



END FORCED MARRIAGE INC.

## Comprehensive Demand Letter to S:US

*Denial of CityFHEPS voucher, abandonment of my case, and discrimination — with minutes of the September 16, 2026 meeting enclosed*

To the leadership of S:US (Services for the UnderServed), including Ms. Janet Madrigal Diaz,

I am Dr. Thandeka Mazibuko. This one letter puts everything together: my demand, the record of your abandonment of my case, the minutes of our in-person meeting, and the proof that I have done everything a person can do. I am done sending fragmented emails that go unanswered.

### 1. Who I am — and what this country asked of me

1. I am a survivor of domestic violence twice over, a survivor of human trafficking, and a survivor of forced marriage.
2. I stayed in the United States because this country's government asked me to stay: I became a witness in court in the domestic violence and human trafficking cases. I gave my testimony. I served this country's justice system.
3. To do that, I lost my eight-bedroom house in Africa. I gave up my home so I could stand as a witness here.
4. Stable housing is what keeps a survivor safe and stable. Leaving me on the street after what I gave is unconscionable.

### 2. My facts

1. I am in receipt of Cash Assistance. Ms. Diaz has stated that I do not have Cash Assistance. That is false. I do have Cash Assistance, and my case record proves it.
2. I earn a stipend of \$400 per month from my nonprofit organization's advocacy work. Before this, the stipend was \$520 per month.



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3. Last year, when I was earning nothing at all and receiving only Cash Assistance, I was given a voucher. Nothing has changed to make me less eligible.
4. On January 9, 2024, S:US itself — through caseworker Kahlia Murray-Bey — emailed me my CityFHEPS voucher in the monthly rental amount of \$2,696.00. S:US found me eligible and issued the voucher when I had zero earnings. Your own agency's prior written finding destroys the fictional \$580 earnings rule.
5. On August 15, 2025, Senior Case Manager Andromaque Andre confirmed in writing that my household share letter and shopping letter 'have been completed' — but they were never printed or delivered in time for my court appointment.

### 3. The statutes — what the law actually says

The statutes, word for word in substance, as researched from the official rules:

#### 68 RCNY § 10-04 — CityFHEPS eligibility

1. Section 10-04 sets an income CEILING for CityFHEPS: a household's gross income must generally not exceed 200 percent of the federal poverty level. That is the maximum. The rule sets no minimum income and no minimum earnings requirement anywhere in its text.
2. The \$580 figure raised against me appears nowhere in the CityFHEPS rule as an earnings floor. It matches the Cash Assistance monthly needs standard for a one-person household — a benefits-calculation figure, not a voucher requirement. Using it as a denial reason is an error of law.
3. HRA's own published guidance lists being on Cash Assistance, if eligible, among the basic CityFHEPS criteria — with income at or below 200 percent of the federal poverty level. My Cash Assistance status supports my eligibility; it does not defeat it.
4. The CityFHEPS rule amendments effective September 13, 2025 addressed tenant contribution percentages and pilot programs. They created no



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earnings minimum, and no new earnings requirement takes effect next year. There is no future rule to hide behind.

5. There is no legislation — none — that prohibits S:US or HRA from giving me a voucher.

Summary of the statutes: the law sets a ceiling, not a floor. I am under the ceiling. I am on Cash Assistance. I am eligible. The denial has no basis in any statute, rule, or regulation.

### **4. The false 'case stopped' narrative**

1. S:US is spreading a false narrative that my case has been stopped — that it is closed. My case is ACTIVE. The claim that it has been stopped is false.
2. This is not the first false 'stopped' claim. HRA on 3rd Avenue sent me a letter in 2022 claiming my case has been stopped. That was false then, and the 'closed case' claim is false now. My case is active.
3. You are making false remarks about my case. You are neglecting me. You are intentionally violating your duties to me as a client.
4. A case that is active cannot be treated as closed to deny a voucher. The false closure narrative is itself evidence of the abandonment and discrimination set out in this letter.

### **5. The abandonment: you have done nothing**

1. Since June 2026, I have carried this case on my back. My caseworker does not read my file, does not respond to my emails, and claims I never submitted documents he never asked for.
2. I sent my Safe Horizon letter and my domestic violence letter, copying five people. No one responded — not one person.
3. A supervisor promised on July 30 to call me. No call ever came.
4. On September 16, 2026, I waited five hours at your office to be seen. Ms. Diaz interrupted me mid-sentence to leave for another meeting.



