

CITY OF MILWAUKEE
 JUN 10 PM 2:11
 CITY CLERK'S OFFICE

June 7, 2024

Marilyn Sutton
 7300 West Fairmount Ave
 Milwaukee WI 53218
 Marilyn.Sutton7300@gmail.com
 414 336-6292

Whom It May Concern:

On April 25 @ 11:30 water meter changed per
 prior informative letter, this was in my basement
 behind my bar where a sink is located but not
 used due to no pipes connected to it.

I am 80y/o and have lived in this home for
 approx 18-20 years I have NEVER turned on the
 faucet in the sink behind bar!!

I noticed water on the floor and leading
 into my laundry room but I thought it was
 due to my washing machine so I mopped it up
 and went back upstairs

Several days passed and I noticed water
 again but it has moved onto my carpet in
 my room with bed + couch plus all over
 behind bar which was wetting up every thing.
 This time I checked and noticed the sink faucets
 were on - dripping onto the floor and everything
 in its site = Warnings turned on sink without looking to see
 & look-up!!

I called Milwaukee Water Works and Brandon
 Robinson supervisor made a home visit, he took
 pictures and took my statement on May 9. he
 said his supervisor would call. After waiting a
 few days I called her.

I have lost toiletries which I kept behind bar \$150.00
 Tools which were in sink (storage) \$60.00
 Figures broken \$200.00
 George Forman grill in box \$150.00
 Heater in box \$200

car cover \$20.00
 cleaning of carpet + couch due to wetness, mold and
 smell - see estimate -
 inconvenience - ?
 Please consider compensation
 Thank you in advance
 Marilyn Sutton

total:

150.00
60.00
150.00
200.00
20.00
716.00
1296.00



STANLEY STEEMER.

CARPET | UPHOLSTERY

Inv. #: _____

Date: 6/7/24

NAME Marilyn Sutton

ADDRESS 7300 W Fairmount Ave

Milwaukee, WI 53208

CITY / STATE / ZIP _____

PH# (414) 708-0153 2ND# _____

- Residential
 Commercial
 Estimate
 Courtesy Call

Truck # _____		MILEAGE	METER	<input type="checkbox"/> Cash
Job # _____	End			<input type="checkbox"/> Check # _____
CREW: _____	Start			<input type="checkbox"/> Credit Card: V MC D
	Total			App # _____
				Ref # _____
				<input type="checkbox"/> On Account
				<input type="checkbox"/> Tax Exempt # _____

Office: _____

COMMENTS / INSTRUCTIONS

* Customer had mold in couches due to water leak
 * Customer had water damage in carpet
 * Couches and carpet needs extensive care / Disinfect and Sanitize

PERSONAL HOME ANALYSIS

- What is the approximate age of the carpet / upholstery to be cleaned? 10 years
- Have you ever had your carpet / upholstery cleaned professionally? Yes No
- How often do you clean your carpet / upholstery? 6 Mo. 1 Yr. Other _____
- Have you ever had your carpet / upholstery treated with a protector? Yes No
- Have you ever used any type of carpet / upholstery deodorizer? Yes No
- Do you have a product to treat accidental spills? Yes No
- Are there any difficult spots or areas that need special attention on any of your carpet or upholstery? Yes No
- Do you have pets? Yes No

TECHNICIAN'S CARPET ANALYSIS

- Sun fading of carpet or upholstery
- Stains on baseboards.
- Carpet splitting and separation of seams due to poor installation.
- Excessive soap prior to our cleaning.
- Mildew stains.
- Assorted colored spots permanent discoloration soda orange juice cosmetics
- Excessive carpet wear and fiber breakdown.
- Furniture stains.
- Animal stains / pet odor.
- Carpet swells or ripples due to poor installation.
- Carpet nap runs in opposite direction. May show up as dirty.
- Other: _____

- Explained protection.
- Raked all cleaned areas.
- Protective coasters and blocks put in place.
- Leave in place for _____ days.
- Customer initials _____

ITEMS/AREAS	CLEAN	PROTECT	DEODORIZE	TOTAL
1 Room	89.00		* 250.00	
1 SOFA	84.00		* 250.00	
Contact When Issue Is Resolved?				

Carpets loose at seams or along walls or concrete floors, or that have been incorrectly or defectively installed, are cleaned at customer's risk. Carpets that have been exposed to pets may sometimes not be able to deodorize effectively. Any questions concerning our workmanship must be reported within 10 days after completion of work or will be subject to a service charge at our option. WARNING: Customer acknowledges being informed and understands that carpet is damp during and after cleaning and that care should be taken in stepping onto non-carpeted surfaces to avoid slipping, and hereby releases Stanley Steemer from any and all liability for injuries which might be sustained as a result thereof. I HAVE READ AND FULLY UNDERSTAND THE ABOVE.

SUBTOTAL	\$ 673.00
DISCOUNT AMOUNT	0
TAX	\$ 43.75
TOTAL	\$ 716.75

X

Customer's Signature _____
 Terms: Payment due upon completion of work.

Your next cleaning is due on: _____ That date has been: Scheduled Not Scheduled

OFFICE COPY

STANLEY STEEMER®

Some Things To Keep In Mind Since Your Cleaning:

HELP YOUR CARPET AND/OR FURNITURE TO DRY FAST BY:

Turning your thermostat up during the cold season or opening the windows during the warm season. Ceiling fans also help your carpet dry faster. Drying time varies depending on weather conditions. Give your carpet at least 24 hours to dry.

WALKING ON YOUR CARPET:

For the first 24 hours, do not walk on carpet with street shoes. Be careful not to slip as you walk from damp carpet onto non-carpeted areas.

CARPET AND/OR FURNITURE PROTECTOR:

The protective coasters are under your furniture to protect your carpet from rust or furniture stains. Wait until your carpet is completely dry before removing them.

LEARN MORE ABOUT CARPET CARE:

Visit us on the Internet at <http://www.stanley-steemer.com>

Please Note:

CARPETS LOOSE AT SEAMS OR ALONG WALLS, CONCRETE FLOORS, OR INCORRECT INSTALLATIONS ARE CLEANED AT CUSTOMER'S RISK.

ANY QUESTIONS REGARDING OUR WORKMANSHIP MUST BE REPORTED WITHIN 10 DAYS AFTER COMPLETION OF WORK.

Thank you for choosing
STANLEY STEEMER®