

SOUTH CAROLINA

DEPARTMENT OF EMPLOYMENT & WORKFORCE

Columbia, South Carolina

Transcript of Testimony  
Before

Harold Goldin, Administrative Hearing Officer

RECEIVED

Dec 30 2021

SC Court of Appeals

Keiarra Carr ) CLAIMANT  
2861 Hilton Circle Northwest )  
Kennesaw, Georgia 30152 )  
Claimant SSN: XXX-XX-2258 )

JDC Management LLC ) LIABLE EMPLOYER  
474 Wando Park Boulevard Ste 102 )  
Mount Pleasant, South Carolina 29464 )

PLACE OF HEARING: SC Department of Employment & Workforce  
Central Office Annex  
631 Hampton Street  
Columbia, SC 29201

DATE OF HEARING: May 20, 2021

APPEARANCES:

For Claimant: Telephonic

For Employer: Two Witnesses

**TESTIFYING WITNESSES**

**CLAIMANT WITNESSES:**

Keiarra Carr, Claimant

**EMPLOYER WITNESSES:**

Laura Dooley, Human Resource Manager  
Sedra Charap, Regional Manager

**CONTENTS**

**KEIARRA CARR**

Testimony of Keiarra Carr ..... 8

**LAURA DOOLEY**

Testimony of Laura Dooley ..... 17

**SEDRA CHARAP**

Testimony of Sedra Charap ..... 20

1 Before Harold Goldin, Administrative Hearing Officer

2 HEARING OFFICER’S PREAMBLE

3 ALL WITNESSES SWORN

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4  
5 [Recording started]

6 [Call connected]

7 RECORDING: Your call has been forwarded to an automated voice  
8 messaging system. 980-777-0071 is not available. At the  
9 tone, please record your message. When you finished  
10 recording, you may hang up or press 1 for more options.

11 [Beep]

12 HEARING OFFICER: Good morning. This message is for Keiarra Carr. Ms.  
13 Carr, this is Harold Goldin at South Carolina Department  
14 of Employment and Workforce. We are scheduled for  
15 your unemployment appeal at 11:15.

16 I will call you back within the next 10 minutes. If you  
17 answer and wish to go forward at that time, we will get the  
18 witnesses for the employment in the conference call and  
19 go forward with the hearing.

20 If you do not answer, we will consider that the appeal  
21 request has been abandoned at this point, and we will  
22 dismiss the request, but regardless, I will call you back  
23 within the next 10 minutes for the 11:15 hearing. Thank  
24 you and hope you have a good day.

25 [Call disconnected]

26 [Call connected]

27 KEIARRA CARR: Hello?

1 HEARING OFFICER: Yes. Keiarra Carr.  
2 KEIARRA CARR: Hey.  
3 HEARING OFFICER: Hey.  
4 KEIARRA CARR: Hey, this is her. How are you?  
5 HEARING OFFICER: Doing well. I'm going to conference in the employer  
6 witnesses. If you'll stand by, I'm going to put you-- I'm not  
7 really putting you on hold. I'm just leaving you in the  
8 conference and dialing them up, so just a moment, please?  
9 KEIARRA CARR: Okay. Okay.  
10 HEARING OFFICER: All right.  
11 KEIARRA CARR: Perfect.  
12 [Call connected]  
13 LAURA DOOLEY: Hello. This is Laura.  
14 HEARING OFFICER: Is this Ms. Dooley?  
15 LAURA DOOLEY: It is.  
16 HEARING OFFICER: Ms. Dooley, this is Harold Goldin with South Carolina  
17 Department of Employment and Workforce. We are ready  
18 for the Keiarra Carr hearing, and I understand you have  
19 one additional witness.  
20 Is that correct?  
21 LAURA DOOLEY: That is correct, Mr. Goldin.  
22 HEARING OFFICER: Okay. How does that witness pronounce their name?  
23 LAURA DOOLEY: Sedra Charap.  
24 HEARING OFFICER: Sedra Charap. Just a moment, and I will-- is that a female  
25 name?  
26 LAURA DOOLEY: That is.

1 HEARING OFFICER: Okay. Just--

2 LAURA DOOLEY: I'm getting a lot of background noise. Are you?

3 HEARING OFFICER: Getting some background. Ms. Carr, are you-- is there  
4 background noise on your end of the conversation?

5 KEIARRA CARR: It is probably my baby in the background, but I  
6 [UNCLEAR].

7 HEARING OFFICER: Okay. All right. All right. If you both will stand by, I will  
8 conference in Ms. Charap. Just a moment, please.

