

Nutara Hatef  
3050 A North 45<sup>th</sup> Street  
Milwaukee, WI 53210-1717

November 2, 2003

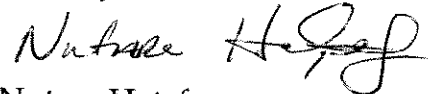
City Clerk  
ATTN: Claims  
200 East Wells Street Room 205  
Milwaukee, WI 53202

To whom it may concern,

I am writing this letter in regards to my claim against the City of Milwaukee. This is based on a city Drain clogged that caused back water in my basement on about July 13, 2003. The estimated total from damaged goods is approximately \$10,277.00. Enclosed you will find a copy of an itemized list of all my losses, photographs, copies of the City's reports, and my personal statement which summarizes my account of what has transpired.

It is my desire to resolve this situation as quickly and smoothly as possible. I am looking forward to a full and speedy refund. If you have any questions, or concerns, please feel free to call me at (414) 442-1391.

Thank you,



Nutara Hatef

CITY OF MILWAUKEE  
2003 NOV -3 PM 3:25  
RONALD D. LEONARDI  
CITY CLERK

CITY OF MILWAUKEE  
2003 NOV -3 PM 4:05  
RONALD D. LEONARDI  
CITY CLERK

CITY OF MILWAUKEE  
NOV. 3  
03 OCT 31 PM 2:07  
RONALD D. LEONARDI  
CITY CLERK

## Personal Statement

On July 8<sup>th</sup>, 2003, I left my residence at 3050A North 45<sup>th</sup> Street, for a vacation to San Diego, CA. I had a friend, Mominah Tatum, watch over my home in my absence. My return date was set for July 30<sup>th</sup>, 2003.

On Approximately July 13<sup>th</sup>, 2003, Mrs. Tatum called me and left a message complaining about a very bad odor in my house. Her exact words were, "it smells like something is dead in the walls." Mrs. Tatum called the Poison Control Center and they told her to leave the property as soon as possible.

She also stated that my basement had been flooded. She said that it was about 6 inches of water in the basement. Mrs. Tatum has explained to me that it had been raining very hard over the last few days. I was very concerned because just about everything I own was in the basement.

I made arrangements for another friend to check the house. When they approached the door, the smell was so strong that they decided not to enter. One of them suggested that the Sewage system may have backed up. I called the City of Milwaukee on the next day, July 17<sup>th</sup>, and spoke with Mr. Edwards. He informed me that he would conduct an investigation and give me the results the next day. I called the next day and was told that the investigation found the city not at fault. However my basement remained immersed in 6 inches of water. I was also told that if it were to rain again call the city back.

On July 23<sup>rd</sup>, I arranged for a friend and plumber to come check out the basement. They noticed a decrease in the water level and used a snake on the drain. They assured me that the drain was clear. On July 28<sup>th</sup>, a very rainy day, my basement flooded again. I arrived in Milwaukee on the 29<sup>th</sup> and came home to a very foul odor and flooded home. Due to the fact that I had a infant, I had to find another place to stay. I called the city on the 30<sup>th</sup> and spoke with Nancy, as Mr. Edwards was not available. I gave Nancy all the details.

One hour later the City's Sewer Engineer conducted an investigation and found the City completely liable, as the City's drain was clogged. The City employees began to repair the drain. It took them three visits to successfully complete the job. On the last attempt, they apparently flushed too aggressively and a blast of water exploded from my toilet. I had to pay 2 cleaning crews to deodorize, sanitize, and remove damaged goods from my home.

I was in the process of opening a home-school set to begin on September 4<sup>th</sup>, 2003. However due to these circumstances, unplanned expenses, and lost time,

I could not meet my deadlines. I lost all of my clients and income. I also had to make adjustments to my budget. As you can see, this situation caused me a lot of undue stress and money. I hope that the information was clear and concise. I sincerely hope that we can resolve this situation by assuring me a quick and full refund. Thank you.

