

## **Terrapin Insurance Corp.**

To: Employees of the Cosmos Street Branch  
From: Summer Chenault, General Manager  
Date: September 26, 2018  
Subject: Causal Fridays

Being comfortable at work increases company morale and brings a lighter atmosphere to our work environment. Our goal is to provide a relaxing and peaceful setting for employees and customers alike.

Previously, the corporations' associates had requested that Casual Friday's be extending for the remainder of the fiscal year.

Casual Fridays have been highly concerning to the customers of our corporation. Customers have reported fifty-two complaints about being unable to discern who is an employee at our business. Due to these concerns from customers, our satisfaction rates have decreased twenty percent from last quarter. The satisfaction of our customers is of upmost importance to us at Terrapin Insurance Corp. If Casual Fridays continue, the customers will feel their opinion is not valued.

As a substitute for Casual Fridays, there will be a company supplied lunch once every quarter. As employees of Terrapin Insurance Corp., we want your voice to be heard. If you have any other suggestions to improve staff morale, please share your ideas with the managers.

Our company wants to allow employees to have as much freedom as possible, while keeping customer satisfaction in mind. The Cosmos Street Branch wants to empower you as a valuable member of our business.

Yours sincerely,

*Summer Chenault*

General Manager  
Cosmos Street Branch  
Terrapin Insurance Corp

**Summer Chenault  
6365 Eagles Crest Ln.  
Chesterfield, VA 23832**

September 26, 2018

Dear Councilor White:

Subject: Dangerous potholes on Eagles Crest Ln.

In the past three months, eight cars have been trapped by the pothole on Eagles Crest Ln. This has caused residents to spend thousands of dollars on towing fees and car repairs. This issue has become so dangerous that three families have moved off our street.

As the representative of Chesterfield County, it is your duty to ensure the wellbeing of the citizens. The previous Councilor, Mr. Sherman, always responded promptly and efficiently to the dire needs of citizens. Eagles Crest Lane was once a quaint suburban neighborhood with children playing and laughing in the street. Now our streets are empty and desolate because no cars can pass through such treacherous conditions. Before these potholes arose on Eagles Crest Lane, the average price of our houses was 300,000 dollars. Now, due to the unattractable nature of the potholes on the road, our houses have devalued to 250,000 dollars. Not only are these potholes endangering citizens, but they are also hurting their wallet. As you know from previous experience, nothing agitates people more than losing money. If the potholes are not fixed in a timely manner, you may experience a higher dissatisfaction rate than ever.

Although the fixing of the potholes will cost money from the county's budget, the citizens who live on Eagles Crest Lane are in desperate need of help. If the potholes continue to get worse, the entirety of the road will need to be done including paving and sealing, which would cost significantly more. Once the potholes are fixed, you will gain a tremendous amount of support from your citizens and guaranteed reelection votes. As a result of your dedication to alleviating the problems of your citizens you will acquire support from the whole Eagles Crest community, comprised of 30,000 residents. As our community represents one-fourth of Chesterfield County's population, it would be in your great interest to gain the appreciation of our community. Similarly to last year's election, if you have our community's support you will be victorious.

To make this process easier for you Councilor White, we have already contacted a company to fix the road. Please reach out to Chester's Road Repair, a reputable company located five minutes from Eagles Crest Lane. Due to previous relationships with the homeowners on Eagles Crest Lane, the company gave the reduced price of 5,000 dollars for the road repair. The invoice is attached to this letter and can be paid via check or cash. Please reach out to Chester's Road Repair within the next two weeks as they are expecting your call. The repair of the potholes will not only protect citizens from getting injured, it will save the county from tedious and unnecessary lawsuits. We are appreciative of your concern for the citizens of Chesterfield County and want this process to be convenient and reasonable.

On behalf of the homeowners on Eagles Crest Lane, the Eagles Crest Community, and Chesterfield County drivers, we thank you for your quick action to this problem.

Yours sincerely,

*Summer Chenault*

Summer Chenault  
Chesterfield County Citizen