12 March 2018

Penny Love  
City of Terrapin  
300 Duck Lane  
Terrapin, VA 45086

Dear Ms.Love,

Subject: Inquiry about the potholes

The City of Terrapin takes pride in providing their citizens with the best possible quality of life. Our cities maintenance is set to the highest priority to enhance the living of our residents. We work hand in hand with our citizens to ensure that we are meeting the current requests.

The maintenance company we partner with works diligently to maintain all the roads of our city. During the winter months many potholes developed around Terrapin due to the cold temperatures. This year the potholes are appearing in greater number than they traditionally do. The city repairs as many potholes as possible depending on location and funds. Circumstances this season have made it increasingly challenging to fill every pothole that may occur.

We value the voice of our citizens and strive to make our city an environment for healthy and happy living. To temporarily fulfil your request, we will see that the potholes surrounding your area are filled with gravel to avoid property damage or personal injuries. Our maintenance team will be sure to truly fulfill your request as soon as possible. Thank you for your patience. Please feel free to contact us if other concerns may present themselves.

Sincerely,

Alyssa Hazlegrove

Alyssa Hazlegrove