9 [Call connected]

10 SEDRA CHARAP: Hello. This is Sedra.

11 HEARING OFFICER: Yes. Ms. Charap, this is Harold Goldin with South  
12 Carolina Department of Employment and Workforce. I--  
13 We are scheduled for the Keiarra Carr unemployment  
14 hearing, and I have you as a witness.

15 Is that correct?

16 SEDRA CHARAP: Yes, sir. Yes, sir.

17 HEARING OFFICER: Okay. All right. Let me check-- do a role call here.

18 Ms. Carr, can you hear me?

19 KEIARRA CARR: Yes.

20 HEARING OFFICER: Ms. Dooley, can you hear me?

21 LAURA DOOLEY: Yes. I can.

22 HEARING OFFICER: And Ms. Charap, can you hear me?

23 SEDRA CHARAP: Yes, sir.

24 HEARING OFFICER: Great. This is a telephone hearing. If you have any  
25 documents that have been submitted as potential evidence,  
26 make sure you mention the documents during the course  
27 of your testimony.

1 Are there any questions before we begin the hearing, Ms.  
2 Carr?

3 KEIARRA CARR: I have no questions.

4 HEARING OFFICER: All right. Ms. Dooley, any questions from the employer?

5 LAURA DOOLEY: No, sir.

6 HEARING OFFICER: And, Ms. Charap, any questions?

7 SEDRA CHARAP: No, sir.

8 HEARING OFFICER: Okay. Ms. Dooley, will you be the primary witness for the  
9 employer?

10 LAURA DOOLEY: Yes.

11 HEARING OFFICER: All right. We are now on the record. This is a hearing on  
12 Appeal 21-LA-021603 in the case of the claimant Keiarra  
13 Carr and the employer JDC Management LLC. As this is  
14 an administrative proceeding, I'm advising the parties we  
15 are recording the hearing.

16 The claimant received a determination mailed on October  
17 19, 2020 whereby the claimant was held ineligible for  
18 benefits effective May 24, 2020. This hearing is being  
19 conducted on May 20, 2021 in Columbia, South Carolina  
20 before Harold Goldin, Administrative Hearing Officer for  
21 the South Carolina Department of Employment and  
22 Workforce. The claimant, Keiarra Carr, is present today  
23 by telephone.

24 Ms. Carr, do you have any other witnesses who will  
25 testify this morning?

26 KEIARRA CARR: No.

27 HEARING OFFICER: Okay. And, Ms. Carr, we're getting some background  
28 noise that appears to be on your line. If we could  
29 minimize-- I know you have a baby there, but if you could

1 minimize whatever's causing the wind noise or whatever,  
2 that would be excellent.

3 Again, you will have no additional witnesses, correct, Ms.  
4 Carr?

5 KEIARRA CARR: That is correct.

6 HEARING OFFICER: Okay. Do you have legal counsel present?

7 KEIARRA CARR: No.

8 HEARING OFFICER: Okay. The employer is represented by Laura Dooley.  
9 There's also one additional witness, Ms. Sedra Charap. All  
10 testimony must be taken under oath or affirmation. I'll ask  
11 questions of the witnesses. I'll give witnesses an  
12 opportunity to make statements and to ask questions. At  
13 this time, I will place all parties under oath.

14 Do you swear or affirm that the testimony you give before  
15 the Tribunal will be the truth, the whole truth and nothing  
16 but the truth, Ms. Carr?

17 KEIARRA CARR: Yes.

18 HEARING OFFICER: Ms. Dooley?

19 LAURA DOOLEY: I swear.

20 HEARING OFFICER: And Ms. Charap?

21 SEDRA CHARAP: Yes, sir.

22 HEARING OFFICER: May the record reflect that all three parties answered in  
23 the affirmative and are properly sworn at this time. You  
24 will be notified of a decision as soon as possible. It will be  
25 mailed to your address on record.

26 Ms. Carr, I show your mailing address at 2861 Hilton  
27 Circle Northwest, Kennesaw, Georgia 30152.

28 Is that still correct?

1 KEIARRA CARR: It's correct.

2 HEARING OFFICER: And, Ms. Dooley, I show the mailing address for the  
3 employer at 474 Wando Park Boulevard, Suite 102,  
4 Mount Pleasant, South Carolina 29464.

5 Is that still correct?

6 LAURA DOOLEY: Yes. It is.

7 HEARING OFFICER: All right. As this was adjudicated-- I'm sorry-- as this was  
8 adjudicated as a voluntary quit of the employment, and the  
9 appeal was filed by the claimant, I will go to Ms. Carr  
10 first.

