

November 5, 2020

To the City of Saxman Administrator and Mr. Mayor and City Council Members,

RE: John & Karen Huff Sewer Pipe Issues: Please place this letter and documents on the agenda and for the record for the next Council Meeting to discuss a solution.

Since December 2019 I have had a sewer backup problem in my home for a total of 4 times including today. Currently, both upstairs and downstairs bathrooms are unusable, and my husband and I have had to use small buckets which is not convenient for 2 Elders.

I called the City of Saxman for assistance in December and a person from the city came to my home and observed the sewage in my basement and left and I did not hear back from him. I called the City of Saxman and was told if the problem was inside the house it is my issue. According to Schmolck's email this sewage issue is outside the home and I was told there is a cracked pipe which is causing the backup. Please note Schmolck's 12/9/2019 email NOTES added by tech Ian W., that there is "serious damage to the pipe" outside the home, which is where it starts. I attempted to attend a City Council meeting in September 16, 2020 to address this issue, but the council meeting was canceled. I was informed by the City Administrator, the night of the canceled City Council meeting, she would address this with the City Council to come up with a solution, and she responded with the attached letters to Patti Green. I was also informed by Schmolck if this cracked pipe is not taken care of the problem will continue. After the sewage has been cleaned up it only takes up to a week before backing up into the bathrooms/basement floors again.

To date we have paid \$2,130.49 to Schmolck to come in and check this sewer issue and cleanup and according to Schmolck they can continue to come cleanup but that is not going to take care of the problem and we now need to inform the City of Saxman regarding this problem. We pay our monthly bill for water and sewer to the City of Saxman and have not received a note, letter or call to address this issue. We are asking that the City of Saxman reimburse the full amount of \$2, 130.49 and fix the broken pipe so this sewage problem does not continue. We are Elder's and on a fixed income and this problem is putting a hardship on our finances as it is costly and according to Schmolck the cost of fixing the broken sewer pipe will be much more costly. Attached are receipts and an email from Schmalck Plumbing since this sewer issue began.

We are Elders and we need help! This is not sanitary, and we are afraid of catching some germs from backup even though we clean up. I use Lysol or whatever disinfectant I have in the home, but this is tiring. I am 80 years old and John is 81 and John is on oxygen 24 hours a day. We cannot continue to use buckets!

I am looking for a reply and it would be much appreciated. I would like my daughter, Shannon Kelly, (907-617-5267) and Patti Green, T&H Family caseworker, (907-228-6984) to be included in any meetings/calls regarding resolution to this serious and ongoing sewer concern.

Thank you,

Karen & John Huff
2360 CoHo—Saxman
907-225-5909

HAMILTONS
HAVE FIXED
PIPE.

Patti Green

From: Patti Green
Sent: Friday, November 6, 2020 2:41 PM
To: Shannon Kelly
Subject: RE: HUFF SEWER PIPE ISSUES

Hi Shannon,

Please give me a call.

Patti Green
907-228-6984

From: Shannon Kelly <shankelly64@gmail.com>
Sent: Thursday, November 5, 2020 7:36 PM
To: Patti Green <pgreen@cchita-nsn.gov>
Subject: Fwd: HUFF SEWER PIPE ISSUES

Sorry here you go!

----- Forwarded message -----

From: Dispatcher <Dispatcher@schmolckmechanical.com>
Date: Thu, Nov 5, 2020 at 12:57 PM
Subject: HUFF SEWER PIPE ISSUES
To: shankelly64@gmail.com <shankelly64@gmail.com>

Hi Shannon, so above are the 3 invoices for the sewer calls we did for your parents. Below is an additional note from the 1st time we were called. We changed our system a bit since then, so the notes for the next 2 calls, that are very brief, are with the invoices above. The note below is the most important in my opinion because that's when we made sure to let them know there was some damage found.

Notes added by tech Ian W. on 12/9/2019 4:48:51 PM

Used the camera to assess situation. Use the big Auger. Was able to partially clear the line. Put the camera back down again and could see the rest of the obstruction. Ran and got the Jetter to use to finish clearing the obstruction. Ran the camera back down and was able to see the start of some serious damage to the pipe and explained what was found to the home owner. Hopefully clearing this line the way that we have will allow them to use it until spring. And then they can start thinking about digging up the line to get it replaced. Cleaned up area. Gathered up tools.

