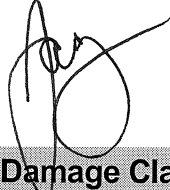


Memo

To: Downtown Property Owners & Merchants
From: Mayor Jo Ann Graves 
Date: January 23, 2009
Re: **Downtown Streetscape Damage Claims Process**

During the Downtown Streetscape construction, which begins Tuesday, January 27, we certainly hope there is no damage to private property in the project area. We are confident the contractor, Civil Constructors, will do all it can to protect both property and citizens. However, in the unfortunate event that damage related to the project occurs, the City has an existing process in place to evaluate any and all damage claims.

If you believe the construction has caused damage, please immediately contact Rosemary Bates in my office. Ms. Bates can be reached at either 451-5961 (office) or 438-7536 (cell). Ms. Bates will make sure that your claim is routed to the appropriate department.

With any claim of property damage, we ask that the property owner:

- Notify the City immediately upon observation of damage
- Take pictures
- Document who noticed the damage first, what construction work was being done at the time, who was doing the work, the time of day, the date, consequences of the damage, and any other notes of circumstances

Civil Constructors is doing most of the work on the Downtown Streetscape. There are times when Gallatin Public Utilities will be doing work. Again, Ms. Bates is the initial, immediate contact for any claims. As the claim is processed, you may receive calls from other individuals on behalf of the City.

If you have any questions, please call Ms. Bates in my office.