

July 7, 2007

Dear Mr. Grant F. Langley and Mr. Robert M. Overholt:

We received your letter of June 26, 2007 today. We reject your investigation as incomplete and we question the Sanitation Section records regarding the phone calls we made to report the lack of garbage collection at 5579 N. Long Island Drive.

We wish to appeal your decision to not reimburse us the \$268.97 for the window repair and we request a hearing.

The following includes suggestions for a more complete investigation as well as additional details of the lack of garbage collection during April, 2007 at 5579 N. Long Island Drive.

Helen Sansone, former owner of the property, passed away on April 2, 2007. On April 3, 2007, the garbage was collected.

The garbage was not picked up on April 10. The cart was at the curb. At the end of the day on Thursday, April 12, we called 286-8282 to find out why the garbage had not been collected. The person who answered the phone said they would put the information in the computer and informed us that the regular pick up day was Thursday, April 12. They did not know why it had not been collected. The two phone numbers we called from are 228-9831, the phone at 5579 N. Long Island Drive and 353-6604, the phone at our residence.

The garbage and garbage cart continued to sit on the curb.

On April 19, the garbage was not picked up again. The cart was still at the curb. We called 286-8282 again. Again the person who answered said they would put the information in the computer and that the garbage would be picked up on Friday, April 20.

(Part of the investigation should be asking the garbage truck drivers why they did not collect the garbage on April 12 and 19.)

On April 20, the garbage truck drove by at 2:30 p.m., did not stop, and the people in it waved to Ken Sansone who was standing outside near the curb. Later on April 20, Ken called 286-8282, complained that the garbage people drove by without taking the garbage and asked to talk to a supervisor. He was told no supervisor was available.

On April 21, a window was broken. April 22, we discovered the broken window and called the police.

When garbage isn't picked up or the garbage cart isn't returned to its place within 24 hours, people tend to think the house is abandoned/empty. This negligence contributes to criminal activity. Check with any Block Watch captain or any police department for verification.

Therefore, we also believe the broken window is a direct result of having the garbage sit on the curb for over two weeks. We believe the sanitation department should pay the bill for the window repair. We expect to be reimbursed \$268.97 for the window repair.

We believe that April phone records from the phone company will show that actually more calls than stated in this letter were made to 286-8282 from 353-6604 and 228-9831 regarding the lack

of garbage collection for the property at 5579 N. Long Island Drive. We believe that for your investigation to be complete, you need to get this information from the phone company and not just believe what someone says is in the Sanitation Records.

In addition, while the person who answered at 286-8282 told us they were placing the information in the computer, perhaps they did not. Perhaps there was a computer malfunction. Phone records from the phone company will put an end to this speculation and should be part of the investigation.

We also placed calls to Alderman Ashanti Hamilton, Mayor Barrett and District 4 Police Station. You could get the phone records to verify that as well. Phone records should be part of this investigation.

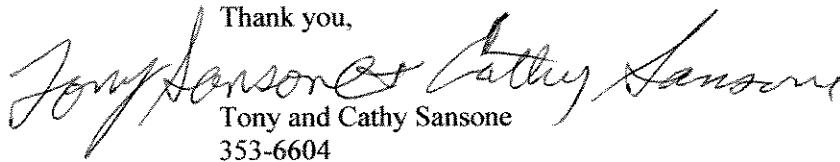
In response to the Sanitation Section records reflecting that there have been past issues at this address because the garbage cart has not been curbside at the time of collection, please note that Helen Sansone was a handicapped, disabled, elderly woman. You can verify her status by checking with the DMV where she received her handicapped sticker for approximately the last 12 years.

We believe the Sanitation Dept. has a program to pull the carts for these individuals because they had placed a sticker on her garbage cart and pulled it out most times. We are sure in the last 12 years there has been personnel turnover in the Sanitation Dept. and probably no one told the new drivers the situation and therefore they didn't know to collect the cart (and didn't see the sticker). That reflects poorly on the communication system of the Sanitation Dept. especially since it required Helen to call them to remind them of her status.

When the garbage was finally collected the week of April 23, the collectors took the sticker off of Helen's garbage cart.