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5. At that meeting Ms. Diaz promised: supervisors would review my case, I would be emailed by Monday if anything was missing, and my shopping letter would be emailed by the following week if approved. None of it happened.

6. Now I am told my case is closed with no shopping letter. After I did everything, you closed the door.

7. The abandonment is documented in my own 'Abandoned Client Grievance' email of July 30, 2026, sent to Ferdinand and copied to Denise Duffy, Janet Madrigal Diaz, and Jennifer Antoine: I signed all documents and attended all meetings; I demanded he access the documents left in his office; I named his conduct an abandonment technique. That email IS the abandonment record.

8. Ferdinand replied the same morning that filing my application 'is certain to be denied' -- prejudging my case before it was filed -- and said he was waiting on supervisor Janet Madrigal Diaz's decision. No such decision ever came. No email from Diaz on it exists.

9. On a call with the Director and Ms. Fatima, Ferdinand joined telephonically and confirmed to the Director that I qualify for the shopping letter. The letter still never came.

10. My formal complaint of September 9, 2026 -- lack of trauma-informed care, victim-blaming, failure to assist an illegally evicted client -- was answered by Ferdinand with a single word: 'Received.'

11. The abandonment I faced in your office is blocking me from even coming to your office. Your staff look at me like I am a nuisance, an annoyance, a problem — for asking for the housing the law provides.

## 6. Minutes of the in-person meeting of September 16, 2026

Minutes prepared by Dr. Thandeka Mazibuko from her contemporaneous record of the meeting.

### 6.1 Meeting details

1. Date: September 16, 2026.



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2. Location: S:US office, in person.
3. Present: Dr. Thandeka Mazibuko; Ms. Diaz (supervisor); Ms. Fatima (S:US staff). Caseworker Ferdinand discussed but not present.
4. Note: Dr. Mazibuko waited approximately five (5) hours at the office before she was seen.

### 6.2 Chronology of meetings

1. June 2026: engagement with the caseworker begins; domestic violence letter submitted.
2. July 30, 2026: a supervisor promises to call. No call is ever received.
3. September 8, 2026: date of the notarized letter the caseworker later claims to have requested.
4. September 11, 2026 (Friday): S:US schedules a call; Dr. Mazibuko is at Ground Zero performing community charity work and misses it. Ms. Diaz later treats this as her fault.
5. September 14–15, 2026: follow-up emails sent, including the Safe Horizon letter, copied to five people. No response from anyone.
6. September 16, 2026: in-person meeting at the S:US office (these minutes).
7. Before this meeting, S:US staff told Dr. Mazibuko she qualifies 100 percent for a shopping letter and that the only document still needed was proof of address.

### 6.3 Discussion

1. Missed September 11 call: Dr. Mazibuko explained she was at Ground Zero doing charity work. Ms. Diaz dismissed the explanation.
2. Unanswered emails: Safe Horizon letter sent two days prior, domestic violence letter from June, five people copied — zero responses.



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3. Caseworker failures: the caseworker claimed she never submitted documents he never requested, and claimed he told her in June to submit a notarized letter dated September 8, which he never requested.
4. Fragmented document requests: every submission is met with a new demand.
5. Safe Horizon letter and address disclosure: Ms. Diaz claimed the letter does not protect her address; Dr. Mazibuko invoked VAWA; Ms. Fatima confirmed the letter states disclosure would cause significant harm to her as a registered human trafficking survivor.
6. Ms. Diaz interrupted Dr. Mazibuko mid-sentence to leave for another meeting.
7. Ms. Diaz refused to address Dr. Mazibuko as 'Doctor.'
8. Income: the \$400-per-month stipend was discussed; Dr. Mazibuko demonstrated active Cash Assistance receipt and stated she submitted her budget letter three times.

### **6.4 Promises made — and broken**

1. Supervisors would review the case. They did not.
2. Dr. Mazibuko would be emailed by Monday if anything was missing. She was not.
3. The shopping letter would be emailed by the following week if approved. It was not.
4. Ms. Fatima would copy the September Safe Horizon letter and the domestic violence letter for the file.
5. Outcome: instead of the promised review and letter, Dr. Mazibuko was told her case is closed with no shopping letter.