11 Ms. Carr, would you state your name and spell your name  
12 for the record, please?

13 KEIARRA CARR: My name is Keiarra Cara K-E-I-A-R-R-A C-A-R-R.

14 HEARING OFFICER: All right. Ms. Carr, in front of me, I have a copy of the  
15 determination under appeal. That is the document that  
16 held you ineligible for benefits effective May 24, 2020. It  
17 was mailed to you on October 19, 2020. The language on  
18 the document reads as follows: that you left your most  
19 recent bona fide employer due to a heavy workload and  
20 job pressure.

21 At the time of the adjudication, there was no indication  
22 that the work duties were any different than any other  
23 employee in the same position. Therefore, you were  
24 adjudicated to have voluntarily quit the employment for  
25 personal reasons.

26 Is that the determination you are appealing today?

27 KEIARRA CARR: Correct.

28 HEARING OFFICER: All right. Just to get some background information about  
29 your employment, Ms. Carr, I'm looking at your dates of  
30 employment. It appears that you went to work for the

1 employer October 14, 2019, and you last worked there  
2 February 21, 2020.

3 Is that correct?

4 KEIARRA CARR: Correct.

5 HEARING OFFICER: And what did you do when you worked there?

6 KEIARRA CARR: I was hired as a part-time leasing professional.

7 HEARING OFFICER: All right. And were you assigned to a specific property?

8 KEIARRA CARR: I was.

9 HEARING OFFICER: Where were you assigned to work?

10 KEIARRA CARR: I was assigned to Seven Farms and Seven Farms Village.

11 HEARING OFFICER: All right. And in what city is that located?

12 KEIARRA CARR: Daniel Island, South Carolina.

13 HEARING OFFICER: All right. Now you had noted you were hired as part-time.  
14 Did you continue to work in a part-time capacity during  
15 your employment there?

16 KEIARRA CARR: No. I did not.

17 HEARING OFFICER: Did you go to full-time?

18 KEIARRA CARR: No-- Well, I was never moved to full-time, but due to  
19 them not hiring a property manager for four months, I had  
20 to work hours over my part-time what I was hired to do. I  
21 was working in the office by myself because they did not  
22 hire a manager.

23 HEARING OFFICER: Okay. About how many hours did you average per week?

24 KEIARRA CARR: I was-- I'm not certain of the exact amount of hours. They  
25 definitely have my timecards on file where that can be  
26 pulled. It got to the point where I guess they no longer  
27 wanted to pay me for me to-- due to me working overtime,

1 so they then told me that I needed to cut down on my  
2 hours or cut down on the days, but they never actually  
3 hired a property manager that would assist me to make  
4 sure that I was working as a part-time employee.

5 HEARING OFFICER: Okay. All right. So if you worked overtime, you were paid  
6 additional pay for working the overtime.

7 Is that correct?

8 KEIARRA CARR: I never received what was considered overtime pay. They  
9 just paid the additional hours at my same hourly rate, but  
10 they never paid me overtime. They never allowed me to  
11 receive any type of benefits. Though I was working over  
12 what I was assigned to do when I was hired, they never  
13 paid me for those things.

14 HEARING OFFICER: All right. What was your hourly--

15 KEIARRA CARR: They never offered me an option for promotion, either.

16 HEARING OFFICER: Okay. What was your hourly rate of pay?

17 KEIARRA CARR: My hourly rate, I do not remember the exact amount. Let's  
18 see.

19 HEARING OFFICER: If you don't remember, I can move on it.

20 KEIARRA CARR: Yes. I don't remember the exact amount, but they should--

21 HEARING OFFICER: All right.

22 KEIARRA CARR: --have that.

23 HEARING OFFICER: All right. So at some point, you began to work additional  
24 hours over what you were hired to work.

25 Did you talk to someone there about your concerns about  
26 working the additional hours?

27 KEIARRA CARR: Yes. I addressed my concerns. There are several emails in  
28 which provided those and uploaded those via fax, as well

1 as on my document portal. There are several messages  
2 where I addressed my concerns with being overworked  
3 and the lack of support from upper management. I sent  
4 those messages to the vice president of the company, as  
5 well as the district manager who was Sedra who's on the  
6 line. I sent emails to both of them, and I provided those  
7 emails on my portal.

8 HEARING OFFICER: Okay. And did you get a response from those emails?

9 KEIARRA CARR: No, no response. They all just said thank you for holding  
10 down the fort. We appreciate what you're doing. Keep it  
11 up. We're going to get you some help in there, and again,  
12 like I stated, I went without a property manager for almost  
13 three to four months.

