

Wilmington Housing Authority

Solomon Towers

External Inquiries & Agency Responses

Reporting Period: May 26, 2026 – June 25, 2026

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Summary

During the reporting period, the Wilmington Housing Authority received inquiries from media, City Council, HUD, and residents regarding operations at Solomon Towers. The inquiries primarily concerned property management staffing, maintenance, pest control, resident communications, water service interruptions, and the status of the RAD redevelopment project. WHA provided formal written responses supported by maintenance records, operational documentation, and redevelopment updates.

Inquiry Log

Date	Requestor	Subject	Response
May 26, 2026	WHQR	Questions about Solomon Towers	May 29, 2026
June 22, 2026	City Council	Resident concerns / building conditions	June 22, 2026
June 23–24, 2026	City Council	RAD follow-up questions	June 23 & June 24
June 23, 2026	HUD	Resident complaint follow-up	June 25, 2026

Section 1 – WHQR Public Media Inquiry

Email from WHQR Ben Schachtman:

*"Subject: Questions about Solomon Towers
Received: Tuesday, May 26, 2026 3:28 PM
From: Ben Schachtman <bschachtman@whqr.org>*

Good afternoon,

I hope this finds you well.

I'm been speaking with some residents at Solomon Towers who have shared concerns with me.

Their main complaint is that there seems to have been a disruption in building management. Residents told me they've been without on-site management for two months.

I've also heard concerns about the lack of security. Residents told me Martin Edwards and Associates had been provided security, but are no longer doing so.

The other main concern has been about pest control. Residents said both Terminix and Bug-N-A-Rug stopped coming around, allegedly due to nonpayment.

I know residents sometimes have only part of the story, but I've been hearing these concerns pretty consistently since March. Can WHA address any of these points?

Thank you,

Ben.

WHA's response:

**"From: Elena Camacho <ecamacho@wha.net>
Sent: Friday, May 29, 2026 12:44 PM
To: Ben Schachtman <bschachtman@whqr.org>
Cc: Tyrone Garrett <tgarrett@wha.net>
Subject: Re: Questions about Solomon Towers**

Ben,

In response to questions regarding operations at Solomon Towers, WHA provides the following information for clarification and context.

Regarding property management staffing, Solomon Towers has been operating without a permanent full time property manager while WHA conducts an ongoing search to identify a qualified candidate. During this period, property management staff and other WHA personnel have continued to regularly rotate through the site to address resident needs, oversee operations, and ensure continuity of services until the appropriate candidate is hired.

Management of a public housing and LIHTC property requires specialized knowledge of HUD regulations, LIHTC compliance requirements, resident services, reporting obligations, occupancy standards, and overall operational oversight. WHA believes it is in the best interest of both residents and the agency to ensure the position is filled by an individual with the appropriate qualifications and experience rather than making a rushed staffing decision. Operational responsibilities and resident needs have continued to be addressed by existing WHA personnel and administrative support staff throughout this process.

With respect to security concerns, WHA currently utilizes controlled access and door monitoring measures at Solomon Towers as part of its overall property management and resident safety efforts. WHA continuously evaluates operational needs and available resources in an effort to maintain a safe living environment for residents. Private security services involve substantial costs and associated liability considerations and are not funded by HUD as a dedicated operating line item. WHA has implemented and maintained various monitoring and oversight measures since 2022 and continues to assess operational effectiveness and staffing needs associated with those efforts.

Additionally, WHA has continued community cleanup, maintenance, and property improvement initiatives intended to enhance the overall condition, appearance, and livability of the property. These efforts are part of the agency's broader commitment to maintaining safe, sanitary, and well managed housing environments for residents.

WHA also recognizes that certain long term maintenance and infrastructure concerns at Solomon Towers will ultimately be addressed through the property's planned RAD rehabilitation. The RAD conversion will allow for significant capital investment in the property, including modernization of building systems, infrastructure improvements, and other upgrades designed to preserve the long term viability of the housing asset. In the interim, WHA continues to make every reasonable effort to maintain the building, respond to work orders, address health and safety concerns, and provide residents with a clean, safe,

and habitable living environment while the agency advances the RAD conversion process and secures the resources necessary to complete these improvements.