### **7. My diligence record: I did everything**



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These minutes must show what the record proves: I am the one who made the calls. I am the one who sent the text messages. I am the one who showed up.

### 7.1 Calls I made

1. I participated in the scheduled call process, including a lengthy phone call with Ms. Diaz when I was in Atlanta — a good conversation whose agreements were never honored.
2. I called my caseworker repeatedly. He does not respond.
3. I waited for the supervisor's promised call of July 30. It never came.
4. The September 11 call was scheduled on a day I perform community charity work at Ground Zero; I was never called or texted afterward.

### 7.2 Text messages — the full record with caseworker Ferdinand

My text message exchanges with caseworker Ferdinand, transcribed exactly from the screenshots, are part of this complaint. They prove I did everything and he did nothing.

#### Exchange 1 — I come to the office with the forms

1. Me: 'I'm back with the forms' [forms].
2. Me: 'I'm at the door.'
3. Me: 'I called you, you might be busy.'
4. I sent a photograph of my NYC Declaration of Employment form.
5. Me: 'Sir I left my book and my red bag in your office table where we had a meeting. You are not answering the phone.'
6. Me: 'Sir I'm waiting for you. Are you coming. I'm the only client left in the building.'

#### Exchange 2 — Tuesday, July 28, 9:10 AM

1. Me: 'On my way. I don't have a subway access.'



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2. Me: 'I ran out of money.'

3. Me: 'Yesterday my lawyer swiped me in.'

4. I sent a photograph of my Public Assistance/SNAP budget document.

5. Ferdinand replied: 'Ok.'

**Exchange 3 — Tuesday, July 28, 4:38 PM**

1. Me: 'I left all documents with Fatima. She was very kind.'

2. Me: 'Fatima came and explained that the staff had to go because of extreme heat. She made copies of the work declaration.'

**Exchange 4 — Wednesday, July 29, 1:03 PM**

1. Me: 'Day 2 waiting the whole morning. No help. I don't understand how you work with your clients. Maybe you will explain to me one day.'

2. Me: 'If you don't communicate you create confusion.'

3. Ferdinand replied: 'The form that you provided to me through email was the form for FHEPS, not CityFHEPS, so I cannot use that form. I am not in the office today, so I have not received any forms that you may have left with her yesterday. My supervisor said that she will go over your case and get back to me regarding whether or not to move forward with the application with the out of date documents.'

**Exchange 5 — Thursday, July 30, 4:34 PM, and Monday, August 3, 5:06 PM**

1. Me: 'The decision is on NYSCEF.'

2. Me: 'I called you and you did not pick up. The judgement is in my favor.'

3. Me (August 3): 'Due to no resources I took an errored employment declaration with old address by mistake. Please ignore it.'

**Exchange 6 — Tuesday, August 18, 9:33 AM**



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1. Me: 'I'm meeting my case worker today at 11 am she will send the documents to you.'
2. Me: 'I don't have resources, I am going through domestic violence, still have to do community work.'
3. Me: 'My case worker will call you.'

### **Exchange 7 — Friday, August 21, 11:29 AM, and Sunday, 3:54 PM**

1. Me: 'An email is okay for documents of you want then hand delivered.'
2. Ferdinand: 'Getting the documents through email works just fine.'
3. Me: 'Thank you.'
4. Me (Sunday): 'I sent you documents as you requested and I sent you a private information about order of protection. You failed to acknowledge any.'

### **Analysis of each exchange: a caseworker failing his client**

Exchange 1 — I come to the office with the forms. I text: 'I'm back with the forms' [forms]. 'I'm at the door.' 'I called you, you might be busy.' I send a photograph of my NYC Declaration of Employment. I am physically at the office, forms in hand, courteous. A caseworker doing his job answers the door, answers the phone, collects the forms. He did none of it. I then text: 'Sir I left my book and my red bag in your office table where we had a meeting. You are not answering the phone.' 'Sir I'm waiting for you. Are you coming. I'm the only client left in the building.' The client is stranded alone in the building while the caseworker will not pick up the phone. That is not casework. That is abandonment.