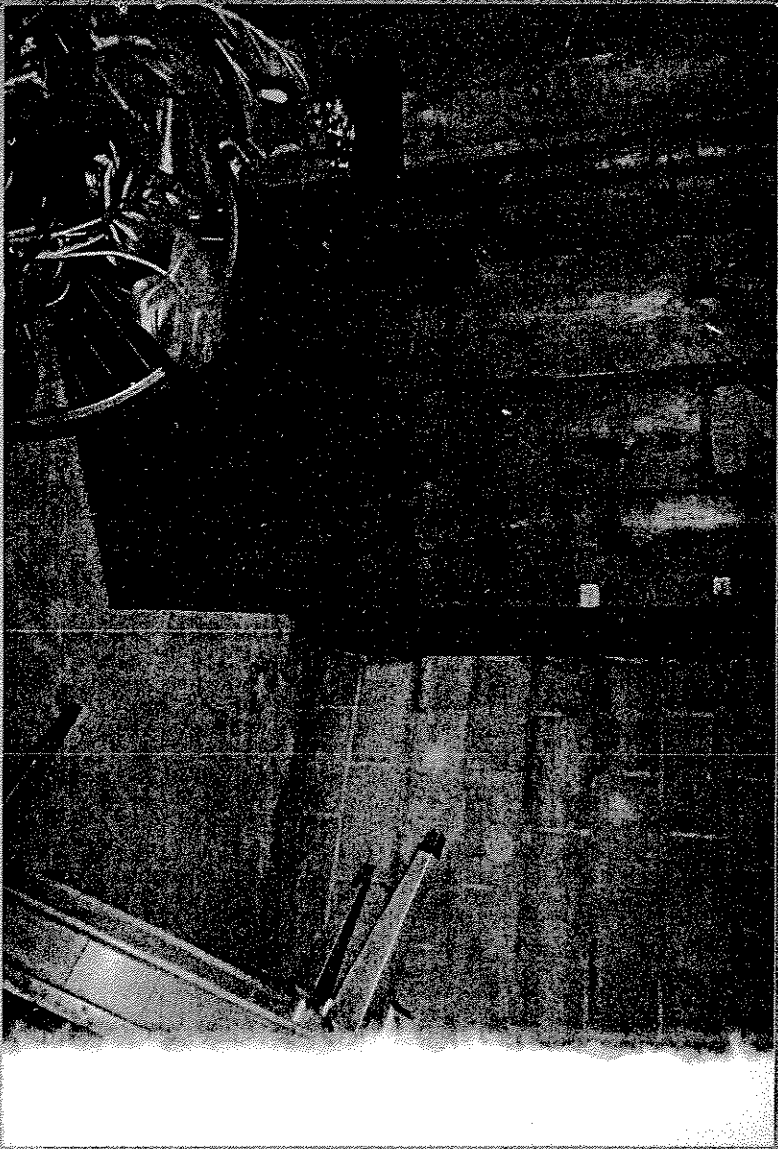
~Nutara Hatf

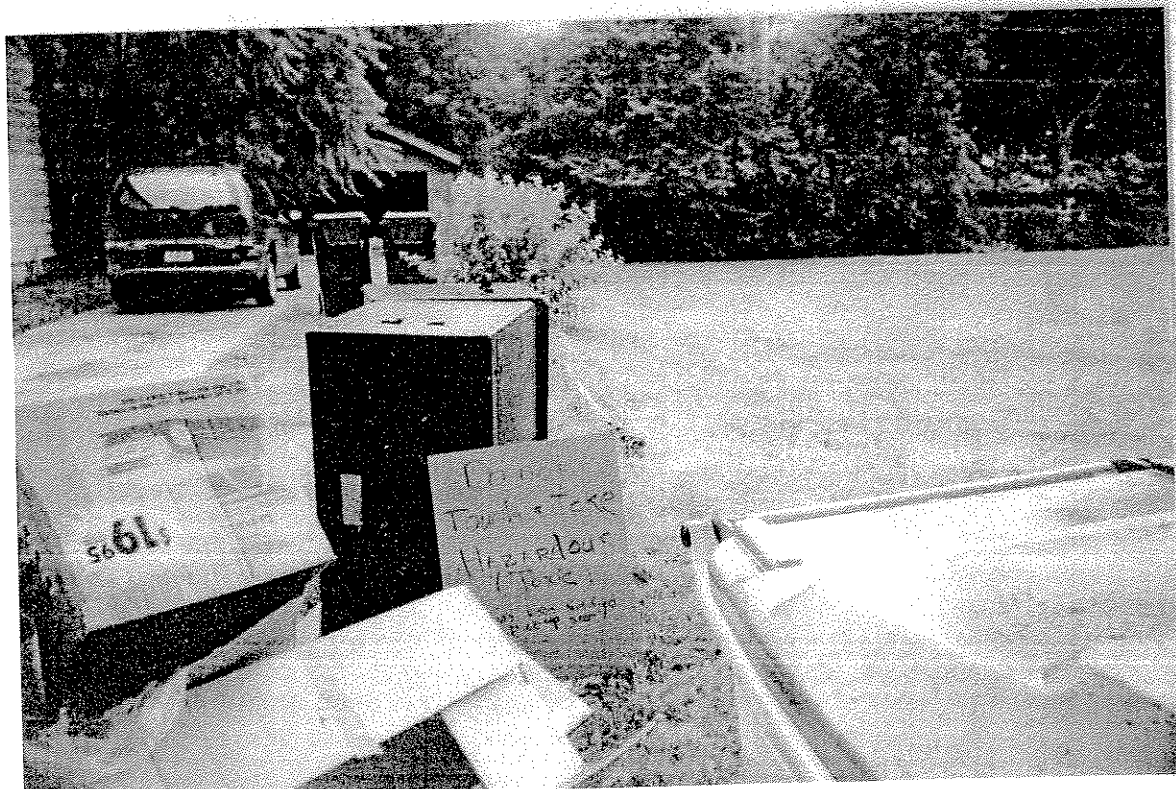
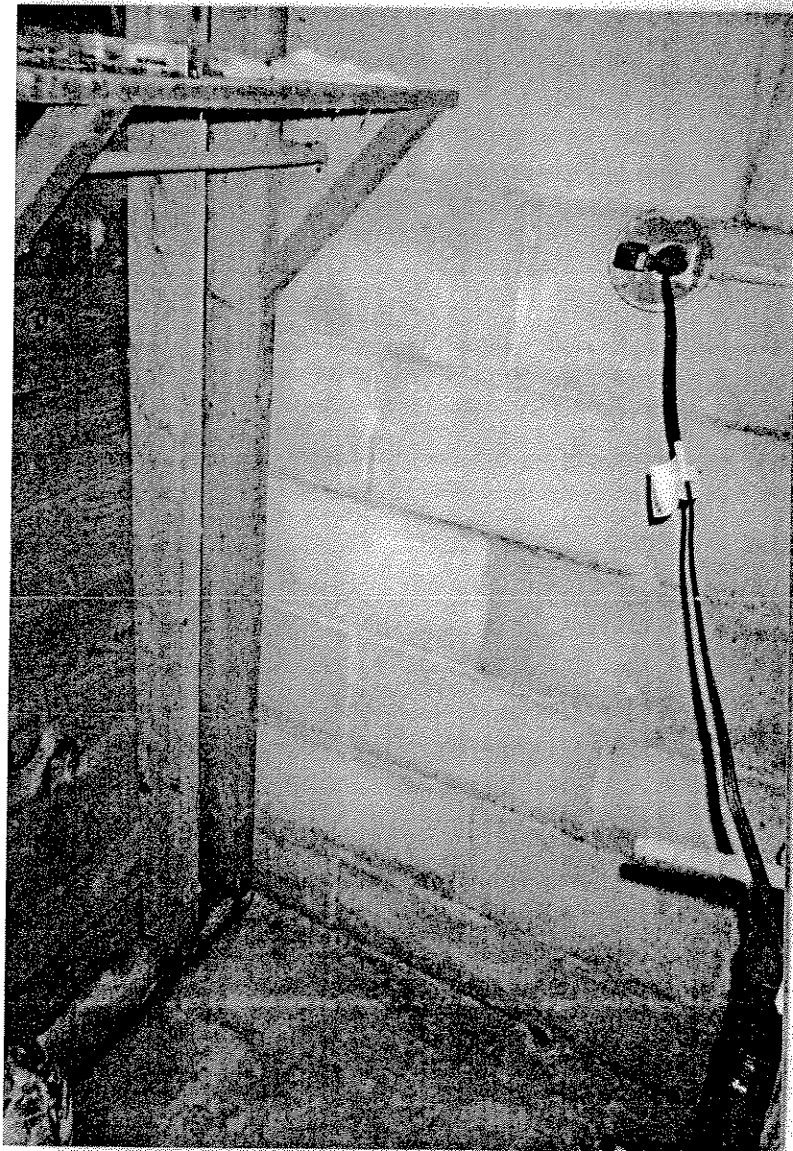
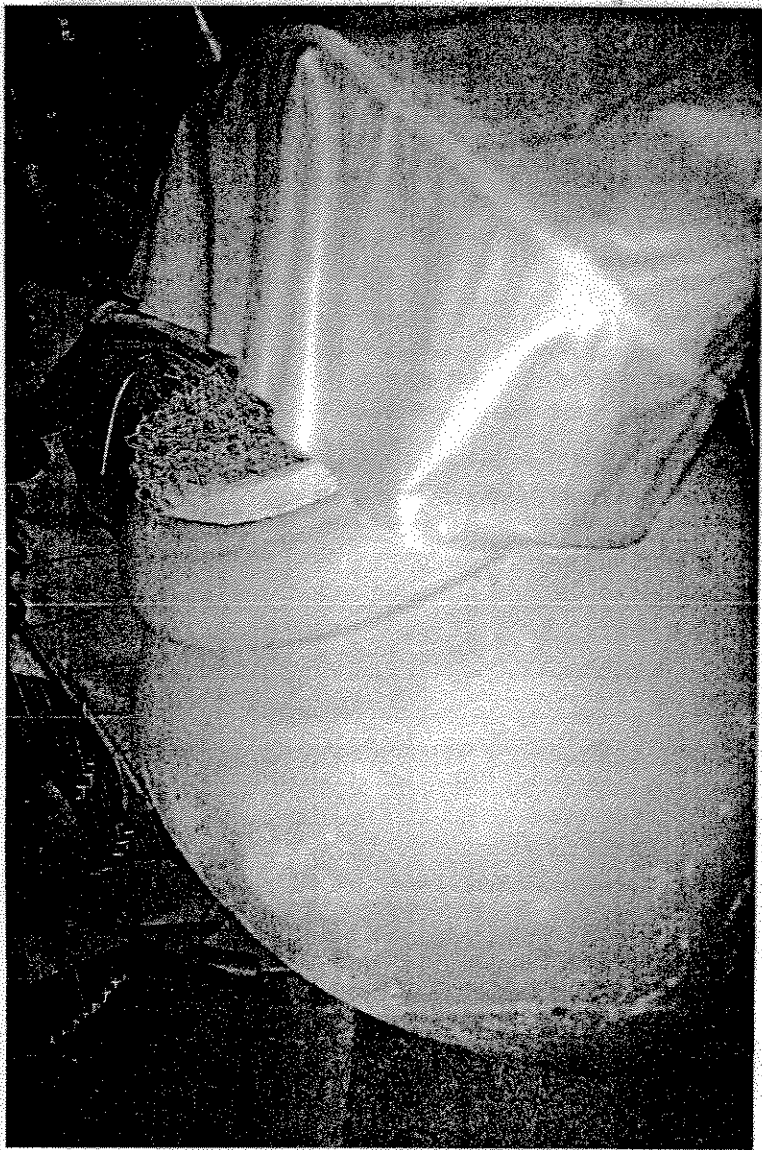
## Itemized list of Losses

<i>Item</i>	<i>Place of Purchase</i>	<i>Value</i>
35-40 Books	Collected over the Years	\$525
3 Winter Coats (Wilson's, Burlington Coat Factory, Robinson May)		\$514
Approx. 15 pair of shoes	(Various Retailers)	\$450
2 Snow Suits	Burlington Coat Factory	\$80
11 Pairs of Pants	Various Retailers	\$330
Many Shirts and Blouses	Various Retailers	\$500
2 Leather storage Cases	Estate Sale	\$90
Gardening Tools	Kmart, Wal-Mart, Steins	\$125
Dry Erase Boards	Bleckley Cardy	\$45
3 Display Panels	Michaels	\$54
Felt Board	ABC School Supplies	\$29
Case of Colored Sand	" "	\$35
6 Large Stamp Pads	" "	\$18.00
10 Watercolor Paint Set	" "	\$20.00
Paint Brushes	" "	\$10
Construction Paper	" "	\$6
Student Art		Priceless
Teachers Resource Material		%100
Poster and Decoration	various school supply retailers	\$150