With respect to pest control, WHA can confirm that professional pest control services have continued at Solomon Towers throughout 2026. Service records reflect a total of fourteen pest control service visits between January and the end of May 2026. These visits included five full building preventative treatments, eight individual unit treatments in response to reported concerns, and one scheduled treatment that could not be completed because the unit was not prepared for service. More specifically, records indicate that the unit referenced in these concerns received a targeted pest control inspection on January 6, 2026, in addition to being included in the routine monthly building wide pest control services conducted throughout the year. As a result, that unit has been serviced or included in six separate pest control treatment visits during 2026 to date. Pest management in a multifamily residential environment is an ongoing process that requires regular monitoring, preventative measures, resident cooperation, and professional treatment services. WHA maintains an active pest management program at Solomon Towers and continues to work with licensed pest control professionals to address reported concerns and provide both preventative and responsive treatment services as needed.

Documented service history demonstrates that pest control services have remained active and ongoing at the property throughout 2026. WHA will continue to monitor conditions, respond to resident reports, and coordinate treatment efforts as necessary to maintain a safe, sanitary, and habitable living environment for residents.

WHA understands that residents and members of the public may not always have full visibility into operational, contractual, or administrative matters. However, concerns brought to the agency's attention are reviewed and evaluated accordingly. WHA remains committed to addressing operational challenges responsibly, maintaining quality housing for residents, and ensuring compliance with all applicable public housing, LIHTC, and regulatory requirements.

Let me know if you have any other questions,



ELENA CAMACHO
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Section 2 – City of Wilmington / City Council

Councilmember Chakema Clinton-Quintana's email:

"Please see the email below from a concerned resident regarding conditions at Solomon Towers. I understand that Solomon Towers is included among the properties identified for future renovation. In the meantime, I wanted to inquire whether there are any immediate measures that can be taken to address the issues outlined by the resident.

I would appreciate any information you can provide regarding current plans, available resources, or interim solutions that may help improve conditions for residents while longer-term renovations are being considered.

Thank you for your time and assistance. I look forward to your response.

Best regards,
Chakema Clinton-Quintana, MBA
Councilmember
929 North Front Street
Wilmington, NC 28401
Ph: 910-473-4060

From: Leah Tate <leahate55@gmail.com>

Sent: Monday, June 22, 2026 1:31 PM

To: Bill Saffo <Bill.Saffo@wilmingtonnc.gov>; Kevin Spears <Kevin.Spears@wilmingtonnc.gov>; Salette Andrews <Salette.Andrews@wilmingtonnc.gov>; David Joyner <David.Joyner@wilmingtonnc.gov>; neil.anderson@wilmingtonnc.gov <neil.anderson@wilmingtonnc.gov>; clifford.barnett@wilmingtonnc.gov <clifford.barnett@wilmingtonnc.gov>; luke.waddell@wilmingtonnc.gov <luke.waddell@wilmingtonnc.gov>; charlie.rivenbark@wilmingtonnc.gov <charlie.rivenbark@wilmingtonnc.gov>; Chakema Clinton-Quintana <Chakema.Clinton-Quintana@wilmingtonnc.gov>; JC Lyle <JC.Lyle@wilmingtonnc.gov>; Cassidy Santaguida <Cassidy.Santaguida@wilmingtonnc.gov>

Subject: Urgent: Solomon Towers (15 Castle St) unsafe conditions, lack of management, and failed RAD promises

Dear Mayor Saffo and Members of Wilmington City Council,

I am a resident of Solomon Towers at 15 Castle St, a HUD-subsidized senior/disabled high-rise in Wilmington. I am writing

again because the building is literally falling down around us, and we have effectively been abandoned by Wilmington Housing Authority (WHA).

For more than three months, Solomon Towers has had no on-site property management. During this time, chronic health and safety problems have continued or worsened, including leaks, sewage and plumbing issues, pests, mold, and filthy common areas. Residents have gone weeks and months without clear answers or consistent communication about basic building maintenance, emergency response, or long-term repairs.

For nearly four years now, WHA has repeatedly told residents that Solomon Towers is going through a RAD conversion that will bring investment and rehabilitation. As of this coming September, it will be four years of promises with still no investors and no clear, transparent plan for when or how these renovations will actually happen. In the meantime, the building continues to deteriorate, and vulnerable residents are left to live in unsafe and degrading conditions.