Exchange 2 — Tuesday, July 28, 9:10 AM. I text: 'On my way. I don't have a subway access.' 'I ran out of money.' 'Yesterday my lawyer swiped me in.' I am telling my caseworker I have no money and no way to travel, and I am still coming. I send a photograph of my Public Assistance budget document. His entire reply is: 'Ok.' One word to a client in distress. No help with the fare. No 'don't come, I will handle it.' No acknowledgment of anything. A caseworker doing his job hears hardship and acts. He typed 'Ok.'



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Exchange 3 — Tuesday, July 28, 4:38 PM. I text: 'I left all documents with Fatima. She was very kind.' 'Fatima came and explained that the staff had to go because of extreme heat. She made copies of the work declaration.' The documents were submitted — to Ms. Fatima, who copied them. So when the caseworker later claims he never received documents, the record proves the office had them. The failure is inside S:US: staff did not pass the documents to him, and he never followed up. Note also that I praise Ms. Fatima by name — I am fair, I distinguish the good staff from the failing ones. I am not a complainer; I am a client asking for the job to be done.

Exchange 4 — Wednesday, July 29, 1:03 PM. I text: 'Day 2 waiting the whole morning. No help. I don't understand how you work with your clients. Maybe you will explain to me one day.' 'If you don't communicate you create confusion.' His reply is a written confession of failure, sentence by sentence: (1) 'The form that you provided to me through email was the form for FHEPS, not CityFHEPS, so I cannot use that form' — a technicality he sat on instead of telling me the correct form months earlier, when it could have been fixed in a day. (2) 'I am not in the office today, so I have not received any forms that you may have left with her yesterday' — he admits he does not know what is in his own case file, in his own office. (3) 'My supervisor said that she will go over your case and get back to me regarding whether or not to move forward with the application with the out of date documents' — he hands the decision to a supervisor who never got back to anyone. And the documents are 'out of date' because HE sat on them; the delay is his, and then he blames the age of the documents.

Exchange 5 — I keep him informed and I correct my own mistakes. I tell him the court decision is on NYSCEF and the judgment is in my favor — I am keeping my caseworker informed like a responsible client. I call him; he does not pick up. Then, on August 3, I do something a dishonest person would never do: I tell him I submitted an employment declaration with an old address by mistake, due to having no resources, and I ask him to ignore it. I correct the record against my own interest. That is good faith. A caseworker doing his job notes the correction, thanks the client, and moves the case forward. He did nothing with it.

Exchange 6 — I tell him I am meeting my caseworker at 11 am who will send the documents to him. I tell him plainly: 'I don't have resources, I am going through  
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domestic violence, still have to do community work.' I am a domestic violence survivor telling my housing caseworker I am going through domestic violence, with no resources, and still serving my community. I tell him my caseworker will call him. A caseworker doing his job treats a domestic violence disclosure as urgent — safety first, housing as safety. He let it pass like weather.

Exchange 7 — the order of protection he ignored. I offer: 'An email is okay for documents of you want then hand delivered.' He replies: 'Getting the documents through email works just fine.' So email submission is confirmed by him as fine — which destroys his later claim that he never received documents sent by email. I say 'Thank you.' Then on Sunday I send what he requested, plus private information about my order of protection — and I have to text him: 'You failed to acknowledge any.' He received notice of an order of protection and acknowledged nothing. A caseworker doing his job acknowledges a protection order the same day, flags the safety implications for housing, and acts. He failed to acknowledge any of it.

Conclusion: this is not a caseworker doing his job well. This is a caseworker who does not answer the phone, does not meet the client, does not know his own file, answers hardship with 'Ok,' and lets documents rot until they are 'out of date.' S:US calls this service. It is dismal failure.

And this is not the first time. This is the second time this same company, S:US, has blocked and obstructed me from getting housing. [Details of the first obstruction to be added to this complaint.]

### 7.3 Emails I sent

1. Countless emails to S:US staff pursuing my voucher, including the September 14–15, 2026 emails with my Safe Horizon letter copied to five people.
2. My September 28, 2026 demand for a shopping letter, setting out the abandonment in full.
3. My 'Abandoned Client Grievance' email.



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4. A full chronological evidence file of these emails is being compiled from all accounts and will be appended.

### 7.4 Visits I made

1. Office visit on a Monday and office visit on a Thursday to drop off documents and pursue the case.
2. September 16, 2026: came to the office, dropped off two pages, and waited five hours to be seen.
3. I came back the next day when my caseworker was not there.
4. Every visit, I brought documents. Ms. Fatima and Ms. Hoy received documents from my hand.

