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**To:** [Timothy L Richnak](#)  
**Subject:** A note from a Happy Homeowner's Association  
**Date:** Tuesday, November 03, 2009 9:56:58 PM

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Tim-

With all the recent publicity about the challenges faced by the city, it is important that city employees know that their work is appreciated. As the president of the Courtwood Villa Condominium Association I want to take just a few moments of your time to recognize members of your staff.

On Halloween day we discovered water bubbling through a sidewalk and our west drive had become a river. Our property manager called and advised the city and was informed that there were actually two (2) water main breaks and that a repair crew would be on site as quickly as possible. In very short order the water was shut-off and a bit later your repair crew arrived and worked tirelessly to get our residents back in service. Actually, this was our second water main break this year – I guess our 37 year history is taking its toll.

I was working that day and didn't get home until about 8:30 PM. Your personnel were still here and I stopped to speak with them. It was chilly and naturally muddy and I am sure that your people would far rather have been home with the families or attending a Halloween party. What impressed me most was their congeniality and positive attitudes. It was refreshing to experience people who love their jobs and are dedicated to doing their job only one way – the right way.

I am fully aware that this dedication runs through your entire staff, but having had personal exposure to the crew that was on our site I wanted to let you know what great people you have on your staff. They are yet another reason the residents of Troy take so much pride in our city.

Thank you and your staff for their prompt and professional response.

**Bob Schultz**  
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