
Charity Mainville [REDACTED]

Tue, Oct 22, 2024 at 11:29 AM

To: [REDACTED]

Dear Gene,

I am writing because I received notice of my case being assigned to an investigator Ronya Bynum. I have important questions in regards to my complaint and also wanted to inform her my address was wrong despite me notifying administration of change of address. I sent an email on Oct 1. I followed up on Oct 7. I called her line and left a voicemail later that week and I still haven't received a response.

Due to this, one part of my complaint has forced me to move again and my address has changed again. I also have arbitration associated with this complaint for warranty of habitability on Nov 13th and would like to discuss this case with Ronya prior to it so I fully understand the process.

Is there a better way to get a hold of her? Of someone else I can speak to? Considering the complaint is supposed to be completed within 90 days of filing the complaint, we are coming up to day 60 next week.

Thank you,

Charity Mainville

Troy, Gene [REDACTED]

Tue, Oct 22, 2024 at 1:51 PM

To: Charity Mainville [REDACTED]

Ronya,

I received the below email from Charity Mainville, the Complainant in the case NCHRC#: 24HO3237 (Charity Mainville v. De Santis Rentals, LLC). As soon as possible. call and speak with her so that you can inform her about the NCHRC Investigative process.

Sincerely yours,

Gene Troy

Gene Troy

Charity Mainville [REDACTED]

Wed, Oct 23, 2024 at 9:31 AM

To: "Troy, Gene" [REDACTED]

Thank you Gene!

I am not sure if you meant to send this to Ronya or cc her, but it was addressed to only me. :)

Charity Mainville
[REDACTED]

[Quoted text hidden]

Troy, Gene [REDACTED]

Wed, Oct 23, 2024 at 9:36 AM

To: Charity Mainville [REDACTED]

Charity Mainville,

I apologize for sending the below email to you. The email was for Ronya Bynum.

After I sent the email, I realized that I made a mistake in sending the email to you.

However, I sent her an email requesting her to reach out to you as soon as possible.

Again, I apologize.

Thank you for understanding.

Charity Mainville

To: "Troy, Gene"

Wed, Oct 23, 2024 at 9:37 AM

No problem, thank you!

Charity Mainville

Charity Mainville

To: "Troy, Gene"

Fri, Oct 25, 2024 at 3:14 PM

Hi Gene,

I apologize for reaching out again. I understand that NCHRC receives many complaints and is very busy, but I was wondering when I might expect to hear from her? She still hasn't reached out, and I am concerned about how the complaint will be handled. I am new to NC, and so far, every government agency I've dealt with regarding this case has required me to escalate it to higher authorities to get any progress or answers because my previous landlord has connections in this state. This is why I also filed with HUD.

I am not accusing your agency of any bias; I just want to inform you that I am hypervigilant at this point due to the stress it has caused. There are aspects of the complaint that haven't been included because she started retaliating against me after I filed and the intake specialist said I would just need to tell the investigator about it. I find it important that she knows all the details before she starts the investigation, but with only 30 days left, I don't know how that will be enough time. I also have another complaint with a different landlord that forced me to move again and was informed that could also be included in this case. I just wanted to confirm that there isn't a delay with that one either.

Again, I apologize for bothering you again and hope I am not being pushy.

Thank you,

Bynum, Ronya D

To: ""

Cc: "Troy, Gene"

Mon, Oct 28, 2024 at 8:38 AM

Hello Charity, I am the investigator assigned to investigate the allegations in your complaint. I will be reaching out to you this week to request documentation and for you to provide a response to some interview questions.

Ronya Bynum

Human Relations Specialist

NC Human Relations Commission

Office of Administrative Hearings

Charity Mainville <

To .bynum@

Mon, Oct 28, 2024 at 8:57 AM

Hi Ronya,

Thank you for getting back to me. I just wanted to make sure you are aware there is more to this complaint than just discrimination. There is retaliation involved as well as other businesses.

Charity Mainville

Charity Mainville

To: Ronya D Bynum

Fri, Nov 1, 2024 at 11:05 AM

Hi Ronya,

I still haven't heard from you and I wanted to make sure that you were planning on still calling me so I can make sure I am available. I was planning on going to vote, but I really don't want to miss your call.

Sent from my iPhone