### 7.5 Documents I submitted

1. Safe Horizon letter, September 2026 version (registered human trafficking survivor; address disclosure would cause significant harm).
2. Safe Horizon letter, July 2026 version.
3. Domestic violence letter, June 2026.
4. Budget letter (submitted three times).
5. Notarized letter dated September 8, 2026.
6. Two pages hand-delivered September 16, 2026.
7. Employment/appointment letter.
8. 'Abandoned Client Grievance' email of July 30, 2026 (the abandonment record), with my July 30 rebuttal and Exhibits A-E: executed rent-stabilized lease signed December 24, 2025 (\$2,624/month, February 1, 2026 to January 31, 2027), DSS-8N Intent to Rent, DSS-8f CityFHEPS landlord package, DSS-8q utility information, and Form W-9.
9. Formal complaint of September 9, 2026 (trauma-informed care, victim-blaming, failure to assist).



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10. Demand email of September 28, 2026 under the NYC Human Rights Law (source-of-income discrimination), with six numbered demands.

## **8. The discrimination**

1. False statements about my case: I am told I have no Cash Assistance when I do.
2. Shifting reasons: a voucher with zero earnings last year; now a fictional \$580 earnings rule.
3. I am a Black immigrant woman, a survivor of domestic violence, human trafficking, and forced marriage, held to a standard written nowhere and applied to no one else.

## **9. Those who stand with me**

The following leaders know me, know my work, and stand with me:

1. General Sam Kikine.
2. Professor Sihawukele Ngubane, University of KwaZulu-Natal.
3. Nomaswazi Buthelezi.
4. Dr. Asma.

## **10. What I am demanding**

1. Correct my case record immediately to reflect my receipt of Cash Assistance.
2. Issue my CityFHEPS shopping letter without further delay.
3. Provide a written explanation, citing the specific rule and section, for every prior denial — within ten (10) business days.
4. If you maintain the denial, issue it in writing so I may request a fair hearing and agency conference.
5. Reopen my case, which was closed without lawful basis.

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## **12. Complete email evidence chronology — December 19, 2023 to September 28, 2026**

Forty-four substantive emails, read in full across all accounts. Every submission, every promise, every broken promise. This is the paper trail S:US cannot erase.

### **12.1 S:US staff identified in the emails**

1. Kahlia Murray-Bey — caseworker, December 2023 to January 2024. Issued my \$2,696 CityFHEPS voucher.
2. Andromaque Andre — Senior Case Manager, August to October 2025. Confirmed my shopping letter 'completed' but never delivered it.
3. Krystina Augustine — Program Supervisor. Refused my caseworker-change request, September 2025.
4. Denise Duffy — Program Supervisor, 516 W 181st St.
5. Janet Madrigal Diaz — Assistant Program Director, Homebase; Ferdinand's supervisor. Never answered his request for a decision.
6. Tamara Scretching — Case Manager, assigned as point of contact September 26, 2025.
7. Jennifer Antoine — Program Supervisor, 2322 3rd Ave.
8. Ferdinand Velez — Case Manager, 516 W 181st St, 4th floor. My caseworker from July 24, 2026.
9. Fatima Rainey — Program Director. Received my documents; made copies. One of the two ladies who kept me from being fully abandoned.
10. Winie Clairjeune — Senior Case Manager; Ferdinand's direct supervisor (September 2026).
11. Ms. Rios — Program Supervisor, East End Homebase.
12. Claudyne Michel — Program Director.



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13. Ms. Hoy — S:US staff. One of the two ladies who kept me from being fully abandoned.