I have raised these concerns before with city officials and with WHA. I am raising them again because conditions have not improved in any meaningful, sustained way. We continue to experience:

- Ongoing leaks, water damage, and plumbing failures
- Pests and possible mold that threaten residents' health
- Dirty and poorly maintained common areas
- No on-site management presence for over three months
- Confusing or misleading statements about the status of the RAD conversion and building repairs.

This is not just an inconvenience; it is a public health and safety issue affecting seniors and disabled residents who have limited options to move, limited income, and rely on this housing to be safe and habitable.

I am asking City Council and the Mayor to:

1. Formally investigate conditions at Solomon Towers and WHA's management of the property.
2. Require clear, written communication to residents about the true status of the RAD conversion, including whether financing and investors actually exist and realistic timelines for any work.
3. Ensure that an on-site property manager and adequate maintenance staff are restored and held accountable for responding to health and safety complaints.
4. Coordinate with HUD and other oversight bodies to protect residents from further neglect and to prevent any retaliation against tenants who speak up.

United, we are trying to stand up for ourselves. Right now, it feels like the building is being allowed to fail around us. We need your help, attention, and decisive action before conditions become even more dangerous.

Thank you for your time and for taking this situation seriously. I am willing to speak further, provide documentation, and connect you with other residents who are experiencing the same issues.

Sincerely,

Leah Tate
Solomon Towers resident
15 Castle St, #809, Wilmington, NC. 28401"

CEO Tyrone Garrett's response:

From: Tyrone Garrett <tgarrett@wha.net>

Sent: Monday, June 22, 2026 8:40 PM

To: Chakema Clinton-Quintana <Chakema.Clinton-Quintana@wilmingtonnc.gov>

Cc: COUNCIL <council@wilmingtonnc.gov>

Subject: Re: Urgent: Solomon Towers (15 Castle St) unsafe conditions, lack of management, and failed RAD promises

Council Member Clinton-Quintana and Members of Council,

Today's water shutdown at Solomon Towers was necessary to address several critical maintenance issues, including clearing multiple grease blockages in the building's drain stacks, repairing a main drain line, and conducting a video inspection of the piping system as part of our planned rehabilitation efforts. Completing all three activities during a single shutdown minimized the need for multiple service interruptions.

The water service was temporarily interrupted for approximately four hours. Prior to the shutdown, a building-wide announcement was made over the PA system to notify residents of the interruption. While staff believed additional advance notices had been distributed, it was later determined that the written notices were not posted as intended. We recognize the importance of providing residents with adequate advance notice whenever possible and are reviewing our internal communication procedures to ensure both written and verbal notifications are consistently provided for future planned service interruptions.

Regarding property management staffing, Solomon Towers has been operating without a permanent full-time Property Manager while WHA conducts an ongoing search for a qualified candidate. During this period, property management staff and other WHA personnel have continued to regularly rotate through the site to address resident needs, oversee operations, and ensure continuity of services. Management of a public housing and LIHTC property requires specialized knowledge of HUD regulations, LIHTC compliance requirements, occupancy standards, resident services, and operational oversight.

WHA believes it is in the best interest of both residents and the agency to fill this position with an individual possessing the appropriate qualifications and experience rather than making a rushed staffing decision. Resident needs and operational responsibilities continue to be addressed by existing WHA staff and administrative support personnel.

Staff also addressed water on the floor associated with today's maintenance work as it occurred, and a separate issue involving condensation near the rent collection area has been identified and is scheduled for repair.

WHA also recognizes that certain long-term maintenance and infrastructure concerns at Solomon Towers will ultimately be addressed through the property's planned Rental Assistance Demonstration (RAD) rehabilitation. The RAD conversion will allow for significant capital investment in the property, including modernization of building systems, infrastructure improvements, and other upgrades designed to preserve the long-term viability of the housing asset. In the interim, WHA continues to make every reasonable effort to maintain the building, respond to work orders, address health and safety concerns, and provide residents with a clean, safe, and habitable living environment while advancing the RAD conversion process and securing the resources necessary to complete these improvements.

