



Hello Alderwoman,

Re: 3575 Howell – Dollar Tree

Please feel free to reach out if any questions.

To address the issues, we are going to implement the Exterior Cleanliness Program that is being implemented for Dollar Tree in other parts of the country. What this program does is ensure the store has indeed completed the cleanup and allow for electronically verification the task is completed (within our company system). It has been very successful program.

The program does take time to get set up so it will not be immediate, but we are working on this.

In the meantime:

- We will be working on having the stores clean 2x a day (opening and 4pm).
- There will be a District Manager verification.
- This will include walking the parking lot and review of the public way areas.
- This new requirement will be communicated to our stores on Monday 2/12 during our weekly conference calls for immediate implementation.

Also, any issue that cannot be corrected right away, the issue will be reported to the DM, a work order will be created, and we will email you keeping the line of communication open.

Regarding the specific questions, you have raised:

- Plan to ensure trash cans are emptied regularly –
  - **The above plan will address this as well as our vendor Powerhouse.**
- The public right of way remains clear of large and small debris, ice, snow, and unpermitted solicitors –
  - **We have a Landscaping service from April-November which includes Tree and Brush trimming (1 Annual), and Spring and Fall Cleanup.**
  - **Solicitors will be asked to be moved if they are on Dollar Tree property.**
  - **Snow removal is on occurrence by 3<sup>rd</sup> party.**

- **We also have a vendor, Powerhouse, that is contracted for once per week, sweeping, litter pickup, and trash can liner replace.**
- Trash Service
  - **We have regular 3x a week cardboard pickup and 1x a week trash. Store can request additional pickup if needed.**

Again, thank you for your time and I look forward to working with you and providing the best possible service to the community.

Steve Kenney

Dollar Tree