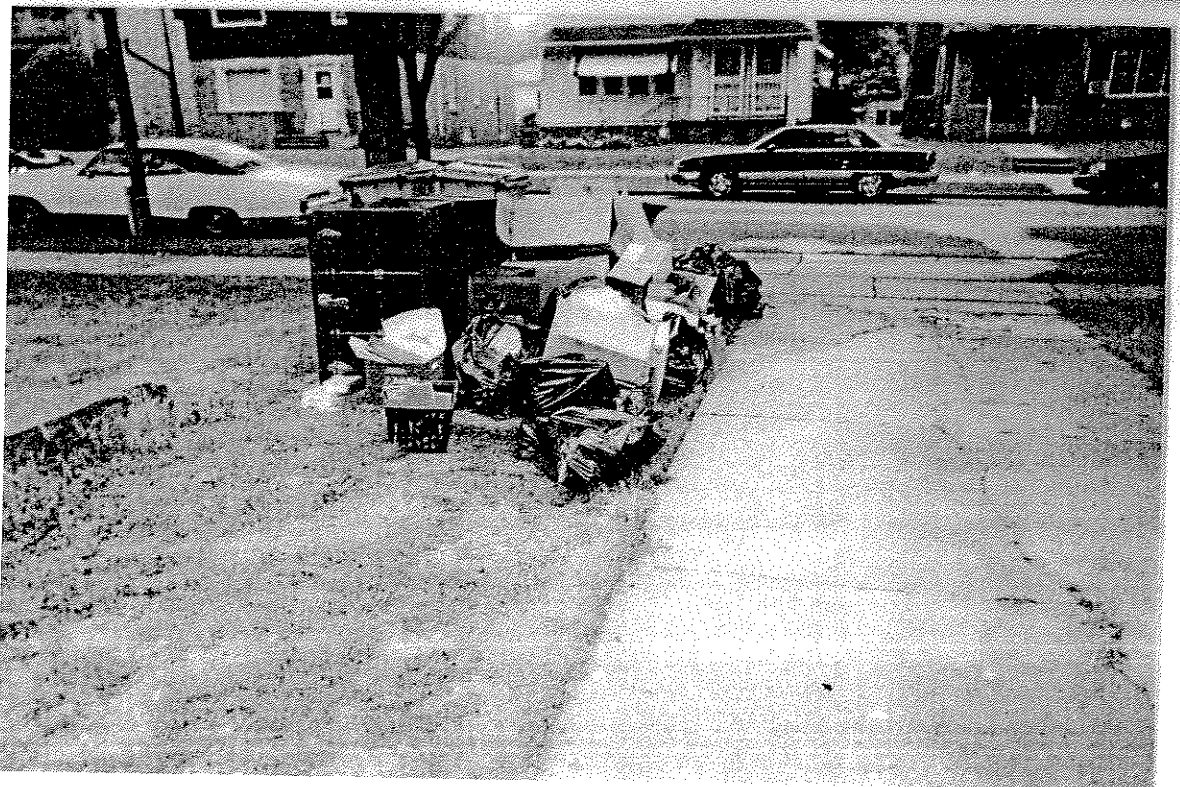
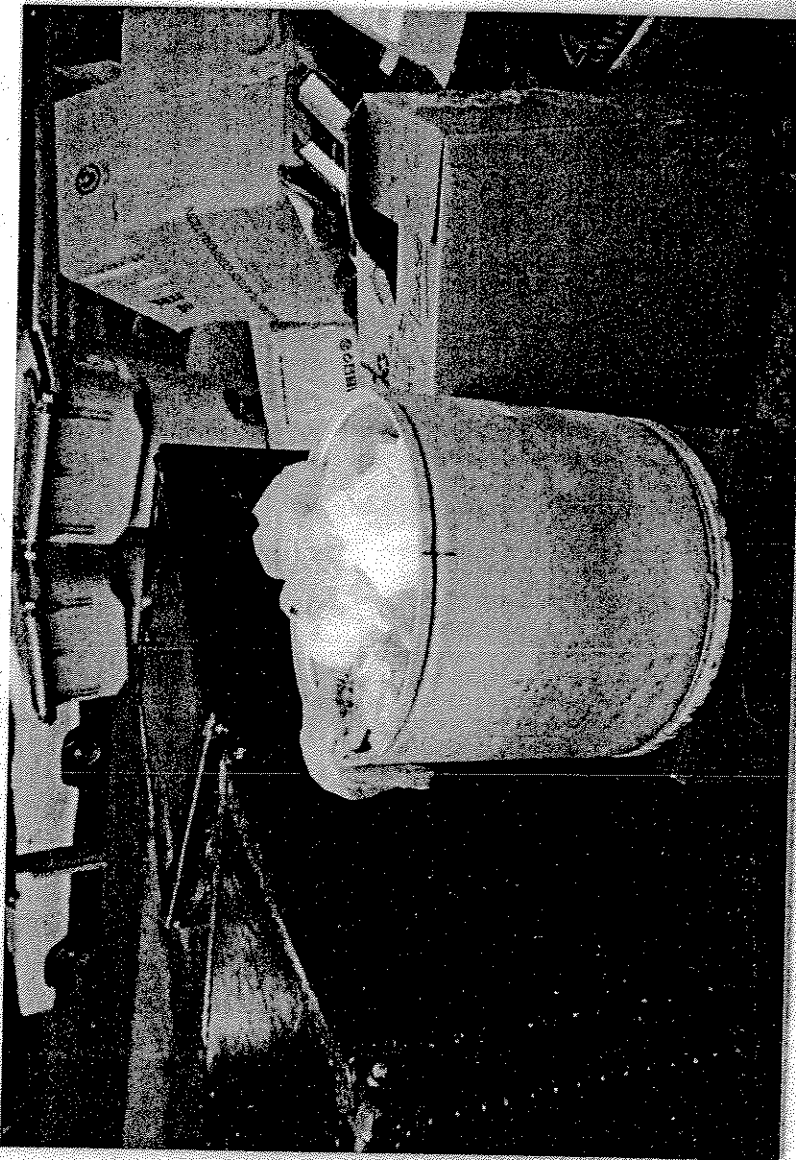
Misc Teaching Tools		\$200
My Daughter's 1 <sup>st</sup> Blankets	Gifts	Priceless
6 Bath Towels	Walmart	\$30
Decorative Bathroom Set Toilet cover, rug, trash can Shower curtain	JC Penny's	\$120
2 Sets of Cotton Sheets and Pillowcases	Marshalls	\$40
2 Duffle Bags	Personal Issued Thrift Store	\$ 25
Large Ceramic Vase	Huffs	\$450
Shelf	Michaels	\$25
Slave Auction Memorabilia	Gift	\$1000
Collectable Ebony Magazines	Purchased from Yard Sale	\$115
Futon Frame & Mattress	Futon Mattress and Bed	\$150
Futon Frame	Brady Street Futon	\$150
1 Extra Thick Futon Mattress	" "	\$150
3 Bookcases	Bova	\$385
Dresser w/hutch	" "	\$450
Aiwa Radio	JC Penny's	\$165
1 Parson Chair	Bova	\$135
Wood Wall Partition	B&M	\$250

