

William M McGrath (508) 653-2653 wmm4766@gmail.com
Barbara B McGrath
7 Jennings Pond Road
Natick, MA

BOARD OF SELECTMEN
NATICK, MA

MAY 9 2017

May 8, 2017

Dear Natick Board of Selectmen,

RECEIVED

I am writing you to explain a situation that occurred on April 8, 2014. Around 6:00 PM we noticed water overflowing out of our basement toilet. I turned off the water to the toilet but that didn't stop the overflow. Next I turned off the water main to the house which didn't stop the overflow. None of the other toilets in our house were overflowing.

We called a drain clean out company, who ran their power snake from our main line cleanout out to the Natick manhole. They said our drain line was not causing the problem; waste water was still coming in, they advised us to call the town Department of Public Works to clean out the town sewer line, which they said was causing the blockage. We did call the DPW who worked on it for several hours until around 10:30 PM. They said that the blockage, which they cleared, was caused by "FLUSHABLE TOILET WIPES" which we don't use. It made me wonder what neighbor uses them and whose waste water was coming into our house. The water did stop once the DPW cleaned out the sewer line.

The damage and costs incurred because of this situation are many and I have included copies of all the receipts for the work that was needed to clean out and repair and replace things as necessary. I will list them in the order they were performed.

- 1) Budge It Drain: Company we called to clean out the main drain to street. \$ 290.00
- 2) ServiceMaster: Company that removed all carpeting, bathroom flooring, ran 2 heavy duty dehumidifiers, \$ 1,525.13
- 3) Graham Keane: SEE ATTACHED EMAIL ESTIMATE. WE ARE WAITING TO RECEIVE THE ESTIMATE ON COMPANIES LETTER HEAD ESTIMATE \$ 6,650.00
- 4) ServiceMaster: cleans, sanitizes floors and walls, checks for mold and mildew. \$ 533.43
- 5) Home Depot: replace basement carpet \$ 1,535.30

TOTAL FOR REPAIRS: \$ 10,533.86

RECEIVED FROM SAFTY INSURANCE \$ -2,000.00
(Maximum coverage for water damage)

BALANCE DUE TO BE PAID BY TOWN OF NATICK \$ 8,533.86
(DEPARTMENT OF PUBLIC WORKS)

We would appreciate immediate attention to this matter as we are concerned about any detrimental health concerns due to mold and or mildew. Thank you.

William M McGrath *Barbara B McGrath*

RECEIVED
2017 MAY -8 PM 12:4
TOWN CLERK-NATICK



Budge It Drains

Drains Blocked - We'll Budge It

P.O. Box 448, Brockton, MA 02303

781-351-2088

budgetdrains@yahoo.com

No 14323

Professional, Experienced & Friendly
Family Owned and Operated

Referred by: Home Advisor

CUSTOMER NAME William McCrath		MARKETING SOURCE	DATE OF JOB 4-8-17
JOB ADDRESS 7 Jennings Pond rd			ORDER# / PO#
CITY, STATE, ZIP Natick ma 01260	E-MAIL / CELL PHONE		DATE OF COMPLETION
PHONE 508 397 6837	OWNER PHONE		TECHNICIAN AJ
OWNER NAME / ADDRESS		TECHNICIAN	

DESCRIPTION OF WORK/AUTHORIZATION

Powersnake mainline from cleanout in basement \$240

Weekend / Night rate \$50

I agree to the terms of this agreement. Payment is due upon completion. I understand that an interest rate of 1.5% will accrue per month until invoice is paid in full. I recognize that aged and deteriorated plumbing, fixtures, piping and apparatuses may no longer be serviceable and I agree that Budge It Drains Inc. is blameless for and damage or destructions to these items as a result of conventional repair efforts. I agree to pay for all goods and services received and hereby further authorize Budge It Drains Inc. to bill my credit card for the goods and/or services being provided. Warranty information: All materials supplied by Budge It Drains Inc are covered by the manufacture's warranty. Warranty on all repair work is 30 days on residential and 7 days on commercial - repairs are fixing what the client owns currently. New installations include anything that Budge It Drain Inc. provides to the client. Budge It Drains Inc. workmanship and labor is guaranteed for 30 days unless otherwise specified. There is a \$25.00 fee for all returned checks. PREVENTATIVE MAINTENANCE IS AVAILABLE FOR PROBLEMATIC DRAIN LINES.