14 HEARING OFFICER: All right. When you were working the extra hours, did  
15 you ever work over 40 hours a week?

16 KEIARRA CARR: The-- I don't want to say anything wrong, so I'm not 100  
17 percent sure. As I stated, they do keep timecards on file,  
18 so they should have those timecards. They're submitted  
19 via email, sometimes fax, so they should have those  
20 timecards there to show that I was working over the  
21 amount of hours I was assigned to work.

22 HEARING OFFICER: All right. Anything else you want to add that we haven't  
23 covered?

24 KEIARRA CARR: Yes. In addition to that, I also have emails from the vice  
25 president of the company that are provided via fax and  
26 onto my portal where the vice president herself stated that  
27 the condition of the property was in poor shape. She stated  
28 herself this is not acceptable over and over.

29 She would send messages to upper management, the  
30 owner, as well as Sedra, stating these things. Sedra herself  
31 was severely overwhelmed with the condition of the

1 property. She would come in and out. She would smoke  
2 cigarettes every two minutes because she was so  
3 overwhelmed with the status of the property.

4 In addition to that, I had to use my personal hotspot on my  
5 cellphone in order to have working internet. We never had  
6 working internet. Phone service would always get  
7 disconnected. I uploaded proof of that, as well, and I  
8 asked for reimbursement for having to use my cellular  
9 hotspot, and no one wanted to reimburse me.

10 I also stated to the vice president of the company that the  
11 status of the property was overwhelming me and stressing  
12 me due to the fact that I was eight months pregnant,  
13 working two properties by myself with lack of support  
14 from upper management. I have notes from my doctor  
15 where I had to call in and state to them that I was dealing  
16 with high stress due to the environment of the property.

17 I also went into labor early due to experiencing high  
18 stress. All of that has been uploaded, as well as the email  
19 that I sent to the vice president who also walked out and  
20 quit without giving notice because of the lack of support  
21 and the status of this company.

22 I told her that I was going to be giving my notice.  
23 Everyone knew I was pregnant and that I would be  
24 leaving soon, so no one can say that I voluntarily quit  
25 under normal working conditions because what other  
26 property had a part-time leasing professional working two  
27 properties with no manager for three months.

28 HEARING OFFICER: Okay. All right. Ms. Dooley, do you have any questions  
29 for Ms. Carr based on her testimony?

30 LAURA DOOLEY: Yes.

31 HEARING OFFICER: Go ahead.

---

1 LAURA DOOLEY: Ms. Carr is stating that she continuously worked over the  
2 part-time schedule, yet while we've been on the phone, I  
3 pulled up every check stub of hers in the four months' time  
4 that she was employed with us which totals 11 paychecks.  
5 Two of them are over the 58-hour part-time allotment, too.  
6 So that would be four weeks out of four months that she  
7 worked over the 29-hour a week limit.

8 HEARING OFFICER: All right. Do--

9 LAURA DOOLEY: And it's hard-- I don't have anything--

10 HEARING OFFICER: Go ahead, ma'am.

11 LAURA DOOLEY: --but that.

12 HEARING OFFICER: Yes, actually--

13 KEIARRA CARR: I would like to add to that. As I stated, I did state-- and I'm  
14 glad this is recorded-- I stated that no, it wasn't a  
15 continuous thing that they allowed me to go over. They  
16 would tell me, hey, you're over, and instead of offering me  
17 the option to be promoted and/or putting me to full-time,  
18 they then decided to cut my hours which resulted in  
19 people-- me leaving the office early or someone not being  
20 there for a day or two.

21 So when I returned to the office, I would have a drop box  
22 full of items, voicemails loaded, emails loaded, and it  
23 would put me behind on the day that I would return. So  
24 yes, that is correct. Though it may have only been those  
25 four weeks, that put me behind which also added to my  
26 stress being pregnant and added to my load.

27 Instead of helping me, they'd rather cut me back, and that  
28 put me behind and added on to my job duties, so yes,  
29 that-- she just confirmed that correct, instead of hiring  
30 someone as a manager. It was supposed to be a four-  
31 person office, and there was only two people, instead of

1 hiring someone as a manager allowing me to be promoted  
2 to full-time, they'd rather cut my hours back which added  
3 to my workload. Ms. Dooley is correct.

4 HEARING OFFICER: All right. Ms. Dooley, any other questions for Ms. Carr?

5 LAURA DOOLEY: Yes. So I don't believe I'm confirming anything here  
6 except that she adhered to the part-time hiring status that  
7 the company was able to pay her. So we have two pay  
8 periods of working over 29 hours per week. I don't have  
9 any documentation citing from my predecessor in HR that  
10 her hours were being cut.