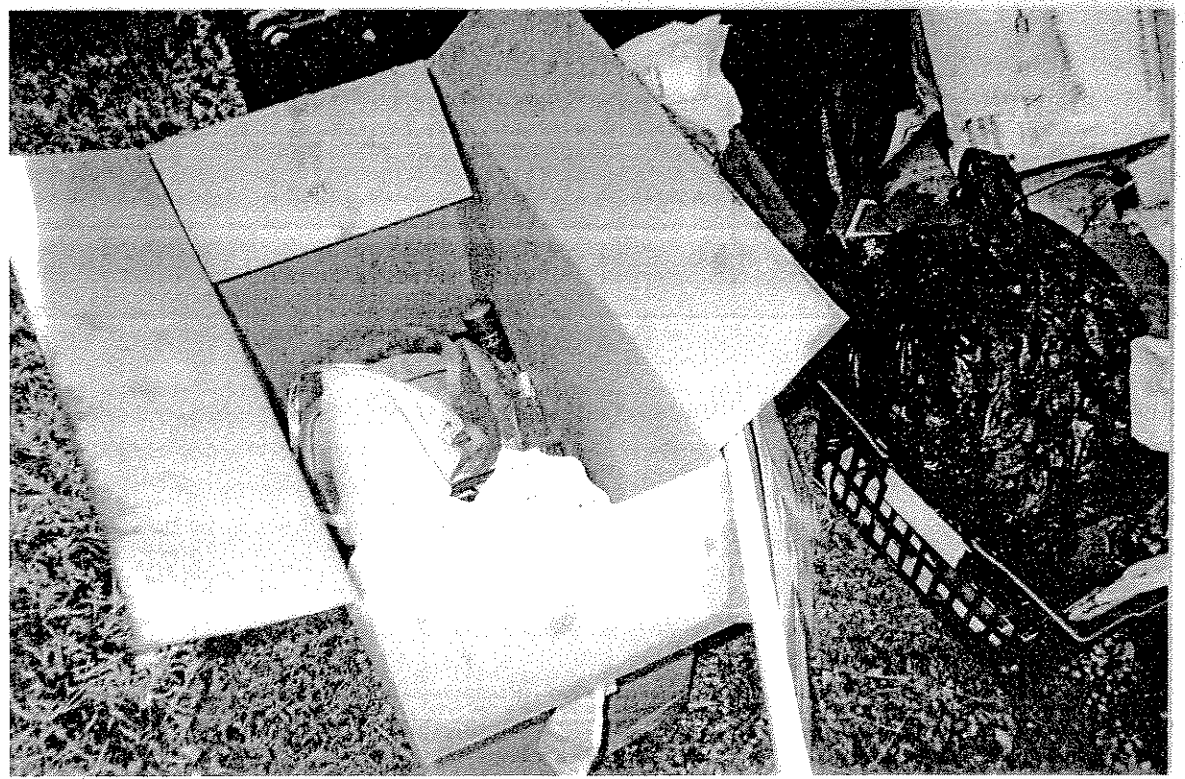
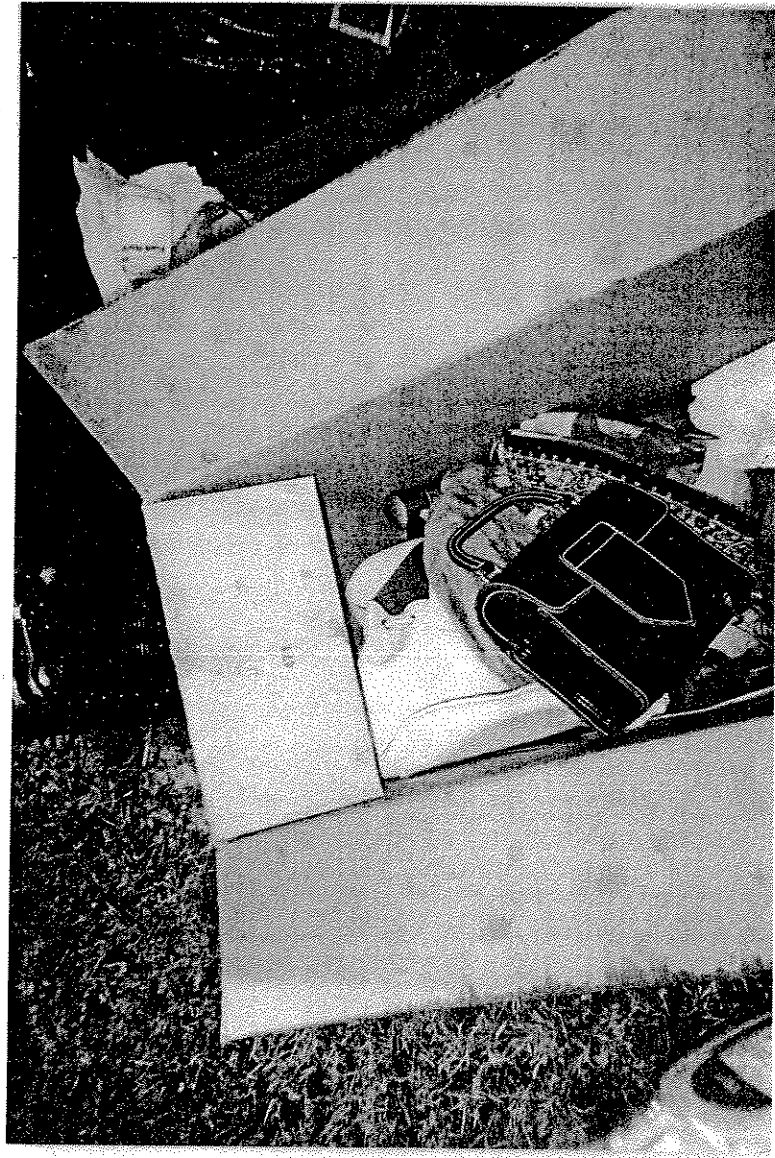
2 Clay Pots	Big Lots	\$70
Used Computer	Midwest Express Sale	\$250
HP Printer	Office Max	\$50
Religious Picture	Artist Festival	\$160
Decorative Pictures	TJ Maxx, Marshalls	\$85
Fire Escape Ladder	One Step	\$65
Home Accessories Ceramic Vase and Candle Holder	Gifts	4150
Wicker Chair and Ottoman	Thrift Store	\$70
Room Divider	Danmark	\$150
Cleaning Supplies	Wal-Mart	
Bleach		\$20
Gloves		\$6
Masks (3)		\$15
Boots		\$15
Mop & Bucket		\$20
Camera	" "	\$9
2 Cleaning Crews		\$150
1 Plumber		\$150
1 Associate		\$150
Punitive Damages		\$2500
Unplanned Expense, Delay in Business, Time away from home, other emotional stress Etc...		

