

ENGL 470-02  
Bad News Letter  
Mason Carver

Your concern for the safety of the citizens of Terrapin is known and is currently being recognized. As the Councilor of Terrapin city, I appreciate your concern for the public and will be personally assuring that your request is taken care of quickly and efficiently.

Your original letter was received two weeks ago asking for the repairs to be done as soon as possible due to possible car damage that may occur throughout your neighborhood as well as kids riding their bikes, scooters, skateboards etc. In the street. I then received a follow up letter today asking to speed up the process of the repair of several potholes on North Street.

Due to the many requests the city receives every week, The city must prioritize these requests based on time, safety, and the date in which they were received, and weather. We are months out with requests and are doing our very best to get all citizen requests completed.

During the next few months, we will be putting signs around your neighborhood to help citizen be aware of the potholes on North Street as well as giving you four tickets to the amusement park and museums in the area that way your kids can enjoy time outside of the house without putting them in harm's way due to the potholes.

Once again, we appreciate your concern and your request. If you have any further questions or requests, feel free to reach out to me directly or submit a request form on our website.

Sincerely,

Terrapin Councilor  
*Mason Carver*