11 In fact, most of her paychecks go up to or around 52 to 58  
12 hours, so it looks like she was working most of her part-  
13 time hours. My question is-- you just stated it's a four-  
14 person office. It is not.

15 It's a two-person office, and while the company was  
16 recruiting which takes time in this industry, there's a high  
17 level of turnover nationwide for property management  
18 especially affordable housing. It takes time to find the  
19 right fit for the senior position in a full-time capacity as  
20 property manager.

21 My question to Ms. Carr is didn't your regional senior-- or  
22 excuse me-- your regional property manager who was on  
23 the phone come onsite and help you on a weekly basis?

24 KEIARRA CARR: So to go back to you stating that it's only two-person. That  
25 is incorrect. There's two people in the office, and there's  
26 maintenance. Maintenance is also a part of the team. If  
27 maintenance is short, that also falls on stress to the  
28 workload of the office staff.

29 That is very important to miss to mention because as I  
30 stated, if there's only one maintenance, and there's  
31 supposed to be two to three, including grounds, that means

1 that me as the office staff, I have to do office work, as  
2 well as ground work and being out on the grounds. As I  
3 stated, I was eight months pregnant at this time because  
4 they did not want to hire again another property manager,  
5 and they did not hire an additional maintenance person.

6 So I would like to add that because that's very important to  
7 mention. Again, the reason for this is because it was stated  
8 that I voluntarily quit under normal working conditions  
9 that is no different from anyone else in my position. I was  
10 a part-time leasing professional, and we did not have a  
11 property manager for three to four months.

12 They did not hire anyone. They did not send anyone to  
13 assist me. As I stated, and this can be confirmed, we can  
14 call several residents, anyone. Though Sedra would come  
15 to the office, she was outside on the phone every two  
16 minutes smoking cigarettes. That bothered me severely  
17 because as I stated, I was eight months pregnant, so she  
18 would come into the office smelling like straight chain  
19 smoke.

20 She would smoke right outside of the door of the office.  
21 The smoke would come into the office which only  
22 confirmed yes, she was physically there, but no, she was  
23 never helping me, and if she was assisting me, why do I  
24 have emails that I uploaded onto my document portal from  
25 the vice president of the company who was complaining  
26 about the status of the property?

27 If things were being done, why were there several  
28 recertifications that were done? If things were being  
29 handled, why was our numbers severely low? And this  
30 also is uploaded onto the document portal, and the  
31 percentages and the numbers directly from the vice  
32 president is on there, as well.

---

1 HEARING OFFICER: Okay. Ms. Carr, and you've made the record with the  
2 correspondence from the vice president.

3 Ms. Dooley, do you have any other questions for Ms. Carr  
4 at this point?

5 LAURA DOOLEY: I do, so I just want to reiterate and the information she just  
6 shared, she did confirm that her regional who is the  
7 supervisor for the property portfolio that Keiarra was  
8 working in was onsite and was working with her. And it's  
9 her opinion for whether Sedra or not was actually working  
10 while there. So things [UNCLEAR] information--

11 KEIARRA CARR: It's not my opinion when I have the documents from the  
12 vice president.

13 HEARING OFFICER: Let her finish. Ms. Carr, Ms. Carr, let her finish. Go  
14 ahead, Ms. Dooley.

15 LAURA DOOLEY: Also, I have to re-ask the question that it's a four-person  
16 office because we've only had it staffed with three  
17 including maintenance, and while Keiarra was there, there  
18 was a maintenance person onsite, Leah Robberson.

19 So we had two people in a three-person office, so it's my  
20 understanding we only had one position missing at the  
21 time which was property manager, so I'm not sure that  
22 Keiarra and I are on the same page with that.

23 But the way the property sits now, that's the way it was  
24 when she was employed here. So I guess I'm wondering  
25 why Keiarra is-- you're under a different impression that it  
26 was a four-person team.

27 KEIARRA CARR: I would like to add that was incorrect, and Laura was not  
28 the person who was even there at the time that I was hired.  
29 She did not get hired until I was leaving the company.  
30 When I came to do my interview with Tracy who also quit  
31 JDC Management who was the HR manager at the time,



1 HEARING OFFICER: Okay. All right. And I-- from what I gathered from the  
2 hearing, Ms. Dooley, you've assumed this position since  
3 Ms. Carr left the employer.

4 Is that correct?

5 LAURA DOOLEY: Not exactly. I joined the company January 2, 2020. She is  
6 correct that I was not part of the hiring process for her the  
7 October before. I was part of the resignation process in  
8 February.

9 HEARING OFFICER: Okay. Are you aware of any conversations she had with  
10 you or anyone else concerning being overworked or  
11 having concerns about the working conditions there on the  
12 Daniel Island property?

