[REDACTED]
Office.

Customer Information:

[REDACTED]
[REDACTED]
[REDACTED]

Sincerely,

YOLANDA MILLER

Office of Public and Indian Housing

U.S. Department of Housing and Urban Development



Message sent via [Microsoft Power Automate](#), enabling you to create automated workflows between your favorite apps and services.

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