We thank you for taking the time to read our letter. If your decision is not changed to accept the responsibility for the broken window due to lack of garbage collection and thus the perception that the property was abandoned, we would like to appeal the decision and have a hearing. We request a response to this letter in writing.

Thank you,


Tony and Cathy Sansone
353-6604

copies to: Sanitation Dept., District 4 Police Station, Alderman Hamilton, Mayor Barrett

OFFICE OF
CITY ATTORNEY

2007 JUL 10 PM 3:17

CITY OF MILWAUKEE
RECEIVED

2007 JUL 10 PM 1:02
RONALD D. LEONARDI
CITY CLERK
CITY OF MILWAUKEE

May 16, 2007

RECEIVED

To Whom It May Concern:

2007 MAY 30 AM 11:36

Enclosed is a copy of the bill for the window repair. Please send reimbursement to:

RONALD D. LEF...

Anthony Sansone
6582 N. 43rd
Milwaukee, WI 53209

Also enclosed is the original letter sent regarding the problem.

Thank you for your prompt attention to this matter.

Tony and Cathy Sansone
Tony and Cathy Sansone
353-6604 work 212-3336

copies to: Sanitation Dept., Alderman Hamilton, Mayor Barrett

CITY OF MILWAUKEE
MAY 30 PM 3:30
CITY ATTORNEY

April 22, 2007

To Whom It May Concern,

On April 3, 2007 the garbage was picked up at 5579 N. Long Island Drive.

The garbage was not picked up on April 10. At the end of the day on April 12, we called the sanitation department to find out why the garbage had not been picked up. It was a significant amount of garbage because of the "spring cleaning" promotion offered by the sanitation department. The sanitation department said they would put the information in their computer and informed us that the regular pick up day was Thursday, April 12.

We continued to wait with the garbage sitting on the curb.

On April 19 the garbage was not picked up **AGAIN**. *This negligence is intolerable and gives Milwaukee a bad name.*

On April 21, a window was broken in the house. April 22, we discovered the broken window and called the police.

We also called sanitation **AGAIN**, whose response was, **AGAIN**, that they would put the information in the computer.

We are wondering how long it will take to get this garbage picked up and how many more calls we will have to make. *This negligence is intolerable and gives Milwaukee a bad name.*

When garbage isn't picked up or the garbage cart isn't returned to its place within 24 hours, people tend to think the house is abandoned/empty. This negligence contributes to criminal activity. Check with any Block Watch captain or any police department for verification.

Therefore, we also believe the broken window is a direct result of having the garbage sit on the curb for over two weeks. We believe the sanitation department should pay the bill for the window repair. We will send the bill as soon as the window is repaired.

Thank you,



Tony and Cathy Sansone
353-6604

copies to: Sanitation Dept., District 4 Police Station, Alderman Hamilton, Mayor Barrett

GLASSDOCTOR[®]

HOME • AUTO • BUSINESS

We fix your panes![®]
GLASS DOCTOR - SOUTHEAST WISCONSIN
PROFESSIONAL GLAZIERS

P.O. BOX 510207
NEW BERLIN WI 53151
(262)821-9682

Quote: 11885

Date: 04/23/2007

Scheduled:

Customer

KENNETH SANSONE
SILVER SPRING & GREEN BAY
5579 W LONG ISLAND DR
MILWAUKEE WI 53209

H (414)228-9831

Csr: Tech: *[Signature]* PO: Terms: C.O.D

Sched Pref: 04/23/2007 Pref Time: MON 12-4

Qty	Item Description	Material	Labor	Item Total
1	CL18 - Clear 1/8" SS/DS Plate Glass	37.56	110.00	147.56
2	CL18 - Clear 1/8" SS/DS Plate Glass	37.56	52.00	179.12

Tax Info: WI 16.33
MI 1.96

\$ 268.97

DL# 511-914-191
check# 9990
NY DL#

Total 268.97

Material	Labor	Tax	Total	Payments	Balance
112.68	214.00	18.29	344.97	0.00	344.97

AUTHORIZATION TO PAY

Replacement of the glass has been made to my satisfaction and my insurance company is hereby directed to release policy and coverage information and is hereby authorized to make payments directly to Glass Doctor. I additionally assign any and all claims in connection with this installation against my insurance company to Glass Doctor. I agree to pay for any deductible myself.

[Signature]