Signature X

TECHNICIAN COMMENTS/RECOMMENDATIONS

City manhole in front of house is half full, need city sewer out to clear

Drain Cleaning: I/We agree to hold Budge It Drains Inc. harmless due to potential sewer cable breakage with drain line. If such happens, solution will be required.

SIGNATURE X

☐ CASH ☐ CHECK ☒ VISA ☐ MC ☐ DISCOVER ☐ AMEX

CC/CHK#

4427 8899 3077 1764

EXP

10/20

AUTH#

CLIENT INITIAL

I/We hereby acknowledge satisfactory completion of the above described work.

X

SIGNATURE

FOR OFFICE USE ONLY

FXD

TS

PTS

COMM

PR

CC

QB

SB

FF

TOTAL LABOR

TOTAL MATERIALS

TAX

DISPOSAL COST

ACCOUNT DISCOUNT

FUEL CHARGE

AMOUNT DUE:

AMOUNT PAID:

290

290

290

PAID WITH

ServiceMASTER

ServiceMaster by Gilmore

ServiceMaster by Gilmore

350 Union Avenue
Framingham, MA 01702
(800)783-0552 / (508)620-0552
Web Address: www.svmgilmore.com
Federal Tax ID #04-2787898

Insured: William & Barbara McGrath
Property: 7 Jennings Pond Road
Natick, MA 01760

Estimator: Jessyca De Melo

Contractor: Cam Denomme
Company: ServiceMaster by Gilmore

Claim Number: EOS0075010

Policy Number:

Type of Loss: Water Damage

Date of Loss: 4/8/2017
Date Inspected:

Date Received: 4/10/2017
Date Entered: 4/12/2017 3:21 PM

Price List: MAB08X_APR17
Restoration/Service/Remodel
Estimate: MCGRATH-WILLIAM-0062

TOTAL COST TO DATE:

\$1,525.13

TOTAL ESTIMATED COST: \$2,496.58

WORK Done + paid ✓

SERVICEMASTER INVOICE # 17-00062-WTR

Dear Ms. Peterson,

The following is our itemized invoice to date and demolition estimate for professional restoration services to be performed at the above address.

If you have any questions regarding this matter, please do not hesitate to contact our office at 1-800-783-0552.

Sincerely,
Jessyca De Melo
ServiceMaster by Gilmore

all circled items to be done by Service Master once floor
& walls have been removed by other - Builder Graham Keene

Total \$53343

ServiceMaster
Restore

ServiceMaster by Gilmore

ServiceMaster by Gilmore

350 Union Avenue
Framingham, MA 01702
(800)783-0552 / (508)620-0552
Web Address: www.svmgilmore.com
Federal Tax ID #04-2787898

MCGRATH-WILLIAM-0062

Services To Date

Bathroom (half)

LxWxH 5' x 4' x 6' 6"

DESCRIPTION	QTY	UNIT PRICE	TOTAL
1. Tear out non-salv floating floor & bag - Category 3 water	20.00 SF @	2.24 =	44.80
2. Clean floor - Heavy	20.00 SF @	0.54 =	10.80
3. Apply anti-microbial agent to the floor	20.00 SF @	0.22 =	4.40

Bedroom

LxWxH 18' x 15' 9" x 7'

DESCRIPTION	QTY	UNIT PRICE	TOTAL
4. Contents - move out then reset	1.00 EA @	59.34 =	59.34
5. Tear out wet non-salvageable carpet, cut/bag - Cat 3 water	283.50 SF @	0.73 =	206.96
6. Clean floor - Heavy	283.50 SF @	0.54 =	153.09
7. Apply anti-microbial agent to the floor	283.50 SF @	0.22 =	62.37

Laundry Room

LxWxH 9' 8" x 6' x 7'

DESCRIPTION	QTY	UNIT PRICE	TOTAL
8. Contents - move out then reset	1.00 EA @	59.34 =	59.34
9. Clean floor - Heavy	58.00 SF @	0.54 =	31.32
10. Apply anti-microbial agent to the floor	58.00 SF @	0.22 =	12.76

Moisture Readings

DESCRIPTION	QTY	UNIT PRICE	TOTAL
11. Equipment setup, take down, and monitoring (hourly charge)	3.00 HR @	48.25 =	144.75
ServiceMaster by Gilmore dispatched a crew on April 10, 2017 to perform moisture readings to monitor dry down and set up professional drying equipment			

Equipment Rental

DESCRIPTION	QTY	UNIT PRICE	TOTAL
MCGRATH-WILLIAM-0062		4/13/2017	Page: 2



ServiceMaster by Gilmore

350 Union Avenue
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CONTINUED - Equipment Rental

DESCRIPTION	QTY	UNIT PRICE	TOTAL
12. Dehumidifier (per 24 hour period) - XLarge - No monitoring <i>Two dehumidifiers for three days</i>	6.00 BA @	103.29 =	619.74

Monitoring Equipment

DESCRIPTION	QTY	UNIT PRICE	TOTAL
13. Equipment setup, take down, and monitoring (hourly charge)	2.00 HR @	48.25 =	96.50

Demo Estimate

Demo Estimate

DESCRIPTION	QTY	UNIT PRICE	TOTAL
<i>Please also note, any subcontractor services required will be additional.</i>			

Living Room

LxWxH 18' x 16' x 8'			
DESCRIPTION	QTY	UNIT PRICE	TOTAL
14. Contents - move out then reset - Extra large room	1.00 BA @	178.01 =	178.01
15. Protect - Cover with plastic	200.00 SF @	0.48 =	96.00
16. Containment Barrier/Airlock/Decon. Chamber	25.00 SF @	1.07 =	26.75
17. Tear out trim and bag for disposal - up to Cat 3	14.00 LF @	1.01 =	14.14
18. Tear out wet drywall, cleanup, bag, per LF - to 2' - Cat 3	32.00 LF @	4.45 =	142.40
19. Tear out wet non-salvageable carpet, cut/bag - Cat 3 water	165.00 SF @	0.73 =	120.45
20. Tear out wet carpet pad, cut/bag - Category 3 water	165.00 SF @	0.70 =	115.50
21. Tear out non-salv underlayment & bag for disposal	288.00 SF @	1.33 =	383.04
22. HEPA Vacuuming - Detailed - (PER SF)	352.00 SF @	0.63 =	221.76
23. Clean stud wall - Heavy	64.00 SF @	0.80 =	51.20
24. Clean floor - Heavy	288.00 SF @	0.54 =	155.52

SERVICEMASTER
Restoration

ServiceMaster by Gilmore

ServiceMaster by Gilmore

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CONTINUED - Living Room

DESCRIPTION	QTY	UNIT PRICE	TOTAL
25. Apply anti-microbial agent to the surface area	352.00 SF @	0.22 =	77.44
26. Remove Outlet or switch cover	2.00 EA @	0.58 =	1.16
27. Interior door - Detach & reset	2.00 EA @	62.71 =	125.42

LxWxH 5' x 4' x 6' 6"

Bathroom (half)

DESCRIPTION	QTY	UNIT PRICE	TOTAL
28. Contents - move out then reset - Small room	1.00 EA @	44.54 =	44.54
29. Protect - Cover with plastic	30.00 SF @	0.48 =	14.40
30. Floor protection - self-adhesive plastic film	20.00 SF @	0.78 =	15.60
31. Containment Barrier/Airlock/Decon. Chamber	18.00 SF @	1.07 =	19.26
32. Tear out trim and bag for disposal - up to Cat 3	10.00 LF @	1.01 =	10.10
33. Tear out wet drywall, cleanup, bag, per LF - to 2' - Cat 3	24.00 LF @	4.45 =	106.80
34. HEPA Vacuuming - Detailed - (PER SF)	68.00 SF @	0.63 =	42.84
35. Clean stud wall - Heavy	48.00 SF @	0.80 =	38.40
36. Clean floor - Heavy	20.00 SF @	0.54 =	10.80
37. Apply anti-microbial agent to the surface area	68.00 SF @	0.22 =	14.96
38. Remove Outlet or switch cover	1.00 EA @	0.58 =	0.58