We appreciate your concern and advocacy for our residents and remain committed to addressing both immediate operational needs and long-term improvements at Solomon Towers.

Please let me know if you have any additional questions, concerns or observations.

TyG

Best regards,

Tyrone Garrett JD
CEO
City of Wilmington Housing Authority (NC)"

Councilmember JC Lyle's follow-up questions:

Tyrone,

Thank you for the explanation. When do you find out if Solomon Towers is approved for RAD? Is NCHFA still administering it? I can't find it on their website.

Tyrone Garrett's reply:

RAD is a Federal program not State. We have our RAD CHAP already through HUD and are moving through the financial process towards a closing.

Best regards,

*Tyrone Garrett JD
CEO
City of Wilmington Housing Authority (NC)*

Elena Camacho's response:

Councilwoman Lyle and Members of Council,

Thank you for your questions. I wanted to provide some additional clarification regarding the Solomon Towers rehabilitation project, as there are several separate financing and approval components involved.

The project requires three primary components:

1. RAD (Rental Assistance Demonstration) Conversion

RAD is a federal program administered by the U.S. Department of Housing and Urban Development (HUD), not the North Carolina Housing Finance Agency (NCHFA). Through RAD, the property converts its existing public housing subsidy to long-term Project-Based Vouchers (PBVs), which provide a more stable funding source to support ongoing operations and long-term preservation of the property.

Solomon Towers has already received its CHAP (Commitment to Enter into a Housing Assistance Payments Contract) from HUD, which is a key milestone in the RAD process. For your reference, we have attached a copy of the CHAP letter.

The project is also anticipated to receive its RAD Conversion Commitment (RCC) from HUD on July 1, 2026. The RCC is one of the final major approvals in the RAD process and signifies HUD's commitment to convert the property to long-term Project-Based Voucher assistance upon closing. Receipt of the RCC confirms that the project has satisfied HUD's underwriting and program requirements and allows the development team to proceed toward financial closing with greater certainty regarding the property's future rental assistance contract.

2. Low-Income Housing Tax Credits (LIHTC)

In addition to RAD, the project utilizes Low-Income Housing Tax Credits (LIHTC), which help to finance the rehabilitation and preservation of Solomon Towers. These tax credits provide funding for substantial capital improvements throughout the property, including modernization of residential units, building systems upgrades, accessibility improvements, and other investments necessary to preserve the property for the long term. These tax credits are allocated through NCHFA and are separate from the RAD program.

The project is currently progressing through NCHFA's review and underwriting process and is projected to receive NCHFA approval on August 7, 2026, subject to final agency review and approval.

3. Tax-Exempt Bond Financing

The project also utilizes tax-exempt bond financing, which provides access to lower-cost capital and is required to support the LIHTC structure. As part of the bond financing process, the Housing Authority completed the required public bond hearing on June 2, 2026. This hearing is a required step that allows the project to proceed toward issuing tax-exempt bonds while additional underwriting, approvals, and financing documents are completed.

WHA has previously supported affordable housing developments through its bond issuance authority, including projects such as Starway Village and Canopy Point. In the case of Solomon Towers, WHA is utilizing the same financing tools to support the rehabilitation of its own property.

The project is anticipated to seek approval from the North Carolina Local Government Commission (LGC) on August 10, 2026. LGC approval is required before the tax-exempt bonds can be issued and represents one of the final major financing approvals prior to closing.

The project team continues to advance through the financing, underwriting, and approval process. We have attached the current project timeline for reference, which reflects a projected financial closing date of September 26, 2026.

Please let us know if you have any additional questions regarding the rehabilitation project or financing structure. We would be happy to provide any further information that may be helpful.

Best regards,

Elena Camacho

Section 3 – HUD Inquiry

HUD's inquiry:

"On Jun 23, 2026, at 10:58, Gillespie, Megan P <Megan.P.Gillespie@hud.gov> wrote:

Good Morning Tyrone,

As you are aware, Ms. Tate has submitted numerous complaints concerning conditions at Solomon Towers, including allegations of recurring bed bug and cockroach infestations, unresolved maintenance deficiencies, and concerns regarding the handling of her prior reports.

