



June 6, 2017

Subject: Gaynor Storm Drainage Improvement Project

Dear Resident:

Construction for the Gaynor Storm Drainage Improvement Project is complete and the final punch list items have been addressed. We will continue to monitor the project during the next 12 months as part of the warranty stage.

Charlotte-Mecklenburg Storm Water Services appreciates your cooperation and patience throughout the **Construction Phase** of this project. In order to improve our services, we would appreciate your comments and feedback. A questionnaire is enclosed. Please take a few minutes to check the appropriate box next to each question and write comments where needed, then drop this survey in the nearest mailbox by June 23, 2017. Postage is paid for your convenience.

If you prefer, we also have an online option of the survey. Please refer to the following link: <https://charlottenc.seamlessdocs.com/f/StormWaterServicesSurvey>

On the survey there are places to comment on the performance of specific staff positions. The names associated with these positions are:

Project Manager	-	Jackie Bray
Construction Supervisor	-	Grant Crago
Inspector	-	Michael Ulrick
Contractor	-	Sealand Contractors Corporation
Consultant	-	Armstrong Glen, P.C.

Thank you for your input and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Grant Crago".

Grant Crago
Construction Supervisor

A handwritten signature in black ink, appearing to read "Jackie Bray".

Jackie Bray
Project Manager