

February 13, 2013

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Mr. Betty Authier
Senior Maintenance Manager
Public Housing Authority
200 Arch St
Saint Paul, MN 55130

Dear Ms. Authier:

I am a resident of the Seal High-Rise. At the end of 2011, I suffered a debilitating stroke which seriously impaired my mobility. Navigating snow mounds and icy sidewalks has been especially dangerous this last year and has left me more and more hesitant to venture outside of the highrise.

For 20 years, *I performed in the capacity of property and asset management for public and private entities and throughout that time, one of my number one priorities was to ensure that maintenance kept the grounds of the property well maintained; especially winter sidewalks.

This year I have looked at the efforts of PHA's ground crew and it is my opinion that I have never seen any maintenance crew anywhere do a job better than the one here at Seal. There have been days when the rest of the neighborhood is snowpacked and sheeted in ice but it would have been difficult to tell Seal's winter sidewalks from a summer sidewalk.

I want to take this opportunity to express my appreciation and gratitude along with those of my neighbors for the professional and exemplary job this crew is doing.

Sincerely,



/ Resident, Seal High-Rise

Cc: John Glaus, Maintenance Manager

September 7, 2012

Mr. Jon Gutzmann
Executive Director
St. Paul PHA
555 Wabasha, #400
St. Paul, MN 55102

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CENTRAL ADMINISTRATIVE
OFFICE

Dear Mr. Gutzmann,

Thank you for your informative letter of July 25. We are very appreciative of your thoughtful consideration of our concerns regarding the carpeting in our (Hamline) highrise.

This consideration reinforces our awareness of the St. Paul PHA as an organization that wants the very best for its clients, and listens carefully to their needs and concerns. Sadly, in many cases Seniors are often either ignored and/or discounted. So, we are delighted to know that you heard us, and that we will receive new carpeting!

We have been contacted by the Manager, and she has set up a meeting with the Hamline Executive Officers to pick out the carpet styles and colors next week.

Again, we want to express our appreciation for your interest in our highrise and for the wonderful leadership that you and the rest of your staff provide for the St. Paul PHA.

Sincerely,



Treasurer
For the Executive Committee of
Hamline Highrise

Cc: Mr. Hue Lee