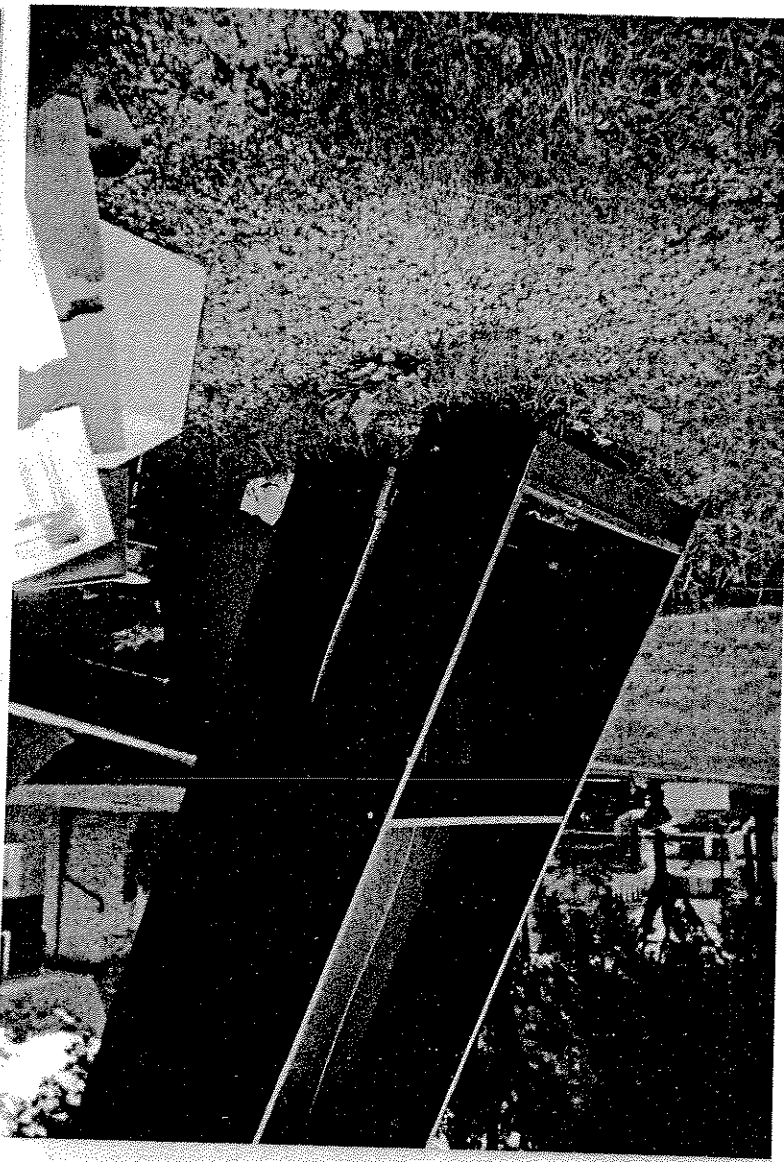


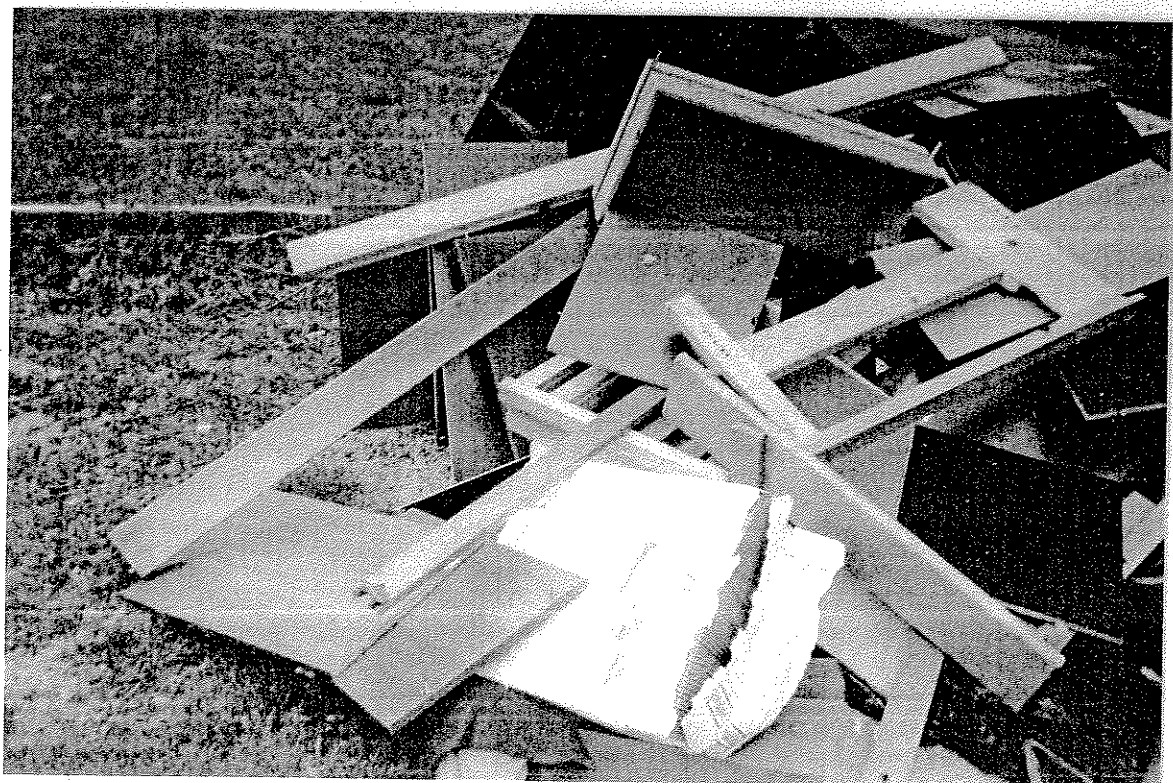
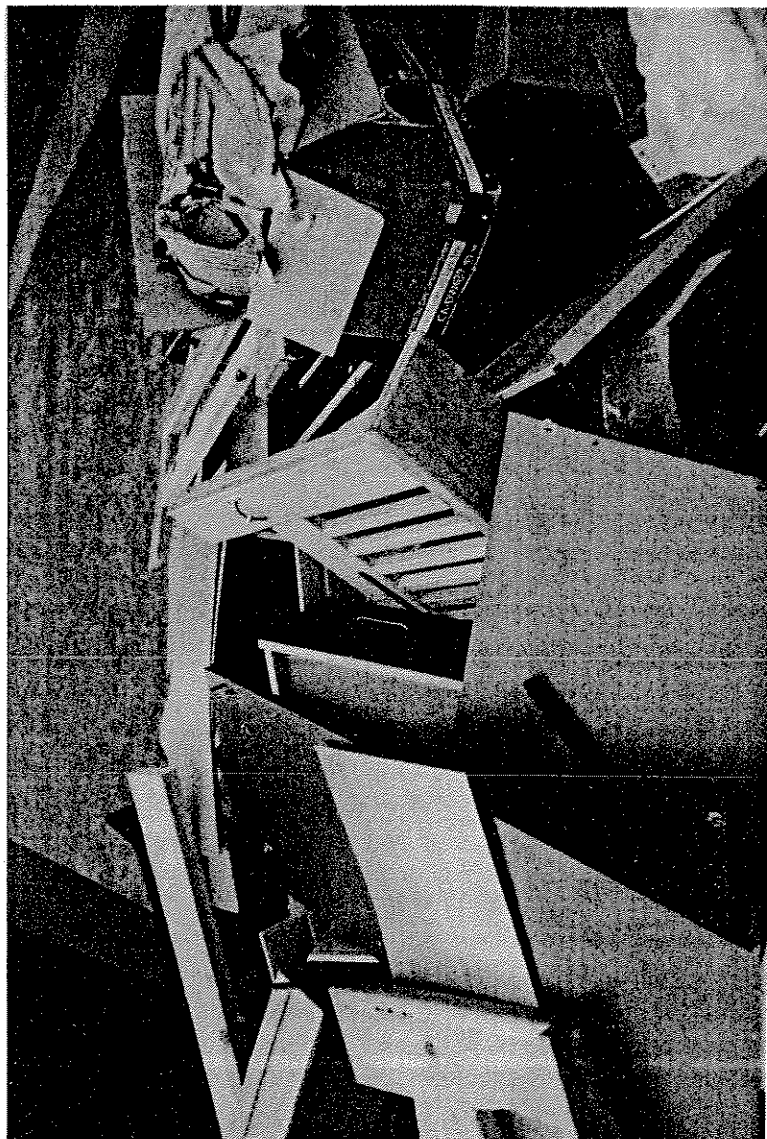
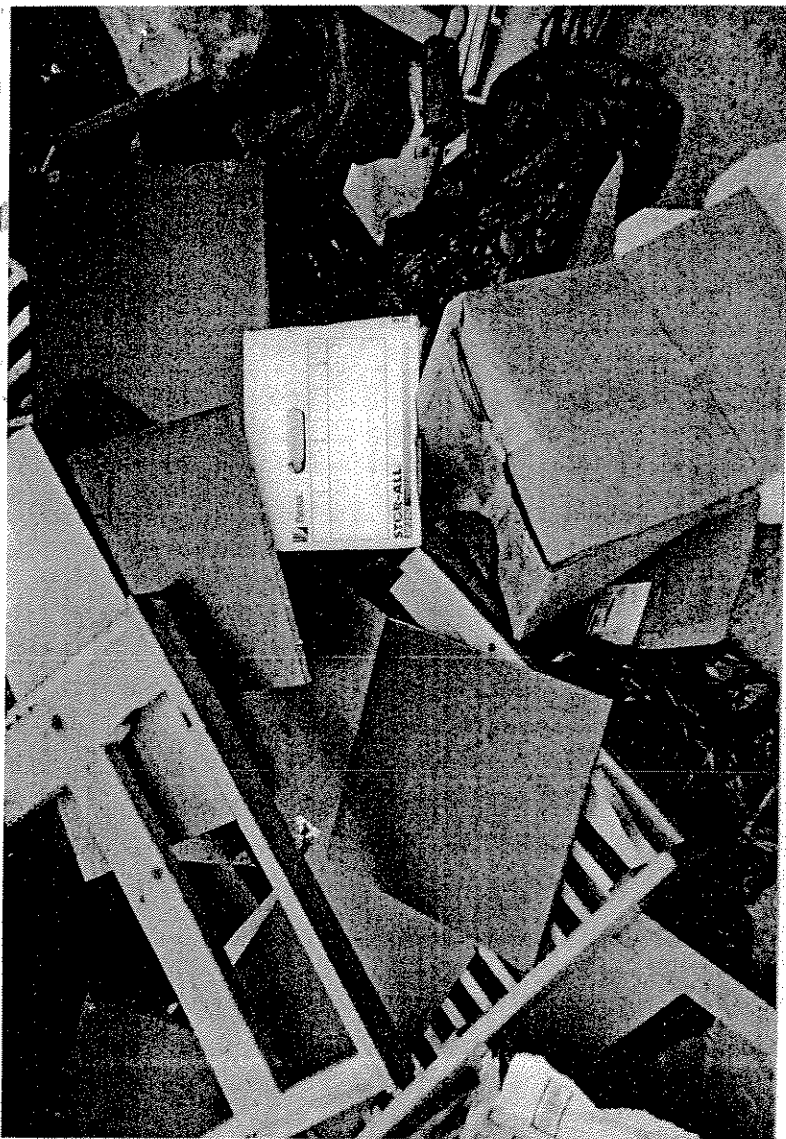


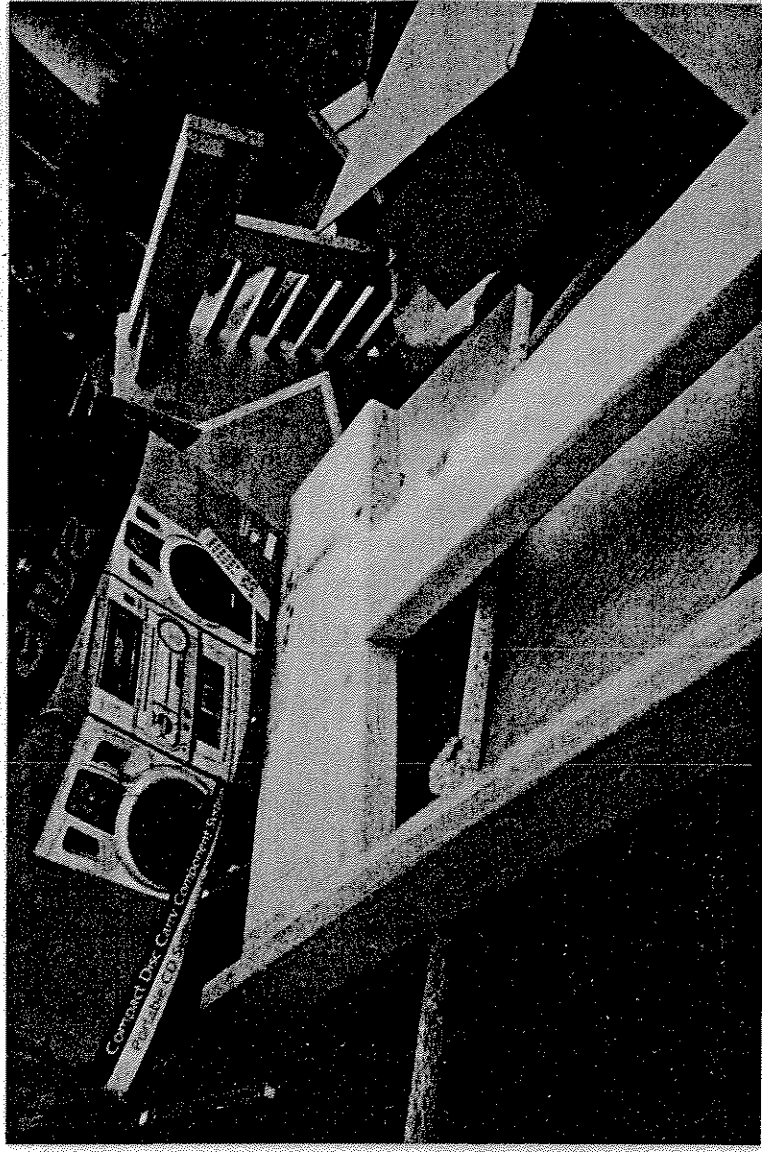
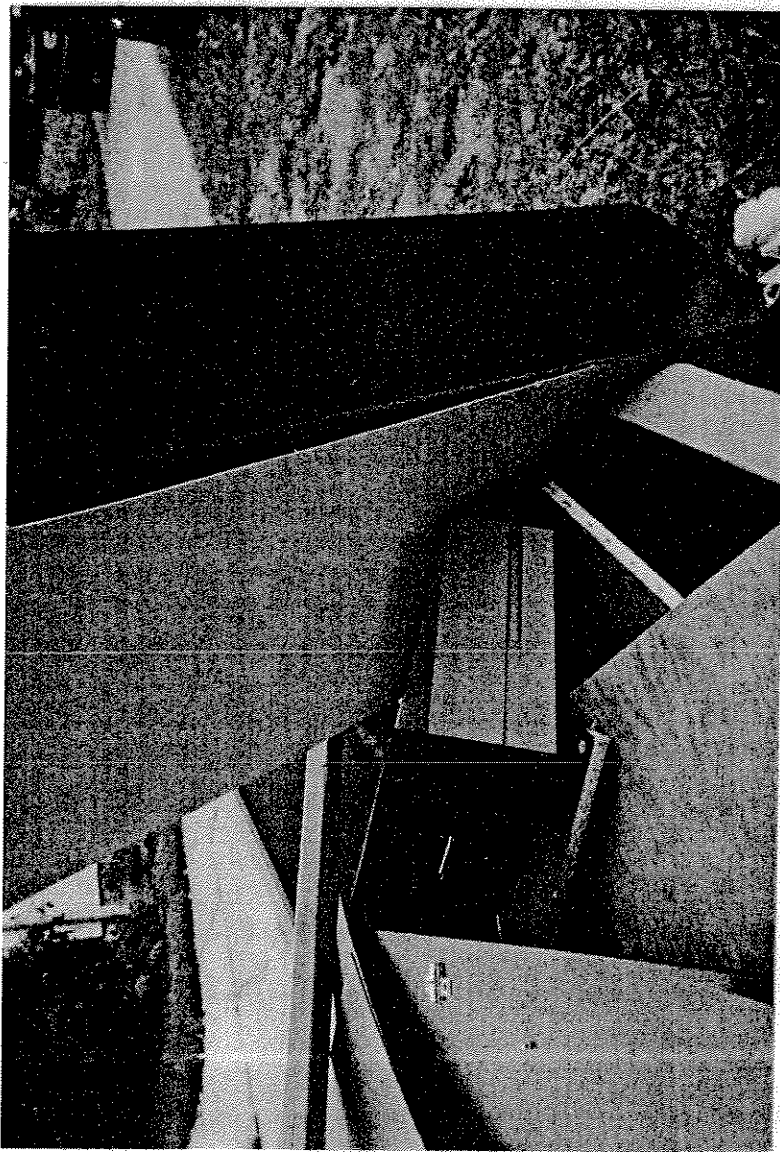




