

From: [AGO - CAP](#)
To: karen.rodriguez@scripps.com
Subject: Public Records Act Request 2022-04194
Date: Friday, May 27, 2022 4:04:55 PM
Attachments: [2022-05-23 Rodriguez PRA request.pdf](#)
[Rodriguez - EW Scripps Newsy - 2022-04194 cost estimate - CAP complaints.xlsx.pdf](#)

Re: Public Records Act Request 2022-04194

Dear Karen Rodriguez,
Please see attached in response to your Public Records Act request.
Sincerely,

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

Consumer Assistance Hotline: 800-649-2424
Email: ago.cap@vermont.gov

THOMAS J. DONOVAN
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JOSHUA R. DIAMOND
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SARAH E.B. LONDON
CHIEF ASST. ATTORNEY GENERAL



STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
CONSUMER ASSISTANCE PROGRAM
HOTLINE: (800) 649-2424
FAX: (802) 304-1014

ADDRESS REPLY TO :
Office of the Attorney General
ATTN: Consumer Assistance Program
109 State Street
Montpelier, VT 05609

Website: ago.vermont.gov
Email: AGO.CAP@vermont.gov

May 27, 2022

Via email to Karen.rodriguez@scripps.com

Karen Rodriguez
503 E. Nifong
#3450
Columbia, Missouri 65201-3717

Re: Public Records Request 2022-04194

Dear Karen Rodriguez,

I write in response to your Public Records Act request dated May 23, 2022, and received by our office on May 24, 2022, a copy of which is attached for your convenience.

For records of “all documented complaints, investigations and enforcement action taken against landlords charging rental application fees”, we estimate that searching for, reviewing, and redacting the complaints (10 in total with 14 related files) will come to approximately 275 minutes. Note that there is no charge for the first 30 minutes. At 245 minutes, billed according to the Secretary of State’s fee schedule for the rate of other staff time (\$.45 a minute), the cost of your Public Records Act request is an estimated \$110.25. Note that limiting the parameters of your search may reduce the cost.

The Consumer Assistance Program (CAP) provides a letter mediation on consumer complaint matters received in writing where the consumer or business or transaction is located within our state. CAP has four such matters on record; two received in 2022, one in 2020 and one in 2016. CAP additionally receives written complaints through our Online Scam Form (OSF), which typically is used by consumers to report issues they have determined to be a scam. CAP does not provide letter mediation on such matters. Six of the responsive complaints were submitted through CAP’s OSF.

To satisfy your request, no date parameters were set in searching our database records. Our office searched for consumer complaint matters in our database with “Rental Property – not vacation” identified as a business subtrade along with the following terms in the description field “application fee”, “app fee”, and “rental fee”. All fields of the Online Scam Form are searched.

We ask that you confirm your willingness to pay the estimated cost (\$110.25) 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: Lauren Jandl
Public Records Request
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,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont