

Terrapin Construction Corporation
1234 High Street
Farmville, VA 23901

January 23, 2018

Joe Lancer
Farmville Resident
2334 High Street
Farmville, VA 23901

Dear Mr. Lancer:

Subject: Timely process of the pothole repairs on High Street

It is satisfying to drive to and from work every day with no construction on your street or any potholes to run over. These developments are something you do not want to see, especially on your own street.

You have requested for Terrapin Construction Corporation to speed up the processes of repairing the potholes on High Street.

Construction of a pothole is not a procedure in which can not be completed overnight, or even in a week. The development of repairing a single pothole can take up to two months. The work that goes into repairing a pothole include renting available equipment, booking staff, buying repair materials, and many more detailed yet timely measures. After ordering concrete, the company has to make it out of the original materials and then ship it to us. The manner of waiting for the concrete to come in can take up to one week itself. While the end of January approaches, we have to take weather into consideration when repairing roads. Roads can not be repaired under 30 degrees, nor can we send crew out to repair the potholes in wintery conditions such as the past two weeks.

We want you to be pleased with the outcome and construction made to High Street. If you will send us your approval, we would gladly give you a coupon for four free tires from Auto Zone to compensate for any long-term damage that has been done to your vehicle.

Our company has worked with hundreds of roads in the Farmville area with satisfied customers in the end, and we hope you will be pleased with the road conditions as soon as we finish. Terrapin takes pride in taking time to complete a job correctly.

Yours sincerely,
Kristin Wilcox
Kristin Wilcox
President