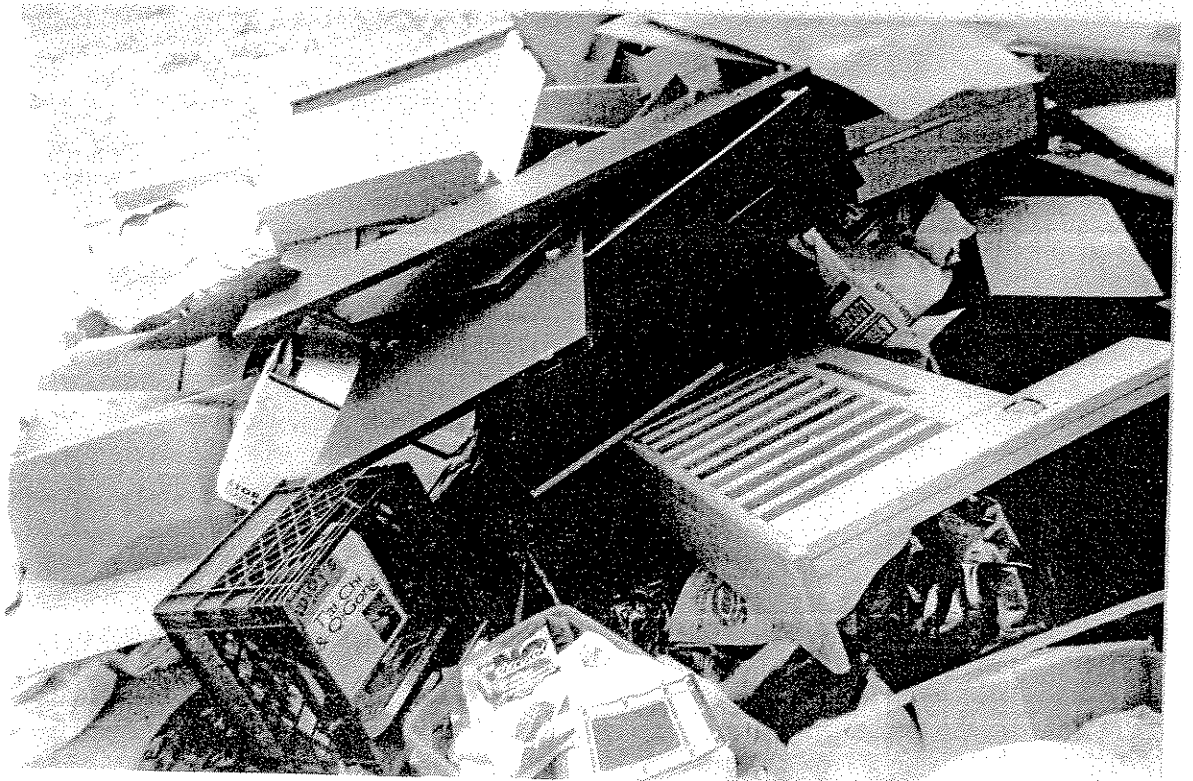
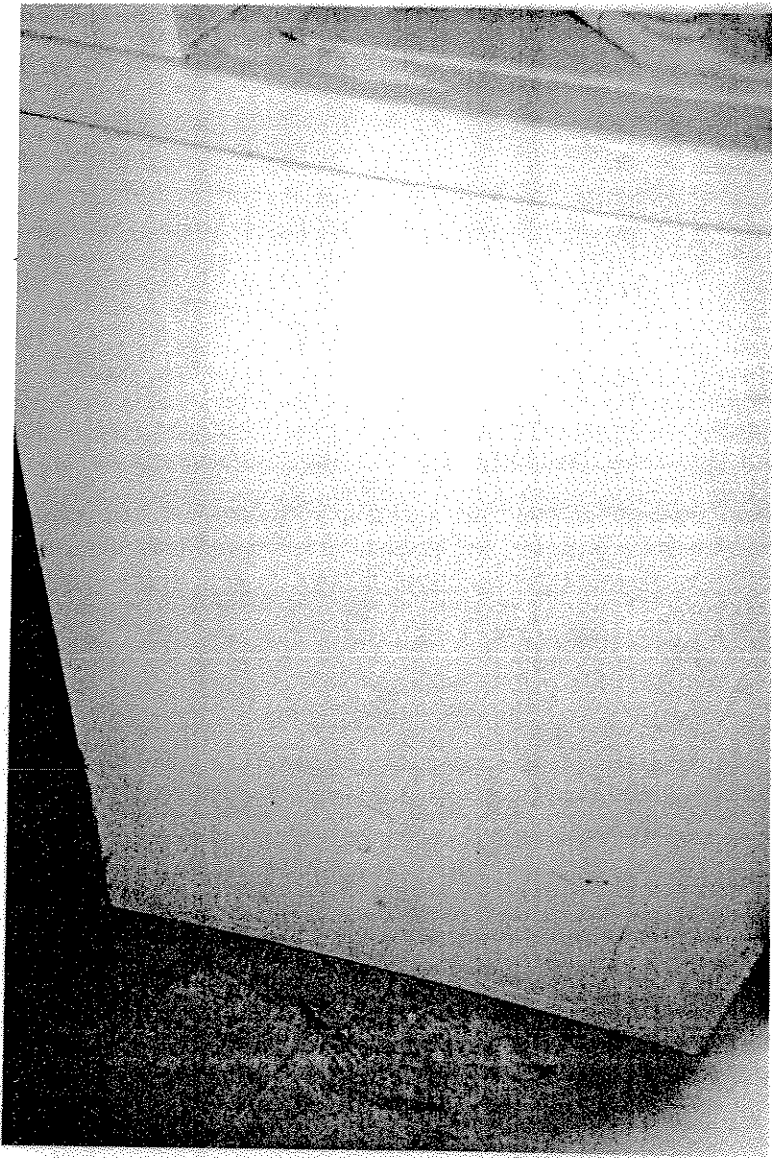
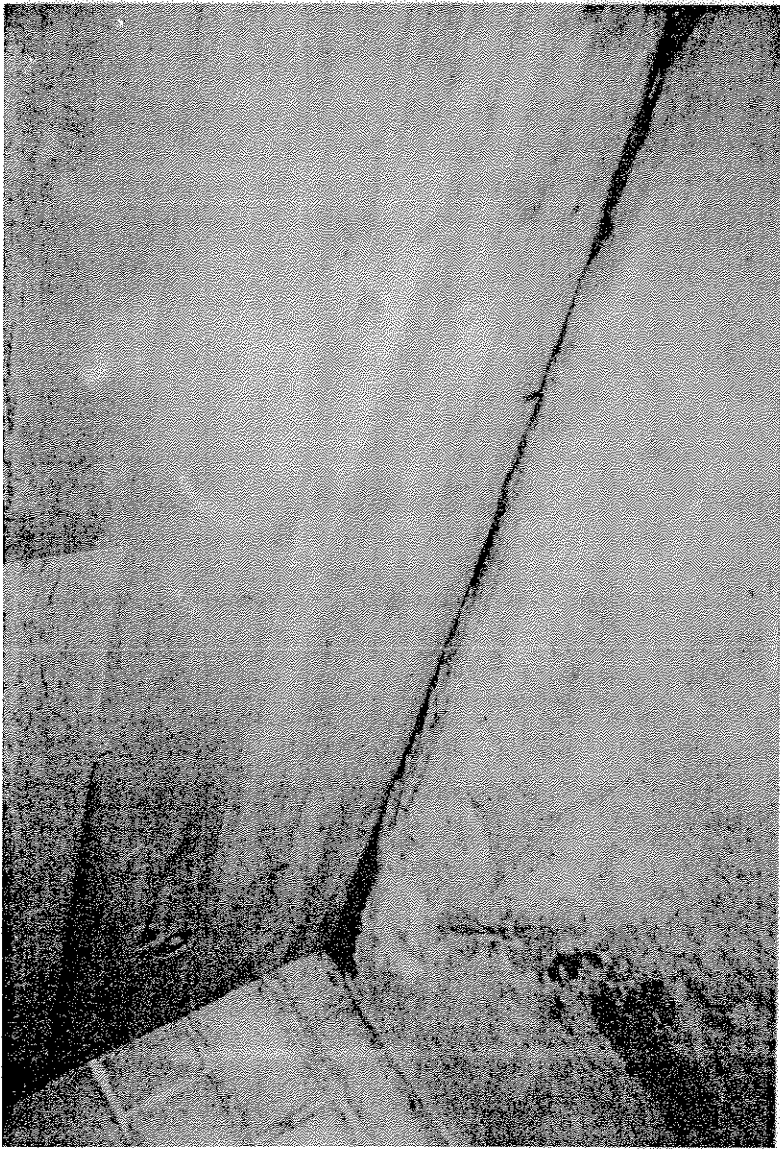












INTERVIEW

Investigated by:

Referred To: *P.D.S.A. 2-11-05*

Party:

Date/Time

In Person

Phone

Voice Mail

Other:

Discussion

Follow-up:

REPAIR

REQUIRES

CLEANING

EXAMINE

Large

BW

Jet

Visual

Hand

Iron

Jet-Vac.

CCTV

Mason

Barricade

Bucket

Dye Test

Adv. Warning

Patch

Rodder

Catch Basin

MANHOLE

Crane

In Let

Vac

Paving Program:

Hot Lined By

Emergency

ROUTINE

Use I.D. No. 30

Opened By

Progress

Date Completed

Type of Work

Address

Barricade

Marking Instructions:

Ticket No.

Start Date

Time

Comments:

*DOOR COME FROM FLAT ATTORNEY - MAKE IS GARAGE  
TO FLUSH OUT FLAT BARRICADE - MAIN STREET IS OK  
NO STAKE DOWN FROM HYPHEN SECTION.*



**COMPLAINT/SERVICE RECORD**

Date Received: **7-30-03** Time Received: **7:30 AM** From: **City Hall**  
 Complaint # **730-03** Time Completed: **7:30 AM** PM **7:30-03** Date Responded: **NW/S/R**

Name: **MATE**  
 Requested By:

Phone #: **442-1391**

ASR # **730-03** Refer to Engineering

**BACKWATER IN BASEMENT - CODE I**

**City Sewer** SIZE **8"** **San** **Storm** Water Depth: **Entire Floor** "Floor Drain"  
**COMB.** **MS** **Water Area:** **High Water Mark** **FTX** **FTL** **M.H. CONN.** **Internal - External**  
**OK SURCHARGED** **CLOGGED** **FROM RIM** **Fl.** **Water Receded** **CAUSE OF CLOG** **SEWER CONN.** **OPEN**  
**HWM** **9 FT.** **Quality: Clear** **Water Receded** **PROTECTIVE PLUMBING** **CLEAN-OUT** **PLUNGED**  
**MH DownStream** **2** **Previous B.W.** **Sewage** **SEEPAGE** **CLEAN-OUT** **TO SEWER** **TO YARD**  
**Due To: GREASE** **Max. Depth** **DOWNPOUTS** **TO SEWER** **TO YARD**  
**Opened With** **SB** **Tree Location** **PALMER VALVE**  
**Crew No. 11-26** **Operator** **REED ROSOUEK** **Construction:** **City** **Utility** **Over** **RECOMMENDED CLEANING/PLUMBER**

**SURFACE FLOODING ON STREET OR ALLEY - CODE II**

Water Standing **Opened** **Unable to Open** **Basin** **Inlets** **Drainage Problem** **Culverts** **Channel**  
 Caused By **Method Used:** **SEE OTHER SIDE** **Weeds** **Debris** **SEE OTHER SIDE**

**LID & GRATES**

**Loose/Noisy** **Lid** **Manhole** **Replaced** **Caused by** **SEE OTHER SIDE** **M.H.** **Dye Test Pos. Neg.**  
**Missing** **Grate** **Inlet** **Recovered** **SEE OTHER SIDE** **CB/Sl** **Took Water Yes No**  
**Broken** **Frame** **Basin** **Reset** **SEE OTHER SIDE** **Main** **Where:**