I am writing regarding Ms. Tate's continued complaints and the additional information she has recently provided. Ms. Tate maintains that her concerns remain unresolved and asserts that her reports continue to go unaddressed despite her ongoing efforts to bring these matters to the attention of management and relevant agencies.

Most recently, Ms. Tate has submitted additional photographs that she alleges show bed bugs continuing to emerge within her unit. She contends that this evidence contradicts previous assertions that there is no active infestation and supports her longstanding position that the bed bug issue has not been fully resolved. Ms. Tate also continues to report cockroach activity and maintains that conditions within her unit remain unacceptable.

In addition to the alleged pest concerns, Ms. Tate continues to raise issues regarding her HVAC system and sliding doors, which she asserts have not been properly repaired despite prior acknowledgment of these conditions. She also continues to express concerns regarding the handling of correspondence she reports was marked as delivered but never received.

Given WHA's familiarity with Ms. Tate's history of complaints and the ongoing nature of these allegations, I am requesting an update regarding the current status of these matters, including any inspections, investigations, remediation efforts, or corrective actions that have been undertaken in response to her most recent reports and supporting documentation.

Please provide a written response to the Field Office no later than Thursday, addressing Ms. Tate's continued allegations, the current status of the matters raised, and any steps WHA has taken or intends to take to resolve the issues identified above.

Thank you for your attention to this matter.

Sincerely,

*Megan P. Gillespie MPA
Portfolio Management Specialist
U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Asheville Building
1500 Pinecroft Road, Suite 401
Greensboro, NC 27407-3838
PH: 336-851-8096"*

WHA's response:

"Dear Ms. Gillespie,

Thank you for your email regarding the concerns raised by Ms. Tate. Wilmington Housing Authority (WHA) takes resident concerns seriously and appreciates the opportunity to provide clarification regarding the matters referenced in your correspondence. WHA has reviewed Ms. Tate's recent allegations concerning pest activity, maintenance concerns, property management operations, and resident communications. The agency continues to investigate reported issues, respond to resident concerns, and document corrective actions as appropriate.

Property Management Operations

Solomon Towers has been operating without a permanent full-time Property Manager while WHA conducts an ongoing search for a qualified candidate. During this period, WHA property management staff and other personnel have continued to rotate through the site to oversee operations, address resident concerns, and ensure continuity of services. Management of a public housing and LIHTC property requires specialized knowledge of HUD regulations, LIHTC compliance requirements, occupancy standards, resident services, reporting obligations, and overall operational oversight. WHA believes it is in the best interest of both residents and the agency to fill the position with an individual possessing the appropriate qualifications and experience rather than making a rushed staffing decision. To that end we had a new hire last week that after only two days felt our "Management Expectations" were beyond their capacity and never returned.

Pest Control Program

With respect to pest control concerns, WHA can confirm that professional pest control services have remained active and ongoing at Solomon Towers throughout 2026.

Service records document **fourteen (14) separate pest control visits** between January and May 2026, consisting of:

- Five (5) full-building preventative treatments;
- Eight (8) individual unit treatments in response to resident reports; and
- One (1) scheduled treatment that could not be completed because the unit was not prepared for service.

More specifically, records indicate that Ms. Tate's unit received a targeted pest control inspection on **January 6, 2026**, and has also been included in the routine monthly building-wide pest control services conducted throughout the year. As a result, her unit has been serviced or included in **six (6) separate pest control treatment visits** during 2026 to date. These records demonstrate that WHA has not ignored or failed to respond to reported pest concerns. To the contrary, the agency has maintained an active pest management program and has consistently coordinated with licensed pest control professionals to provide both preventative and responsive treatment services at Solomon Towers.

WHA recognizes that pest management in a multifamily residential environment is an ongoing process requiring regular monitoring, professional treatment, preventative measures, and resident cooperation. While no housing provider can guarantee that pest activity will never occur in a multifamily setting, WHA has continued to respond to reported concerns, schedule inspections and treatments, and maintain a documented pest management program designed to provide residents with a safe, sanitary, and habitable living environment. The documented service history confirms that pest control services have remained active and ongoing throughout 2026. WHA will continue to monitor conditions, evaluate resident reports, and coordinate treatment efforts as necessary.