Demolition Equipment Rental

DESCRIPTION	QTY	UNIT PRICE	TOTAL
39. Negative air fan/Air scrubber (24 hr period) - No monit.	2.00 DA @	77.50 =	155.00

Demolition Debris Removal

DESCRIPTION	QTY	UNIT PRICE	TOTAL
40. Haul debris - per pickup truck load - including dump fees	1.00 EA @	187.20 =	187.20



ServiceMaster by Gilmore

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Materials & Supplies

DESCRIPTION	QTY	UNIT PRICE	TOTAL
41. Add for personal protective equipment (hazardous cleanup)	6.00 EA @	10.08 =	60.48
42. Respirator cartridge - HEPA only (per pair)	2.00 EA @	9.44 =	18.88
43. Add for HEPA filter (for negative air exhaust fan)	0.25 EA @	191.79 =	47.95

Grand Total Areas:

1,469.83 SF Walls	669.50 SF Ceiling	2,139.33 SF Walls and Ceiling
669.50 SF Floor	74.39 SY Flooring	202.83 LF Floor Perimeter
402.67 SF Long Wall	332.25 SF Short Wall	202.83 LF Ceil. Perimeter
0.00 Floor Area	0.00 Total Area	0.00 Interior Wall Area
0.00 Exterior Wall Area	0.00 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

ServiceMASTER
by Gilmore

ServiceMaster by Gilmore

ServiceMaster by Gilmore

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Federal Tax ID #04-2787898

Summary for Dwelling

Line Item Total
Material Sales Tax
Replacement Cost Value
Net Claim

4,002.75

18.96

\$4,021.71

\$4,021.71

Jessyca De Melo

10:37 AM (0 minutes ago)

ESTIMATE TO REPLACE DRY WALL AS NECESSARY AND PLYWOOD FLOOR THROUGH OUT BASEMENT FLOOR

graham keane <gkeane2012@me.com>
to me

Hello William ,

It was very nice to meet you.

Here's a brief of what we discussed

Bathroom walls demo 3ft all around .

Toilet & vanity removed & reinstalled by plumber to ensure everything is perfect

Ceiling patched & repaired

Partition wall in bathroom that can be removed easily

Vinyl flooring

Everything put back together , muffed sanded, primed & painted

In the bedroom demo the walls we spoke about 3ft around
New drywall , new insulation (may need to discuss insulation also)
Mudd sand , prime & paint the walls
New base board supplied and installed on effected walls
Trash removal

For the above listed work with materials, demo, mudding painting etc you would be looking at around **\$4,000**

The floor is a different animal if you're talking about taking all the plywood off
Demo
Trash removal
All nails removed
New sheets supplied & installed
Glued to joists

To do the sheets alone without any framing it would be **\$2,650** with materials ,trash disposal expenses & labor

It's hard to determine what we are dealing with until we open it up. .
My feeling is that we could cut a square by the bathroom area & get a feel for it than . But you may want to allow for what you feel is going to pop up . I personally think you don't need to do it . Getting air flow in there would be great as soon as possible .

(Insulation & unforeseen issues not visible now would be additional also) you may want to hire a closed cell insulation spray company also to seal walls & floor space)

Also talk to town about permits etc Natick is on a stretch code so you may have to have all the insulation done to meet town requirements also okay.

Keep me posted
Thanks
Graham 857-540-2385

CONTRACTOR IS GOING TO BE SENDING US ESTIMATE ON HIS LETTER HEAD ESTIMATE CONTRACT

YOUR ESTIMATE SUMMARY**Store: ST2669 - The Home Depot****Measure Date: 04-24-2017****Appointment Time: 08:00 AM-05:00 PM****Home Depot Measurement Services Measure #: 12605152****Measure Order #: 731748**

<u>Customer Information</u>	<u>Site Information</u>	<u>Comments</u>
WILLIAM MCGRATH	Site Type:	Residential
7 Jennings Pond Rd	Year Built:	1950
Natick, MA 01760	Electricity:	Yes
Email:	Heat:	Yes
WMM4766@GMAIL.COM	Pets:	Yes
	Allow Photos:	Yes
Home Phone: 5086532653	Site	
Business Phone: 5088105228	Requirements:	
Cell Phone: 5088105228		
Alternate Phone: 5088105228		