**Out of Place**

**Out of Place** **Curb Box** **Utility** **SEE OTHER SIDE** **Behind Curb** **Lateral** **SEE OTHER SIDE**

**CHECK CONNECTION**

**Cut-In** **San** **Ready** **Item** **Recovered** **Odor** **Alarm**  
**Existing Lateral** **Storm** **Cond.** **CB** **MH** **Unable To** **Spill** **Pump**  
**MH** **Comb.** **Slips** **Sl** **Sewer** **SEE OTHER SIDE** **Identify** **Appoint.**  
**Plumber** **SEE OTHER SIDE** **SEE OTHER SIDE** **Damage**

**LOST ITEMS**

**LOST ITEMS** **SEE OTHER SIDE**

**MISC.**

**MISC.** **SEE OTHER SIDE**

**REFER TO PALMER ENGINEERS**  
**REFER TO PALMER ENGINEERS**  
**REFER TO PALMER ENGINEERS**

Investigated by: DAV MK

Referred To:

Party:

Date/Time

REPAIR REQUIRES CLEANING EXAMINE

In Person

Phone

Voice Mail

Large BW Jet

Other

Hand Iron Jet-Vac. CCTV

Discussion

Mason Barricade Bucket Dye Test

Follow-up:

Adv. Warning Patch Rodder

Catch Basin MANHOLE Crane

In Let Vac

Paving Program

Hot Lined By Use I.D. No. 30

Emergency ROUTINE

Type of Work

Address

Barricade

Marking Instructions:

Ticket No.

Start Date Time

COMMENTS: 8" SAW MANHOLE. CLOGGED, HEAVY GREASE, OPENED BY

M-26 7-30-03 MG TO TV

(3-5)

SEWER EXAMINATION REPORT

VISUAL 570' CCTV 570'

1926

Project No. 1 of 2  
 Ordered By: R.S. Smith Form Of \_\_\_\_\_ Date 2-31-03

Examining Crew Personnel

Kessler Viscuso

Date of Examination 8-5-03

Block No. 3000  
 PAR House Number

Street N. 45th St

Code 25057

Size, Material Classification

Flow Condition

Structural Condition

General Office Action Taken

Block No.	House Number	Street	Code	Size, Material Classification	Flow Condition	Structural Condition	General Office Action Taken
000		C/L 1st M.H. #39 N/O F.W. CHAMBERS ST.		8" CONC			
3000		DEPTH 8'4" GOOD IRON & BRICK SEAL					
		DEAD END SOUTH					
006		START OF CAMERA & LIGHT GREASE					
038		L/S	-15 AGE	1/6"	1/8"	X	LINE HAS A GOOD AMOUNT OF GREASE.
040		R/S		1/2"	1/8"	X	CLEAN THOROUGHLY AND PLACE LINE ON 6-MONTH CLEANING CYCLE
079		L/S	-12 O&P	1/2"	1/8"	X	NO WORK SED
082		R/S	-6MD	1/2"	1/8"	X	TM 8-6-03
119		L/S	-10 SHAPE	1/2"	1/8"	X	
122		R/S		1/2"	1/8"	X	
161		L/S	IR=51	1/2"	1/8"	X	
163		R/S		1/2"	1/8"	X	
201		L/S		1/2"	1/8"	X	
203		R/S		1/2"	1/8"	X	
248		L/S		1/2"	1/8"	X	
243		R/S		1/2"	1/8"	X	
287		C/L 2ND M.H. #40 N/O F.W. CHAMBERS ST.					
3042		DEPTH 9'5" GOOD IRON & BRICK SEAL					
000		START OF CAMERA & LIGHT GREASE					
036		L/S	-15 AGE	1"	1/8"	X	
039		R/S	-18 O&P	2"	1/8"	X	
042		START OF SAG	-6MD	4"	1/8"	X	
076		L/S	-10 SHAPE	1"	1/8"	X	
079		R/S		1"	1/8"	X	
080		START OF SAG	IR=51	1"	1/8"	X	

Examining Crew Personnel

Date of Examination

Size, Material Classification

Flow Condition

Structural Condition

General Office Action Taken

Block No.

House Number

PAR

Street

Conditions At & Btwn. Manholes & General Remarks

Code

Size & Material

Flow In Inches

Deposit Kind In Inches

Repair Date

3000  
KESLER VISCOSO  
N. 45TH ST. H/W 25051  
8-5-03

117  
START OF HEAVY GREASE CHAMBER IS  
STILL IN SAGGED PIPE

119  
L/S

135  
END OF SAG

158  
L/S

159  
START OF SAG

160  
R/S

172  
END OF SAG

198  
L/S

200  
R/S & START OF SAG

215  
END OF SAG

240  
L/S

242  
R/S

259  
R/S

275  
START OF 8" PVC

280  
C/L INTER. M.H. # 8 @ THE S/S OF

W. BURLINGHAM ST. DEPTH 11'3" GOOD

IRON PRE-CAST M.H. GOOD

NOTE THE 3000 BLOCK OF W. 45TH ST  
SEWER HAS VERY BAD SAGS AND  
SOME HEAVY GREASE

Sanit. Comb. Storm

Good Fair Poor

What Will Be Done

Repair

Date

IFO-52  
04-01

CITY OF MILWAUKEE  
INFRASTRUCTURE/FIELD OPERATIONS  
SEWER MAINTENANCE

Location: 3000 Block N. 45<sup>th</sup> St.  
Name: Phone #:

COMPLAINT/SERVICE RECORD

Date Received: 8/21/03  
Complaint #:  
Time Received: From: City Hall  
AM PM Downtown Yard  
NW/S/R  
Time Completed: Date Responded:  
AM PM ASR #

Requested By: Followup Cleaning  
Refer to Engineering

BACKWATER IN BASEMENT—CODE I

SIZE	CITY SEWER	FINDINGS	Lateral—Internal—External
	SAN.	Water Depth:	M.H. CONN.
	COMB.	Entire Floor	SEWER CONN.
OK	SURCHARGED	Water Area:	CAUSE OF CLOG
HWM	FROM RIM	FL.	PROTECTIVE PLUMBING
MH DownStream		High Water Mark	SEE PAGE
Due To:		Quality: Clear	CLEAN-OUT
Opened With		Previous B.W.	SUMP PUMP
Crew No.	Operator	Tree Location	DOWNSPOUTS
		Construction: City Utility Over	TO SEWER
		RECOMMENDED CLEANING/PLUMBER	PALMER VALVE

SURFACE FLOODING ON STREET OR ALLEY—CODE II

Water Standing	Unable to Open	Basin	Inlet/s	Drainage Problem	Culverts	Channel
Caused By	Method Used:			Weeds	Debris	SEE OTHER SIDE
Loose/Noisy	LID & GRATES	Replaced	Caused By	Void	MH	DYE TEST: Pos. Neg.
Missing	Lid	Manhole	Sealed	Depression	CB/SI	Took Water: Yes No
Broken	Grate	Inlet	SEE OTHER SIDE	Roadway	Main	Where:
Out of Place	Frame	Basin		Behind Curb	Lateral	SEE OTHER SIDE
	Curb Box	Utility:				

CHECK CONNECTION

Cut-In	San	Ready	Recovered	Odor	Alarm
Existing Lateral	Storm	Cond.	Unable To	Spill	Pump
MH	Comb.	Slips	SEE OTHER SIDE	Identify	Appoint.
Plumber				SEE OTHER SIDE	Damage

LOST ITEMS

MISC.  
SEE OTHER SIDE

**INTERVIEW**

Investigated by:		Party:		Date/Time
Referred To:		In Person	Phone	Voice Mail
REPAIR	REQUIRES	CLEANING	EXAMINE	
Large	BW	Jet	Visual	
Hand	Iron	Jet-Vac.	CCTV	
Mason	Barricane	Bucket	Dye Test	
Adv. Warning	Patch	Rodder		
Catch Basin	MANHOLE	Crane		
In Let		Vac		
Paving Program		Progress		
Hot Lined By		Use I.D. No. 30		
Emergency		ROUTINE		
Type of Work		Opened By		Date
Address		Removal By		Date
Barricade		Repaired By		Date
Marking Instructions:		Backfilled By		Date
		Patched By		Date
		Barricade Removed By		Date
		Done From Inside By		Date
		Cut Slip Completed By		Date
Ticket No.				

Start Date \_\_\_\_\_ Time \_\_\_\_\_

**COMMENTS:** We recently televised the Sanitary sewer in this block. On 8/21/03 we did followup cleaning with the Rodder. Crew 29, R. Rosolek & D. Montanez, to remove greasy deposits.