Maintenance Concerns

Regarding the HVAC and sliding door concerns, WHA has documented these maintenance issues and continues to address reported deficiencies through its maintenance and work order processes. Any photographs or documentation recently submitted by Ms. Tate have been reviewed and evaluated by staff as part of the ongoing maintenance efforts associated with her unit.

On **June 22, 2026**, WHA also conducted a planned water shutdown to address several critical maintenance issues, including:

- Clearing multiple grease blockages in the building's drain stacks;
- Repairing a main drain line; and
- Conducting a video inspection of the building's piping system to support rehabilitation planning.

Completing these activities during a single shutdown minimized the need for multiple service interruptions.

Water service was interrupted for approximately four hours. Residents were notified through the building's public address system before the shutdown; however, WHA later determined that written notices intended to supplement the announcement were not posted as anticipated. The agency is reviewing its internal communication procedures to ensure both written and verbal notifications are consistently provided for future planned service interruptions.

Long-Term Rehabilitation (RAD)

WHA recognizes that certain long-term maintenance and infrastructure concerns at Solomon Towers will ultimately be addressed through the property's planned Rental Assistance Demonstration (RAD) rehabilitation.

On more than one occasion, WHA has met with Ms. Tate and other Solomon Towers residents to explain the RAD process and provide updates regarding the status of the project and although Ms. Tate's knowledge of redevelopment calls RAD a false promise,

this is what we have explained:

1. Rental Assistance Demonstration (RAD)

RAD is a federal program administered by HUD that converts existing public housing subsidy to long-term Project-Based Vouchers (PBVs), creating a more stable funding source for long-term preservation of the property.

Solomon Towers has already received its **Commitment to Enter into a Housing Assistance Payments Contract (CHAP)** from HUD, representing a significant milestone in the RAD process. The project is also anticipated to receive its **RAD Conversion Commitment (RCC)** from HUD on **July 1, 2026**. Receipt of the RCC signifies that HUD has completed its underwriting review and allows the project to proceed toward financial closing with greater certainty regarding the long-term rental assistance contract.

2. Low-Income Housing Tax Credits (LIHTC)

The rehabilitation is also being financed through Low-Income Housing Tax Credits (LIHTC), administered by the North Carolina Housing Finance Agency (NCHFA). These tax credits will fund significant capital improvements, including modernization of residential units, building system upgrades, accessibility improvements, and other investments necessary to preserve the property.

The project is currently progressing through NCHFA's review and underwriting process and is projected to receive approval on **August 7, 2026**, subject to final agency review.

3. Tax-Exempt Bond Financing

The project also utilizes tax-exempt bond financing to support the LIHTC financing structure.

As part of this process, WHA completed the required public bond hearing on **June 2, 2026**. The project is anticipated to seek approval from the **North Carolina Local Government Commission (LGC)** on **August 10, 2026**, representing one of the final financing approvals before closing.

WHA has successfully utilized these financing tools on previous affordable housing developments, including **Starway Village** and **Canopy Point**, and is applying the same financing strategy to preserve Solomon Towers.

The project team continues to advance through financing, underwriting, and regulatory approvals. A current project timeline is attached for reference, reflecting a projected financial closing date of **September 26, 2026**.

WHA's Ongoing Commitment

In addition to the efforts outlined above, WHA continues community cleanup initiatives, routine maintenance, and property improvement projects intended to enhance the overall condition, appearance, and livability of Solomon Towers.

WHA understands that residents and members of the public may not always have full visibility into operational, contractual, or administrative matters. However, concerns brought to the agency's attention are reviewed, investigated, and evaluated accordingly. WHA remains committed to addressing operational challenges responsibly, maintaining quality housing for residents, and ensuring compliance with all applicable HUD, public housing, LIHTC, and regulatory requirements.

Please do not hesitate to contact me if you have any additional questions, concerns or observations.

TyG

Best regards,

Tyrone Garrett JD

CEO

City of Wilmington Housing Authority (NC)"

Agency Actions Summary

- Continued rotating property management coverage while recruiting a permanent Property Manager.
- Documented pest-control treatments and preventative services.
- Completed planned plumbing repairs and system inspections.
- Improved resident notification procedures following the June 22 water shutdown.
- Continued advancement of RAD, LIHTC, and bond financing milestones.