That's all I've got so I hope it helps! Regards, Mike



P.O. Box 8756
 949 STEDMAN STREET
 KETCHIKAN, AK 99901
 (907 225-6648 P / (907) 225-8575 F

INVOICE

Invoice Number: L210127-IN
 Invoice Date: 12/9/2019
 Order Number: L049754
 Order Date: 12/9/2019
 Customer No: 01-0030749

Bill To:

HUFF, JOHN & KAREN
 2360 COHO ROAD (SAXMAN)
 KETCHIKAN, AK 99901

Ship To:

HUFF, JOHN & KAREN
 2360 COHO ROAD (SAXMAN)
 JOHN 225-5909
 KETCHIKAN, AK 99901

SALESPERSON	P.O. NUMBER	REQUISITIONER	SHIPPED VIA	TERMS
KRC				CASH CUSTOMER

COMMENTS: WO#L049754

Item Number	Unit	Ordered	Shipped	Back Ordered	Price	Amount
/KTNSVCQPR Quote/Pay Request/Progress						1,130.49
/KTNSVCCAM Inspection Camera						0.00
/KTNSVCLGAUG Large Auger						0.00
/KTNSVCJET Jetter Charge						0.00
*						

JOHN 225-5909, 2360 COHO ROAD (SAXMAN), CALLED SAYING HIS SEWER IS CLOGGED AND HAS BEEN FOR AWHILE. HAS HAD SE PLUMBING THERE SEVERAL TIMES, BUT KEEPS CLOGGING BACK UP. HE'S REQUESTING A TECH TO BRING OUR CAMERA TO LOOK INTO PIPING AND TAKE LARGE AUGER TO ATTEMPT UNCLOGGING. mo

12/9 Dispatch/Diagnosis Fee; Drain Stop Up to 4" & Up to 150 FT; Sewer line locate with camera; Hydrojet Through Clean Out or Man Hole.

15% RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE
 NO MERCHANDISE RETURNED AFTER 45 DAYS.
 ALL RETURNS MUST BE IN GOOD CONDITION AND IN ORIGINAL
 PACKAGE. NO RETURNS ON SPECIAL ORDERS. ALL CLAIMS
 AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

PAYMENT TYPE: Check

RECEIVED BY N/A

Net Invoice: 1,130.49
 Less Discount: 0.00
 Freight: 0.00
 Sales Tax: 0.00
 Invoice Total: 1,130.49
 Less Deposit: 1,130.49
 Invoice Balance: 0.00

Cash Tended: 1,130.49
 Change: 0.00

Schmolck Mechanical Contractors, Inc.
110 Jarvis Street
P.O. Box 3084
Sitka, AK 99835
(907)747-3142



INVOICE NUMBER: 0002836-IN
INVOICE DATE: 9/25/2020
SALESPERSON: KRC
CUSTOMER NO: 01-0030749
JOB NUMBER: L052392

INVOICE

Sold To:
HUFF, JOHN & KAREN
2360 COHO ROAD (SAXMAN)
PO BOX 9104
Ketchikan, AK 99901

Ship To:
JOHN & KAREN HUFF
2360 COHO ROAD
JOHN 225-5909
Ketchikan AK 99901

CONTACT:

JOB DESC:SEWER BACKING UP
COMMENT:

TERMS:Cash Customer

ORIGINAL CONTRACT AMOUNT:	0.00
TAXABLE AMOUNT:	0.00
NON-TAXABLE AMOUNT:	630.00
AMOUNT BILLED THIS INVOICE:	630.00
INVOICE TOTAL:	<u>630.00</u>

INVOICE DETAIL

JOB DESC:SEWER BACKING UP

INVOICE NUMBER: 0002836-IN
 INVOICE DATE: 09/25/2020
 JOB NUMBER: L052392

COST CODE	TYPE	DATE	DESCRIPTION	U/M	UNITS	BILL AMOUNT
			Large Auger			45.00
SV-PLBG-KTN	L	9/16/2020	Cannon S PE: 9/19/2020	HR	3.000	390.00
SV-PLBG-KTN	L	9/16/2020	Lewis-Tavares T PE: 9/19/2020	HR	1.500	195.00

*
 JOHN 225-5909, 2360 COHO ROAD (SAXMAN), SAYS THE DOWNSTAIRS TOILET IS BACKING UP INTO THE BATHTUB. WE WERE THERE LAST DECEMBER FOR A SIMILAR CALL INVOLVING THE CAMERA AND AUGER. CALL BEFORE GOING. mo

9/16 Loaded auger. Made contact with customer, prompt them on arrival time. Removed laundry table to access wall cleanout. Ran auger full length, pulled manhole to verify flow. Flow verified.