### 12.2 The chronological record

1. December 19, 2023 — I send court documents to Kahlia Murray-Bey (S:US). The relationship begins.
2. January 8, 2024 — I send attachments for review to Kahlia Murray-Bey.
3. January 9, 2024 — Kahlia Murray-Bey emails me my CityFHEPS voucher: \$2,696.00 per month. S:US found me eligible with zero earnings. 'Your case with Homebase will be closed until you find available housing.'
4. August 15, 2025 — I follow up on my budget letter submitted in person; Mr. Ahmad refused it for a missing date after I waited nearly the whole day.
5. August 15, 2025 — Andromaque Andre confirms in writing: 'your household share letter and shopping letter have been completed, but they have not yet been made available for me to print. I will follow up on this first thing Monday morning, so they are ready for your court appointment.'
6. August 18, 2025 — I am still in court emailing that after 4 requests I received nothing. The Monday delivery never reached me.
7. September 17, 2025 — Krystina Augustine refuses my caseworker-change request: 'we are unable to reassign your case.'
8. September 18, 2025 — Janet Madrigal Diaz reaches out to schedule an in-person meeting.
9. September 19, 2025 — I ask my care manager for help: drained, in pain, concussed, no accommodation, caseworker unhelpful.
10. September 24, 2025 — After meeting Diaz and Augustine: broker listings provided; 'We will be in touch by Friday, 9/26/25, with information on another point of contact.'
11. September 26, 2025 — Tamara Scretching assigned as my point of contact.



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12. October 3, 2025 — Scretching refers me to the Family Justice Center instead of the supportive housing I requested.
13. October 9, 2025 — I issue a 24-hour ultimatum: issue the Anthos referral or I file in civil court. My caseworker 'refused to stay in office to fill in forms.'
14. October 9, 2025 — Jennifer Antoine: 'We don't refer people for supportive Housing.'
15. October 9, 2025 — I formally demand Andromaque Andre be removed from my case communications; she is blind-copied on my emails despite my written removal request.
16. November 4, 2025 — I send my shopping letter (expiring December 2025) to a realtor for 170 East 112-3C. Proof I held a shopping letter.
17. January 6-12, 2026 — Jessica Baker of Anthos Home chases S:US on my CityFHEPS Community to Move packet: updated lease, 2/1 start date, inspection scheduling, 'Has the case been opened?' Final: 'the client's 2/1 lease is at risk.' A third party begging S:US to do its job.
18. July 14, 2026 — I email about my lockout proceeding; auto-reply only.
19. July 24, 2026 — Ferdinand Velez becomes my caseworker: assessment completed; appointment July 27 at 516 W 181st St, 4th floor, 9:00 AM.
20. July 28, 2026 — Ferdinand corrects the appointment date; I attend in person; leave at 11 AM to print updated income information at the library.
21. July 30, 2026, 4:50 AM — My 'Abandoned Client Grievance' email to Ferdinand, copied to Duffy, Diaz, Antoine. Full text in section 12.3.
22. July 30, 2026, 9:02 AM — Ferdinand's rebuttal: timeline policing; claims I have 'no active CityFHEPS subsidy'; filing 'is certain to be denied'; waiting on supervisor Diaz's decision; communicate only by phone or email.
23. July 30, 2026, 10:49 AM — My rebuttal with 5 timestamped text screenshots and Exhibits A-E: executed lease December 24, 2025 (Matthew Keller, \$2,624/month, February 1, 2026 to January 31, 2027), DSS-8N, DSS-8f,



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DSS-8q, W-9. He gave me a FHEPS form instead of a CityFHEPS form — different programs.

24. August 27, 2026 — I forward the criminal court order of protection (ADA Sean Brennan, August 7, 2026; Michael Thomas barred) to Ferdinand.

25. September 4, 2026 — I send the employment letter (two emails, image attachments) to Ferdinand.

26. September 9, 2026, 5:00 AM — My formal complaint to Diaz and Rainey: lack of trauma-informed care, victim-blaming, failure to assist an illegally evicted client. Copied to NYC DSS Office of Civil Justice, S:US Housing Services, 311 Housing Court Help Center. Demands: reassignment, HP action, documents marked, retraining.

27. September 9, 2026 — Ferdinand replies 'Received.' One word to a formal complaint.

28. September 9, 2026, 8:41 PM — Ferdinand's substantive reply: denies ever requesting the order of protection; denies ever promising supportive housing; names Winie Clairjeune as his direct supervisor and Ms. Rios as program supervisor.

29. September 10, 2026 — Winie Clairjeune proposes a Monday 10:30 AM conference call. No email confirms it happened.

30. September 15, 2026 — I follow up: Safe Horizon confirms my legal right to address confidentiality as a DV/human-trafficking/forced-marriage survivor; renew caseworker-change request; demand shopping letter within five business days.

