

**From:** [REDACTED]  
**To:** [EBakuli@freepressmedia.com](mailto:EBakuli@freepressmedia.com)  
**Subject:** Public Records Act Request 2020-10845  
**Date:** Wednesday, December 2, 2020 9:36:25 AM  
**Attachments:** [2020-11-24 Bakuli PRA request.pdf](#)

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Re: Public Records Act Request 2020-10845

Dear Ethan Kabaraji Bakuli,

I write in response to your Public Records Act request dated November 24, 2020, a copy of which is attached for your convenience.

The Consumer Assistance Program (CAP), Rapid Response Team (RRT), and Public Protection Division (PPD) located records in response to your request for documents concerning “consumer/tenant complaints about landlords that have been submitted to the AG’s office, dating back to March 16, 2020 (when the Vermont Supreme Court declared a judicial emergency, suspending all non-emergency court hearings, including eviction cases) up until the current day” that specifically include “hiked rents, landlords failing to keep basic maintenance and utilities running, or refusing to apply to the state’s rental assistance program designed to erase back rent payments”. CAP identified 15 consumer complaints submitted to the office for mediation, while RRT and PPD identified 8 email files. Below are two cost estimate options for your request.

**Option A:** CAP estimates that searching for, reviewing, and redacting all files associated with each complaint (15 complaints amounting to 92 files, including consumer complaints, business responses, and consumer responses) will come to approximately 460 minutes. The additional files from RRT and PPD will come to approximately 16 minutes. Note that there is no charge for the first 30 minutes. At 446 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$147.18.

**Option B:** Alternatively, CAP can provide an estimate for searching for, reviewing, and redacting *just* consumer complaints (excludes follow-up correspondence). This option amounts to 15 complaints and 22 consumer complaint files in all. The cost estimate for this option would be approximately 110 minutes. The additional files from RRT and PPD will come to approximately 16 minutes. Note that there is no charge for the first 30 minutes. At 96 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$31.68.

We ask that you confirm your willingness to pay the estimated cost before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you.

Checks may be sent to:

Attn: Charity Clark  
State of Vermont  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

[REDACTED]

Complaint Specialist

Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Phone: 800-649-2424

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)