13 LAURA DOOLEY: No, none of that was communicated with me. The only  
14 communication I had with Keiarra via email is her  
15 communicating with me about her resignation. I have  
16 language from her to me stating she was resigning, a  
17 photo she took of herself dropping off the property's keys  
18 in the drop box, and then requesting a formal letter from  
19 me stating she resigned, what her last day was, et cetera.  
20 And we went back and forth a little bit about tying up  
21 some transfer out items.

22 HEARING OFFICER: Okay. Okay. Ms. Carr, do you have any questions for Ms.  
23 Dooley based on her testimony?

24 KEIARRA CARR: Well, I would just like to add being as Sedra is a witness  
25 in this and the question that you just asked Laura again. I  
26 never had any-- I've never seen her. I can't even tell you  
27 what she looks like, so I've never had any interaction with  
28 her--

29 HEARING OFFICER: Okay. All right.

---

1 KEIARRA CARR: --because that question of if-- that you asked Laura about  
2 was it brought to anyone's attention about the workload  
3 being asked to our witness, Sedra, as well?

4 HEARING OFFICER: Well, we hadn't gotten to Ms. Charap yet, so--

5 KEIARRA CARR: Okay. Okay.

6 HEARING OFFICER: --it sounds like at this point, Ms. Dooley, is there anything  
7 else you want to add to the record before we go to the next  
8 witness?

9 LAURA DOOLEY: Yes. I want to briefly touch back on some hyperbole  
10 shared by Keiarra. The company parted ways with my  
11 predecessor. It was not a resignation. I believe Keiarra is  
12 trying to establish an unhealthy work environment at the  
13 time where she's stating she communicated these  
14 concerns. I can testify those concerns were not  
15 communicated to me.

16 All I got was the back end, last minute, no warning, no  
17 notice resignation leaving no one at the property, and  
18 there was someone else working with her at the property.  
19 It continues to be a three-man property. It does take time  
20 to place people into positions at any company especially  
21 property management with affordable housing.

22 It's a very niche market. There's special qualifiers for it  
23 and a limited job pool to choose from. Also, she's  
24 speaking about the vice president of property  
25 management and her departure and a nature by which she  
26 wouldn't be privy to, so it feels like a bit of a sneer against  
27 the company. And I just want to say that Keiarra is not in  
28 a position to testify to those facts.

29 HEARING OFFICER: All right. Well, at this time, I'm going to Ms. Charap.  
30 Ms. Charap, would you state your name and spell your  
31 name for the record, please?

---

1 SEDRA CHARAP: Yes, sir. My name is Sedra Charap. It's spelled S-E-D-R-  
2 A. Last name is Charap C-H-A-R-A-P as in Paul, and I'm  
3 the regional property manager with JDC.

4 HEARING OFFICER: All right. Ms. Charap, did you work with Ms. Carr when  
5 she was employed there?

6 SEDRA CHARAP: Yes, sir. I did.

7 HEARING OFFICER: All right. Did you supervise her or were you both in equal  
8 positions?

9 SEDRA CHARAP: I supervised Ms. Carr during the absence of a property  
10 manager.

11 HEARING OFFICER: All right. Now Ms. Carr had given testimony that her  
12 reason for resigning from the employer is she felt like she  
13 had become overwhelmed with the job.

14 Did you and Ms. Carr have conversations about her  
15 concerns about the conditions there at the employer?

16 SEDRA CHARAP: I think we both agree that we had conversations in  
17 reference to the status of the office with the files  
18 everywhere from the former manager, Dotty Harris. I  
19 never had detailed conversations in reference to her  
20 statement earlier that she would be leaving or would be  
21 giving notice. Those conversations never happened at all.

22 HEARING OFFICER: Okay.

23 SEDRA CHARAP: The other-- I'm sorry. Go ahead.

24 HEARING OFFICER: Go ahead, go ahead.

25 SEDRA CHARAP: And we hired-- according to her hire letter, we hired Ms.  
26 Carr as the assistant property manager, not as a leasing  
27 professional. In our world, an assistant manager does  
28 handle the property in the absence of a property manager.  
29 That was Ms. Carr's official title, not a leasing  
30 professional.