Cross Streets

N of na

E of na

Close/Quote Instructions

Carpet Est from Home Depot
for Basement after flood

Carpet**516 Sq Ft****\$1,535.30**

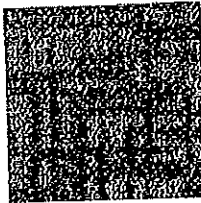
Line #

Materials

Assigned Rooms

Pricing

1



SKU: 177-311

Business Case

Color: Oatmeal

\$2.25 / Sq Ft

Support Materials:

Install Method:

Traffic Master 8#

5/16" Carpet Pad

\$0.59 / Sq Ft

Basement Family Room 401 Sq Ft Materials*: \$1,465.44

Basement Stairs 113 Sq Ft Labor**: \$69.86

Subtotal: \$1,535.30

*Materials Included: Carpet, Pad

**Labor Included: Basic installation including flooring tearout and basic furniture moving, Stair(s)

Total Estimate (516 Sq Ft): \$1,535.30The Measurement Visit

You have until 6:00 p.m. the day you order the measure to pay the measure fee. Paying the measure fee confirms your scheduled measure appointment. If you need to change this measure appointment, please contact the measure service between the hours of 9:00 a.m. and 5:30 p.m. Monday - Friday or between 8:00 a.m. and 4:00 p.m. on Saturday at the phone number listed below.

Home Depot Measurement Services: (800) 248-8982

The measure technician will contact you between 7 a.m. and 9 a.m. the day of the measure to schedule a two-hour window. Please note that the measurer will not be able to discuss seam placement, costs, or other installation details at the time of the measure visit. However, your Home Depot sales associate and flooring expeditor will be able to address such issues once Home Depot receives the measure results (typically, the day after your measure visit).

PLEASE NOTE: Your initial quote is an estimate only; the quote you will be provided when full payment is due (following any down payment you have made) may be different from your initial quote based on changes you make to your order or other factors affecting your order total. You have the right to discontinue your order and receive a refund of any down payment you have made if your quote changes.

FURTHER NOTE: Our measuring service is solely intended to provide you with the initial estimate of your order total. A final measurement will be taken by the installer on or before your installation date and may vary somewhat from the initial measurement if there have since been any changes requested by you, environmental changes within your dwelling, structural changes, rearrangement of furniture/appliances, or other changes beyond our control. Your order total may increase or decrease as a result.

LIMITED CARPET WARRANTY: TO THE EXTENT PERMISSIBLE UNDER APPLICABLE LAW, THE HOME DEPOT WARRANTS THE WORKMANSHIP OF THE CARPET INSTALLATION FOR THE LIFETIME OF THE CARPET. THE LIMITED WARRANTY COVERS ALL SEAMS, RESTRETCHES AND STAIRWORK. THE HOME DEPOT'S WARRANTY APPLIES ONLY TO INSTALLATION LABOR AND IS NOT TRANSFERABLE. THE WARRANTY APPLIES TO SINGLE FAMILY HOMES USED SOLELY FOR RESIDENTIAL PURPOSES. FOR THE WARRANTY TO BE VALID, THE CUSTOMER MUST HAVE THE RECEIPT OF PURCHASE. THE HOME DEPOT'S WARRANTY DOES NOT COVER DAMAGE CAUSED BY ACTS OF GOD, INSTALLATION OR REPAIRS MADE BY PERSONS OTHER THAN THE HOME DEPOT OR AUTHORIZED SERVICE PROVIDER, ABUSE, MISUSE, NEGLIGENCE, OR NORMAL WEAR AND TEAR. THE WARRANTY IS VOID IF FLOORING IS SUBJECT TO IMPROPER MAINTENANCE, IMPROPER CLEANING METHODS, ABUSE, EXCESSIVE MOISTURE OR

STRUCTURAL ALTERATIONS. MERCHANDISE AND MATERIALS ARE COVERED EXCLUSIVELY BY THE MANUFACTURER'S WARRANTY, IF ANY. THIS LIMITED WARRANTY GIVES CUSTOMER SPECIFIC LEGAL RIGHTS AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE.