31. September 16, 2026 — In-person meeting with Ms. Diaz (minutes in section 6). No email record of the meeting exists.

32. September 18, 2026 — I send SUS\_Formal\_Complaint\_v2.docx to Ferdinand, Diaz, Joseph-Hoyte, Legal Aid, Molina, Rainey, and S:US addresses.

33. September 28, 2026 — My formal demand under the NYC Human Rights Law (source-of-income discrimination): six numbered demands; notes



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Ferdinand confirmed to the Director on a call that I qualify for the shopping letter; end-of-day deadline. Auto-replies only from Diaz and Rainey.

### 12.3 The 'Abandoned Client Grievance' email — full text

From: Dr. Thandeka Mazibuko. To: Ferdinand Velez, copied to Denise Duffy, Janet Madrigal Diaz, Jennifer Antoine. Date: Thursday, July 30, 2026, 4:50 AM EDT.

'Mr. Velez, I have signed all required documents and have attended all meetings. What are you doing now to fulfill your job description as my case worker. What efforts have you made to access the documents I left in your office on Tuesday and yesterday. You have told me that documents are too far from reach. Don't you have scans at SUS? Don't you use emails to communicate. I want you to fulfill your promise and I need you to refrain from this abandonment technique. I don't like it and it's triggering. Even the judge knows I cannot seat for long due to my back ache. Even in court I was allocated time to stretch. What you have put me through these past 2 days is not acceptable. I deserve quality service. I deserve rent for my apartment. I deserve fairness, I deserve quality service that is promised to me. You cannot call me to your office to do one thing then do the other. You should not bring me to your office to speak over the phone. I can speak over the phone at home while I'm resting my injuries. I am a woman worth of respect because I give respect to everyone in that office even when I'm not treated with respect. I want to thank Ms Fatima and Ms Hoy. Without these 2 ladies I will still be abandoned and confused. Dr. Thandeka Mazibuko'

### 12.4 What this chronology proves

1. S:US found me eligible for CityFHEPS with zero earnings and issued a \$2,696 voucher on January 9, 2024. The \$580 earnings rule is fiction.
2. A completed shopping letter existed on August 15, 2025 and was never delivered for my court date.
3. My caseworker-change requests were refused twice: September 2025 and September 2026.
4. Ferdinand prejudged my application 'certain to be denied' before filing it, then hid behind a supervisor decision that never came.



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5. A third party, Anthos Home, chased S:US on my housing packet in January 2026 and got silence while my lease was put at risk.
6. I disclosed domestic violence and sent my order of protection; it was never acknowledged.
7. Every promise — Andre's Monday delivery, Augustine's follow-up, the supervisor's decision, Diaz's September 16 promises — was broken.

### **13. Enclosures**

1. Text message screenshots with caseworker Ferdinand (July 28 through August 21, 2026).
2. Email evidence chronology: 44 substantive emails, December 19, 2023 through September 28, 2026, across all accounts — cataloguing every submission, every promise, and every broken promise.
3. Safe Horizon letter, September 2026 version.
4. Safe Horizon letter, July 2026 version.
5. Domestic violence letter, June 2026.
6. Budget letter (submitted three times).
7. Notarized letter dated September 8, 2026.
8. Two pages hand-delivered September 16, 2026.
9. Employment/appointment letter.
10. 'Abandoned Client Grievance' email of July 30, 2026 (the abandonment record), with my July 30 rebuttal and Exhibits A-E: executed rent-stabilized lease signed December 24, 2025 (\$2,624/month, February 1, 2026 to January 31, 2027), DSS-8N Intent to Rent, DSS-8f CityFHEPS landlord package, DSS-8q utility information, and Form W-9.
11. Formal complaint of September 9, 2026 (trauma-informed care, victim-blaming, failure to assist).



END FORCED MARRIAGE INC.

12. Demand email of September 28, 2026 under the NYC Human Rights Law (source-of-income discrimination), with six numbered demands.

I deserve housing. I deserve the voucher the law provides. I did everything. Now do your job.

**Dr. Thandeka Mazibuko, Founder, End Forced Marriage Inc. — October 8, 2026**

Contact: [endforcedmarriages@gmail.com](mailto:endforcedmarriages@gmail.com)

*DRAFT — for her review and approval before sending. Not legal advice; consult a qualified attorney.*