1 HEARING OFFICER: Okay. All right. Thank you, Ms. Charap. Ms. Dooley,  
2 technically, Ms. Charap is your witness.  
3 Do you have any questions for her?  
4 LAURA DOOLEY: I do not-- well, yes. I do have a question, and I just pulled  
5 up the offer letter. Sedra is correct. Her title was assistant  
6 property manager. My question to Sedra, Mr. Goldin,  
7 would be Sedra, when you were onsite at Seven Farms, is  
8 your professional duty to assist the team there while you  
9 are onsite?  
10 SEDRA CHARAP: That is correct. That is my position, yes, ma'am.  
11 HEARING OFFICER: All right. Anything else, Ms. Dooley?  
12 LAURA DOOLEY: No, not at this time.  
13 HEARING OFFICER: Okay. All right. Ms. Carr, do you have any questions for  
14 Ms. Charap based on her testimony?  
15 KEIARRA CARR: Yes. I would like to add that Sedra is stating that the  
16 property fell behind due to the property manager Dotty.  
17 Dotty was newly hired, as well, and Dotty actually reports  
18 to Sedra who is the district manager, so you can't say that  
19 the property manager wasn't doing her job without saying  
20 that also reflects on the regional manager which concerns  
21 that I do know a lot about this business as I've been in it  
22 since I got out of high school.  
23 The property manager reports to the regional manager, so  
24 if the property fell short, and the property manager wasn't  
25 doing her job, that means that the regional manager was  
26 not protecting her assets and reviewing what was going on  
27 within her district. Sedra has also gotten into some trouble  
28 with upper management due to [UNCLEAR]--  
29 HEARING OFFICER: Okay. Ms. Carr, Ms. Carr, Ms. Carr, Ms. Carr, stop just a  
30 minute. What I'm doing is I'm going to give you a chance  
31 to make general statements in just a minute.

1 Do you have any specific questions for Ms. Charap?

2 KEIARRA CARR: Well, this goes with her stating that she was my support  
3 and that the issue with the property fell on the manager  
4 instead of taking accountability that she herself was not  
5 doing her job--

6 HEARING OFFICER: Okay.

7 KEIARRA CARR: --which confirms that I did not have the support. Just like  
8 my manager didn't have the support from her regional, I  
9 didn't, either.

10 HEARING OFFICER: Okay. Well, it sounds like we're at the turn in the hearing  
11 where we need to move to the closing argument. What  
12 that provides is an opportunity for both the employer and  
13 the claimant to make a final closing statement. If there's  
14 something that needs to be on the record, this would be a  
15 chance to get it on the record while we're still recording.

16 Ms. Carr, you are the claimant. I will go to you first.

17 Would you like to make a closing statement?

18 KEIARRA CARR: Yes. I would like to add that-- and again, all of this has  
19 been faxed and uploaded onto my document portal that I  
20 sent an email to the vice president of the company. I  
21 stated-- and again, initially, I was hired as part-time  
22 leasing professional, and when this was mentioned to  
23 Tracy by Dotty who was our property manager at the time,  
24 they then went in and adjusted my position.

25 But initially, I was hired as a part-time leasing  
26 professional. I said, "Hi, Claire, I wanted to personally  
27 reach out to you in regards to the status of Seven Farms  
28 and Seven Farms Village. This place is in complete  
29 disarray-- files missing, documents out of order,  
30 applicants calling and coming by to see where their items  
31 are, and I honestly have no idea. I'm not sure how this

1 place got in this condition that it's in. I was hired as a part-  
2 time leasing professional and have been going above and  
3 beyond in terms of hours and holding down the fort, and I  
4 do not even get paid for the same nor do I get the benefits  
5 for the job that I'm doing."

6 "At this point, the workload that is being brought onto me  
7 is out of my job title and my pay rate, and it's truly unfair.  
8 These things do not just fall on the previous manager  
9 because the previous manager also has someone who  
10 oversees her. This is no reason this place should be in this  
11 condition, and I'm having to do clean-up and being asked  
12 where's this and where's that and why isn't this being done  
13 by regional manager who should be aware of things  
14 happening at one of her assets."

15 "It should not be my job to clean up others' mistakes when  
16 there has been a manager and regional manager who are  
17 on JDC's payroll to do a job. I'm going to be honest. I'm  
18 frustrated. I'm [UNCLEAR], and I know how to tackle  
19 things, but this is beyond me and my duties of what I was  
20 hired to do." Again, this was sent to the vice president of  
21 the company. She then herself came to the office to talk to  
22 me. We spoke about our concerns. I told her that I was  
23 going to be leaving.

24 I did not report to Sedra because I did not see eye to eye  
25 with Sedra. Sedra made fun of my voice, she talked about  
26 the way I talk, she talked about my demeanor. Sedra said  
27 several things about me that she did not know that people  
28 told me. I never mentioned anything because it was a  
29 business. It's not personal. I could care less about what she  
30 says to me. She's mentioned private things to me about her  
31 abusive ex-husband.

