



“Connecting directly with my constituents helps ensure I’m advocating for the issues that matter most to our families. I’ll always take time to listen to local residents and work tirelessly to find solutions to community issues.”

*Assemblymember*  
**Jen  
Lunsford**

317 Main St., Suite 2032  
East Rochester, NY 14445

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*Look inside*  
to learn more about  
resources available to

**PINES**  
OF PERINTON  
residents

**ASSEMBLYMEMBER  
Jen Lunsford:**

*Supporting*

**PINES  
OF PERINTON**

*Residents*



# Dear Neighbor,

To begin, thank you to everyone who came out to participate in last month's listening session. I wanted to take a moment to update you on some of the steps our office has taken since that call to assist with the issues we heard about that night, as well as the issues we have heard about since taking office at the beginning of 2021.

A few days after the listening session, I met with Winn Management, which included representatives from the local property management team that oversees Pines of Perinton, as well as executives from their headquarters in Boston. We discussed the recurrent issues we had been hearing about, including problems with pests, mold, leaks and security as well as the problems tenants expressed regarding certain members of Winn's Management team. We made it very clear that our office was following these issues closely and would not tolerate bullying or harassment of tenants. We asked that tenants be given a direct line to maintenance so they would not need to go through certain Winn Management staff to access service. As a result of that meeting, Winn tells us they have hired pest control services and delivered letters to each tenant, in multiple languages, to help them access an app to contact maintenance. I informed Winn that an app is not a sufficient method for each tenant as not everyone has internet access or the technical literacy to use an app. Our conversations with Winn are ongoing and we will continue to push for the necessary changes. If you are having additional problems with Winn, or if the information they are providing to us

does not match your experience, please contact our office to let us know.

We have set up three events exclusively for Pines of Perinton residents. On April 9, we hosted a **mobile DMV clinic** with Monroe County Clerk Jamie Romeo to help all residents easily update any lost IDs (from the recent fire or any other reason) or any other needed motor vehicle documentation. Second, we have partnered with LawNY to set up a **"Know your Rights" forum** specifically tailored to Pines residents. Following that event, JustCause – a legal services nonprofit – will be offering a **free clinic to provide one-on-one legal advice** and go over your specific case and concerns. All of these events are free for Pines of Perinton residents. Our office has also been in contact with Attorney General Tish James' office to discuss the issue some tenants have had with the ledgers and confusion around money owed. We are still exploring options with that office.

We appreciate hearing from you and hope you will find these resources helpful. Please continue to contact us about ongoing issues so we can continue to advocate for you. Thank you for your time.

Warm wishes,



**Assemblymember Jen Lunsford**  
Assembly District 135

## "Know Your Rights" Information Session with LawNY

Saturday, April 23 • 11:30 a.m. – 1:30 p.m.  
Fairport Public Library Community Room  
1 Fairport Village Landing, Fairport

## Legal Clinic with JustCause

Saturday, May 21 • 9:30 a.m. – 12 p.m.  
Fairport Public Library Study Rooms  
1 Fairport Village Landing, Fairport

*By appointment only. Starting on April 25, please contact 585-295-5709 to make a free appointment with a lawyer. Please reach out by May 13 to secure a spot.*

**For more information, please visit:**  
[www.nyassembly.gov/lunsford](http://www.nyassembly.gov/lunsford)

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**Questions or comments?  
My door is always open!**

Assemblymember Jen Lunsford  
317 Main St., Suite 2032  
East Rochester, NY 14445  
585-223-9130 | [LunsfordJ@nyassembly.gov](mailto:LunsfordJ@nyassembly.gov)