Labor SUBTOTAL: 585.00

NET INVOICE: 630.00

Schmolck Mechanical Contractors, Inc.
949 Stedman Street
P.O. Box 8756
Ketchikan, AK 99901
(907) 225-6648



INVOICE NUMBER: 0003226-IN
INVOICE DATE: 10/23/2020
SALESPERSON: KRC
CUSTOMER NO: 01-0030749
JOB NUMBER: L052750

INVOICE

Sold To:
HUFF, JOHN & KAREN
2360 COHO ROAD (SAXMAN)
PO BOX 9104
Ketchikan, AK 99901

Ship To:
JOHN & KAREN HUFF
2360 COHO ROAD
JOHN 225-5909
Ketchikan AK 99901

CONTACT:

JOB DESC:SEWER LINE BREAK-FLOODING
COMMENT:

TERMS:Cash Customer

ORIGINAL CONTRACT AMOUNT:	0.00
TAXABLE AMOUNT:	0.00
NON-TAXABLE AMOUNT:	370.00
AMOUNT BILLED THIS INVOICE:	370.00
INVOICE TOTAL:	<u>370.00</u>

INVOICE DETAIL

JOB DESC:SEWER LINE BREAK-FLOODING

INVOICE NUMBER: 0003226-IN
 INVOICE DATE: 10/23/2020
 JOB NUMBER: L052750

COST CODE	TYPE	DATE	DESCRIPTION	U/M	UNITS	BILL AMOUNT
			Large Auger			45.00
SV-PLBG-KTN	L	10/16/2020	White I PE: 10/17/2020	HR	2.500	325.00
			JOHN 225-5909, 2360 COHO ROAD (SAXMAN), SEWER LINE BREAK-FLOODING THE BASEMENT. NEEDS SOMEONE SOONER THAN LATER. BEN SAID IT WOULD BE OVERTIME. bgj 10/15 MRS. HUFF SAID SHE'LL WAIT UNTIL FRIDAY MORNING, SO SHE DOESN'T HAVE TO PAY OVERTIME. mo 10/16 Used the big auger and cleared the line. Tested system and it's good at this time.			

Labor SUBTOTAL: 325.00

NET INVOICE: 370.00



Mike Ohmer

Dispatcher

p: (907) 225-6648

a: 949 Stedman Street
Ketchikan, AK 99901

e: dispatcher@schmolckmechanical.com

Patti Green

From: cityclerksaxman@kpunet.net
Sent: Monday, September 28, 2020 1:03 PM
To: Patti Green
Cc: Frank Seludo; Roxann Byron
Subject: RE: Advocating for Elders

Patti:

I am not sure where to start as a response to this email.

The nasty comment about your satisfaction with the way I run City Hall is out of line. If there is a resident that has a specific complaint I would love to take comments and criticism in my office, just call Roxann and make an appointment. Better yet, they can tell me when they are picking up Round 3 grant checks.

As far as "Elders", as long as the Mayor and City Council endow me to take care of the needs of the City this office will not discriminate against any resident. This office will offer the best support it can to the single mothers, the young married couple, the minors working a job so the house hold can eat, the father trying to make ends meet, the boy looking for his first job, children and so forth. Further, this office will not discriminate based on cultural affiliation or skin color.

This office will also NOT evict a family with small children so as to have ANOTHER office in a city that is struggling with over-crowding in the home. It is laughable that at the same time you are complaining to me about not meeting a resident's needs, OVS is making a family homeless.

As far as the plumbing in Ms. Huffs home:

I will, for a moment, take it on faith that Ms. Huff wants me to discuss this situation with you. When she came to City Hall, prior to the council meeting last Wednesday, her and I had a discussion about her home sewer issues. As I am sure she can tell you, the Mayor was there (I was sitting directly across from him) and there were several council members in the room.

At the time she could not remember which plumber she had used so I asked her to call the office in the morning and leave the name with Roxann so Josh could follow up with the plumber.