32 Again, I was pregnant, eight months dealing with the  
33 stress of work. I didn't want to be involved with her messy

1 life situations, as well. It proved-- everything proved that I  
2 was extremely overworked. It proved that I did not  
3 voluntarily quit because again, I mentioned this to the vice  
4 president which on that very same day-- and this can be  
5 confirmed-- that she came to my office. The day that  
6 Claire came to my office is the very same day that she  
7 packed up her office and quit. And that's all that I have to  
8 say.

9 HEARING OFFICER: All right. Ms. Dooley, anything from the employer in  
10 closing?

11 LAURA DOOLEY: Yes, Mr. Goldin. So the employer would like to offer the  
12 following-- and I will say to you directly, Keiarra, I'm  
13 sorry that this has been your experience and the manner in  
14 which you were separated from the company, but on  
15 behalf of the employer, I will represent the following: The  
16 vice president of property management that Keiarra has  
17 referred to did resign on January 24 for her own reasons.

18 It does sound like Keiarra had a conversation with her  
19 about her frustration with her position at Seven Farms. I  
20 will say that none of this was brought to my attention. I  
21 was gainfully employed with the company during that  
22 time. I will also say that there would have been a chance  
23 to work something out with Keiarra if it were brought to  
24 other people's attention.

25 Unfortunately, it hit a dead stop with the vice president.  
26 Keiarra's opinion of how Seven Farms was being run and  
27 the manner in which it was left is, in fact, an opinion. We  
28 normally operate in the affordable housing niche under a  
29 lot of stress. Property management in itself is stressful.

30 The notion of her being overworked as a part-time  
31 employee with help around her by the team is something I  
32 cannot speak to. That's how she felt. Again, I wasn't

1 invited in on it to work out a solution. We're still trying to  
2 get our recertifications caught up at that property, and it's  
3 been over a year. It's the constant state of being in this  
4 industry.

5 It's very busy, it is high stress, there are a lot of residents,  
6 lot of vendors, lot of stuff going on all the time. I will  
7 reiterate that Ms. Carr's employment offer letter dated  
8 October 14, 2019 signed by my predecessor who she  
9 interviewed with and mentioned earlier, Tracy Williams,  
10 does indicate a \$16-an-hour position as assistant property  
11 manager for Seven Farms and Seven Farms Village.

12 So the company cannot support any job title change as  
13 leasing or any hour change, that those are the terms she  
14 accepted and then four months later decided it was not for  
15 her. I do have, if the state would like it, the email with her  
16 stating she was resigning. There are no reasons as to why.

17 It was an impromptu resignation with no given notice, no  
18 opportunity to work it out, and that unfortunately was the  
19 only bit of communication I shared with Ms. Carr while  
20 she was with us. I will say that this company does try to  
21 work its-- together in its best capacity as a team, and I  
22 wouldn't like to believe that Ms. Keiarra was left alone on  
23 a deserted island, on Daniel Island when the corporate  
24 offices in Mount Pleasant were right down the street.

25 And I'm thankful that the vice president went to go see her  
26 and talk to her. It sounds like we were trying to work  
27 things out, but last note, Ms. Carr did have gainful  
28 employment with this company. Ms. Carr might've stated  
29 her frustration to an employee at this company, but Ms.  
30 Carr did not decide to stick it out with this company. She  
31 gave it four months, and she voluntarily left.

1 HEARING OFFICER: All right. Well, at this time, I'm going to close the hearing  
2 to further testimony. We are now off the record.

3 [Recording ended]

4 **HEARING CLOSED**

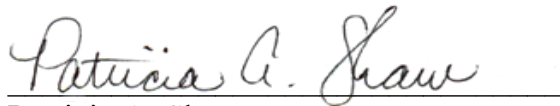
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CERTIFICATE

This is to certify that this is a copy of the proceedings held in a hearing before Harold Goldin, Administrative Hearing Officer, for the South Carolina Department of Employment Workforce, in the matter of Keiarra Carr, Claimant and JDC Management LLC, Employer on May 20, 2021 which proceedings were phonographically recorded, transcribed and herein appear.

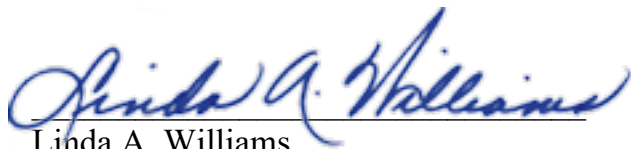
  
Patricia A. Shaw  
Transcriptionist  
Williams & Associates

Richmond, Virginia  
August 1, 2021

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Linda A. Williams  
Proofreader  
Williams & Associates

Richmond, Virginia  
August 4, 2021