

December 17, 2020

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CITY OF MILWAUKEE
2021 JAN -4 PM 3:15
CITY CLERK'S OFFICE

MILWAUKEE CITY CLERK

200 E. WELLS ST., ROOM 205
MILWAUKEE, WI 53202-3567

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JAN 05 2021
2:57 P.M.

We are filing this claim against the City of Milwaukee due to a sewer back up that occurred on December 12, 2020 at 4573 S Lenox St., Milwaukee, WI 53207, which caused significant damage to our home, specifically our basement. This back up resulted in over 3 ½ feet of water in our basement and a complete loss of EVERYTHING that was located down there.

The backup was noticed at 5am and the city was immediately notified. A city employee didn't arrive until 8:30am. The department that arrived was an investigator from the DPW service. He said, "It isn't a service issue. You should call sewer." So, I the taxpayer, had to look up another number to call. When the sewer department answered they stated they didn't think it was a sewer problem and I had to beg them to come and take a look (negligence). 2 – 2.5 hours later they finally showed up and stated, "It isn't a sewer issue. You should contact service." (negligence) AGAIN, I had to contact service. Each department was here 2 more times and pointed their finger at the other department (negligence). The whole time my basement was taking on more water. If it wasn't for my brother who went out and bought a pump, I would have lost everything on the first floor of my house as well. Mike from Service finally committed to staying until the problem was solved. Sewer refused to come out again (negligence), so I called and spoke with Corey Tipton. He was not very pleasant to talk to and said there was no way it was a sewer issue and that his department already determined that 2 times (negligence). I finally lost my temper and demanded that he come out to my house and check for himself and to stop pointing fingers and making me track everyone down while my house was being destroyed. Corey said, "What's your address? I am going to come there so you can yell at me to my face!" Forty-five minutes later Corey showed up.

He and his guys opened the storm sewer and Corey immediately requested that a vactor truck come out to vacuum out all the chip and gravel that was causing the storm sewer to push the run-off water from the rain up the lateral of my house, and my neighbors, which was causing our homes to flood. Upon hearing this I asked him to show me. It looked EXACTLY like it did the first time the sewer department was out at my house this morning (I have pictures and videos of both). This ALL could have been solved that morning and not at 6pm at night, over 12 hours of ME calling. (negligence)

We are seeking \$20,000 in damages and of loss.

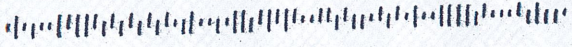
SINCERELY,



CHARLES JONES & JAMIE PRIGGE JONES

4573 S. LENOX ST
MILWAUKEE, WI 53207
414-931-1700
CJONES1158@GMAIL.COM

PS Sorry this is in Red. My printer
would not cooperate.



City Clerk
Attn: Claims
200 E. Wells St., Rm 205
Milwaukee, WI 53202-3567

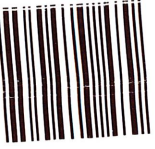
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The Jones Family
4573 South Lenox Street
Milwaukee, Wisconsin 53207

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
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CERTIFIED MAIL



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