

10/30/18

Jeffrey Johnson & Frances Norris-Johnson

7437 N 51<sup>st</sup> ST

Milwaukee WI. 53223

RECEIVED  
OFFICE OF CITY ATTORNEY

OCT 31 2018

12:15 A.M./P.M.

City of Milwaukee,

My wife and I would like to request a hearing resulting in the denial of a claim filed by us against the City of Milwaukee.

RE: File # 1048-2018-1757 and 1048-2018-1759

*Jeffrey Johnson*  
*Frances Norris-Johnson*

CITY OF MILWAUKEE  
2018 OCT 31 A 8:44  
CITY CLERK'S OFFICE

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AUG 16 2018

12:45 A.M./P.M.

08/08/18

CITY OF MILWAUKEE  
2018 AUG 15 PM 1:01  
CITY CLERK'S OFFICE

This is a claim against the City of Milwaukee-Department of Water Works

Jeffrey R Johnson & Frances E Norris-Johnson are the claimants and property owners at

9611 & 9613 W Bradley Rd. Milwaukee WI. 53224

We are seeking recovery cost in the amount of \$1200 which includes the removal of wastewater, cleaning and sanitizing the basements of 9611 & 9613 W Bradley Rd. were wastewater backed up into both units on the evening of 07/17/18 and thru out the night into the following afternoon of 07/18/18 before the water main was cleared of obstruction.

This incident began in the evening of 07/17/18 when we received a call from Nichelle Hopkins who resides at 9611 W Bradley Rd. We were informed there was a puddle of water in the center of their basement near the laundry area which was not there a couple hours earlier when they were doing laundry. I asked her to monitor the water and see if the wash machine overflowed. Later that evening Ms Hopkins called again and said there is more water and she is no longer washing. Ms Hopkins then contacted the City Water Dept and was told some one will come check the water main. Ms Hopkins received a call from the city, approximately at 2am that morning of 07/18/18 and was told there was obstruction and needed equipment to repair which would not arrive until later that morning. We received a call from Ms Hopkins early in the am and was told what the city stated to her. At this point both households are upset and not able to rest. I informed Ms Hopkins I would be there as early as possible and was told she has to get up at 5:30 in the morning, to get herself together for work and a toddler ready for day care. I arrived at the property before 7am. The time Ms Hopkins has to leave the house. She is visibly upset. Once I went inside the fumes are overwhelming and the basement has 3-4 inches of wastewater over 80% of the floor...a painful scene!

Mrs. Norris-Johnson is at home making some phone calls and internet searches and I'm out going to rent a water vac. I'm not able to contact the tenant at 9613 W Bradley Rd. and could not enter the property without her knowledge.

I soon returned to the property and began the wastewater removal at 9611 W Bradley Rd.

Later in the morning my wife, Mrs. Norris-Johnson informed me that our property insurance company:( Neckerman Insurance) considered the basement NOT a living space and had no coverage. Also, the agencies that were contacted for recovery were very expensive and at the earliest someone could come out after hours and asset the disaster for a fee of \$125.

I was able to contact Ms Nicole, the tenant in 9613 W Bradley Rd that afternoon and found her basement 80% covered in wastewater.

I worked throughout the day, my wife worked all afternoon and I hired one day laborer who worked for a few hours. It wasn't until the afternoon of 07/18/18 when the City of Milw. cleared the water main from obstruction. We also helped both tenants, who are single parents remove damaged property that hindered the cleanup.

I have followed the instructions I received from the City Clerk for filing a claim which includes:

A document stating the circumstances of this claim

The address of where the incident took place along with a detailed description

Three estimates for recovery cost with the average being \$2586


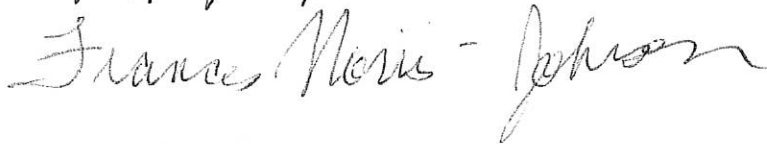
Our contact information and signatures

Mr Jeffrey Johnson & Mrs Frances Norris-Johnson

7437 N 51<sup>st</sup> ST

Milwaukee, WI. 53223

414-371-0323

My Account



True Cost Guide | By Category > Disaster Recovery

# Home Disaster Recovery Cost Guides

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## On This Page:

1. Fire and Smoke Damage Restoration
2. Flood and Water Damage Cleanup
3. Storm and Wind Damage Repair
4. Earthquake Retrofitting
5. Lightning Protection Installation
6. Disaster Recovery and Insurance

When recovering from disaster, you need to act fast. Your home may be significantly damaged, at risk of serious issues and in need of repair. But where do you start? [Continue Reading](#)

### Remove Standing Water Costs

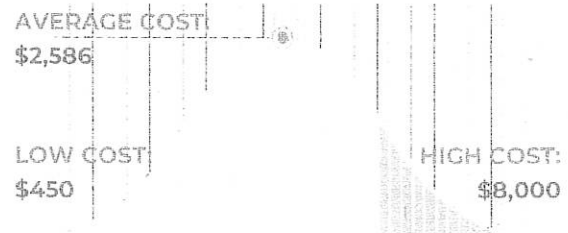
### Repair Water Damage Costs

MOST HOMEOWNERS SPENT BETWEEN:

**\$1,342 - \$4,687**

MOST HOMEOWNERS SPENT BETWEEN:

**\$1,071 - \$4,100**



Select your Disaster Recovery project

**Action PDR, Inc.**

References Available

**One More Step... 73%**



**Good Response Rating**  
This pro arrives to most scheduled appointments.



Book appointments or request quotes from the Service Pros below

Select your 'water removal recovery' appointment type and time:

- Perform the work
- Provide in-person estimate

Restoration 1 of Greater Milwaukee

**5.0**  
Monday  
3 Verified Reviews  
7/23/2018  
Service to 53224

Tuesday  
7/24/2018

Wednesday  
7/25/2018

Services Include: Water Removal Recovery

	9:00 AM	10:00 AM	11:00 AM	9:00 AM	10:00 AM	11:00 AM
<b>Action PDR, Inc.</b>	2:00 PM	12:00 PM	1:00 PM	2:00 PM	12:00 PM	1:00 PM
References Available						
Service to 53224						
Services Include: Water Removal Recovery						
	3:00 PM				3:00 PM	

[View Pricing](#) [Request a Quote](#)

## Horizon Enterprises, LLC / Fire Recovery

The pro will call you before your appointment to discuss your project.

### 5.0 Pricing & Payment Information

1 Verified Review

Average Project Cost  
Service to 53224

Services Include: Water Removal Recovery

**\$3,205 - \$3,205\***

[View Pricing](#)

[Request a Quote](#)

\*This is not an estimate of your project cost.

*HomeAdvisor Tip: Getting multiple quotes  
helps hire the right pro at the right price*

### Working Hours

Monday - Friday: 9am - 5pm

Saturday - Sunday: CLOSED

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