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Dr. Guler

English 470 – Business and professional writing

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Scenario 2: Pothole repair refusal

You are a Terrapin city councilor who has received a letter from a citizen asking you to speed up the repair of several potholes on his or her street. Making up any additional details that you need, write a letter to this city resident making the citizen understand and accept why this cant be done for several months.

"I have neither given nor received help on this work, nor am I aware of any infraction of the Honor Code.

Bad News Letter

Dear Mr. Conway:

Subject: To speed up the repair of several potholes on Mr. Conway’s street.

There is nothing more satisfying than a freshly paved street or a strip of the interstate.

You have requested that the city of Fredericksburg speeds up the repair of several potholes on your street, Clearview street.

The city of Fredericksburg has been working on fixing the main route in Fredericksburg, route 17, due to cracks and a water leakage underneath this road which could lead to a major sink hole. We are also working on fixing damaged traffic lights which are not safe if a major thunderstorm or hurricane came through Fredericksburg. Therefore, we are not able to complete your request for several months. But, we understand the importance of a smooth road due to the safety of your children and learning how to ride a bike but, also the damage potholes will do to the underneath and the alignment of your car.

With this being said, we hope to fulfill your request as thoroughly as we can instead of being distracted by all the damage in the city. We want to make sure that you will be satisfied with your new street so once the construction to the city of Fredericksburg is completed, your street will be first on our priority list. Our goal is to make sure you, your kids, and vehicles feel and are safe.

Attached are pictures of the damage to the city for confirmation of what we just provided above in the letter. We want to thank you for letting us know about the potholes on your street and if you would like we could provide you with a rental car until your street is fixed.

The city of Fredericksburg takes pride in keeping our citizens safe and providing to everyone’s needs and requests. We know you will enjoy and make many memories for years to come during your afternoon bike ride with your kids.

Yours sincerely,

Charlie John