I understand that homeowners would like to not have to pay to maintain their homes, but the City of Saxman has neither time, resources or money to make repairs to a homeowners personal property. It does occur to me, however, that OVS or Tlingit and Haida might.

Yes, I did ask Roxann to call you, so you wouldn't feel ignored by this office. However, I still have not heard the name of the plumber Ms. Huff used.

Sincerely,

Lori Richmond
City Administrator
City Clerk



Office: 907-225-4166 ext.3
Cell: 907-617-7722
Fax: 907-225-6450

Email: cityclerksaxman@kpunet.net

City Hall: 2841 S. Tongass Hwy, Saxman
Mailing Address: Route 2 Box 1 Ketchikan, AK 99901

From: Patti Green <pgreen@ccthita-nsn.gov>
Sent: Thursday, September 24, 2020 11:44 AM
To: cityclerksaxman@kpunet.net
Subject: Advocating for Elders

Hi Lori,

I received a call from Roxanne on 9/16/2020 informing me that you asked her to call me in response to my call for concerns of Elder's calling and not getting a reply from the City of Saxman regarding sewage and water issues.

Roxanne said she was familiar with the "complaints" of the two Elder's I called about and she stated, as the Elders have informed me is stated to them too, "if it's inside the home it is their responsibility." Roxanne informed me the "grounds people" are the persons to address the Elder's issues, but they are very busy and have a lot of other work to do. I asked Roxanne how long it takes the grounds people to go to Elder's homes and check out the Elder's concern. She said she didn't know. According to Elders they have called 2-5 months and not getting a response. I asked if the grounds people leave a note when they show up or write a letter to the Elder reporting their findings. Roxanne said, that is an Administrator question, and I asked her to please have you call me.

I have not heard back so I am sending this email.

Sewage backing up in a residents home at the cost of \$1,300.00 to fix is not their responsibility. Because the Elder has not received a return call or notice from grounds people, Schmolck and plumbers were called and Schmolck informed the Elder the next time sewage backup into the home happens to call the City of Saxman, which indicates it is the City's responsibility.

I spoke to one of the Elder's the day after the City Council meeting on 9/17 and unfortunately she did not stay to address her issue with the council, but she informed me that she spoke to you and you informed her that you would let the City council know about her concerns and hopefully they would be able to come up with a solution.

Did you follow though and address this with the Council? If so, what solution they came up with?

Raw sewage entering an Elder's home should be a priority over other jobs in the village. I spoke with the Elder and was told of the hardship to get up and down the stairs twice a day to check and make sure the sewage is not backing up into the home again. It is my understanding that there are other residents that have called or not called due to knowing they will not receive a call back from the City of Saxman and/or be told it is their responsibility and that it has been within the last two years that the Elders feel they have not been recognized and/or needs met when calling upon the City of Saxman.

I sincerely hope for a reply and a good outcome regarding Elder's concerns. FYI, I did speak to my supervisor about this situation and she informed me it is within the purview of my job as Family caseworker for the Organized Village of Saxman to advocate for our Elders

Thank your for the time and attention to this matter. I hope to hear from you soon.

Respectfully,

Patti Green

Patti Green, Family Caseworker/ICWA Tribal Representative
Tribal Family & Youth Services • Saxman Field Staff
Central Council of the Tlingit and Haida Indian Tribes of Alaska
Rt. 2, Box 2 • Ketchikan, Alaska 99901
Toll Free: 800.344.1432 • Direct: 907. 228-6984 • Fax: 907.228-6987
pgreen@ccthita-nsn.gov; www.ccthita-nsn.gov • facebook.com/ccthita • flickr.com/ccthita

Our Mission Preserving our sovereignty, enhancing our economic and cultural resources, and promoting self-sufficiency and self-governance for our citizens through collaboration, service, and advocacy.

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Patti Green

From: cityclerksaxman@kpunet.net
Sent: Tuesday, September 29, 2020 1:41 PM
To: Patti Green
Cc: Frank Seludo
Subject: Ms. Huffs sewer complaint



IMG_2188.jpeg



IMG_2189.jpeg

Please find attached pictures of the 2 manholes that are down the line from Ms. Huffs house. They are both free flowing and not backed up. As it seems you are advocating for Ms. Huff can you please share this information.

Respectfully,

Lori Richmond
City Administrator
City Clerk



Office: 907-225-4166 ext.3
Cell: 907-617-7722
Fax: 907-225-6450

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