LIMITED HARD SURFACE WARRANTY: HOME DEPOT WARRANTS THE WORKMANSHIP OF THE INSTALLATION FOR ONE YEAR FROM ITS COMPLETION DATE. DURING THE WARRANTY PERIOD, HOME DEPOT WILL REPAIR, AT NO CHARGE TO YOU, ANY DEFECTS DUE TO FAULTY WORKMANSHIP. HOME DEPOT'S WARRANTY DOES NOT COVER DAMAGE CAUSED BY ABUSE, NEGLECT OR IMPROPER USE/CARE/CLEANING. MERCHANDISE AND MATERIALS ARE COVERED EXCLUSIVELY BY THE MANUFACTURER'S WARRANTY, IF ANY. THIS WARRANTY PROVIDES YOU WITH SPECIFIC RIGHTS. YOU MAY HAVE OTHER RIGHTS UNDER APPLICABLE STATE OR FEDERAL LAW.

INSTALLATION GUARANTEED: We'll do our best to resolve any concerns you may have concerning the quality of your installation's workmanship within the applicable warranty period. If we can't fix the problem, we'll refund the portion of your purchase price attributable to the defect in workmanship. Your refund may, at our discretion be in the form of a cash payment or store credit.

UNFORESEEN CONDITIONS: Additional charges may apply to installations if the take-up and removal of carpet or flooring reveal that the type of subfloor structurally required for installation is NOT present at the time of installation. (Additional trip charges will apply if installer returns to customer site to complete installation after initial visit.) If installer discovers water damage, flea infestation, urine soaked carpets, floors with structural damage, asbestos floors, presence of mold or any other physical/environmental hazardous condition, Home Depot reserves the right not to proceed with installation until customer has remedied situation AND signed a written Change Order. Please advise the measurer/installer if you are aware of any of these conditions.

SEAMS: Seams are not completely invisible and will be less noticeable with different types of carpet or vinyl patterns. Discuss seam locations with your sales associate. If you choose to have fewer seams, this may increase the amount of carpet/vinyl you need, but it will also make the installation look more professional and increase your satisfaction with the install.

DOORS: If you have purchased a high grade/taller pile height carpet or thicker than standard pad, or if a new subfloor is placed on top of an existing subfloor, you may need to arrange to have your doors trimmed to accommodate the new carpet height/floor level. Depending on the area or installer, these services may not be provided by Home Depot. Check with our measurer/installer for details.

PREPARATION: Before installation, empty any closets receiving the new floor covering; remove all items from underneath beds, remove bedcoverings, lamps, knickknacks, glassware from china cabinets, books from bookcases, any furniture you can move, and pictures on the walls. Disconnect all computers, stereos, TVs, VCR equipment, or any other electrical equipment. Inform the measurer/installer of all wires located under the carpet, such as alarm/security system wires. Check for cable wire connections under existing floorcovering (cable company may have to remove or disconnect).

EXCESSIVE FURNITURE: Additional charges may apply to areas with excessive amounts of furniture (i.e., file cabinets, heavy equipment, storage boxes, wall units, sleeper sofas, four-poster beds, armoires, etc.) We do not remove antiques, grandfather clocks, gas stoves, refrigerators with front door dispensers, aquariums, waterbeds, pool tables, pianos, safes, computers, or electronic equipment. (Many of these items need to be professionally moved.)

SECURED PREMISES: (Condominiums). Please check with your building management for parking accessibility and delivery times for your installation (such as, elevators, service entrances, front desk procedures, etc.).

PROPER POWER / VENTILATION: It is necessary to ventilate your home during and after the installation of most new floorcoverings. Make sure that adequate power, light, ventilation, heat or air condition will be available 48 hours before and during the installation. Installation site must maintain a temperature of 70 degrees before and during installation.

REMOVAL OF EXISTING FLOORCOVERING: If you have elected to not have the installers remove your existing carpet or flooring, you must have this done before installation. Expect minor touch up painting to be needed after the installation. Normal installation methods may slightly scuff existing baseboards or walls. Our installers will use extreme care to minimize this. Home Depot installers may not be able to haul away old floor coverings in some instances (please refer to the "Unforeseen Conditions" section of this document for more information).

CLEAN-UP: The Installers will make a post-installation inspection with you to verify your complete satisfaction. After the installation they will pick up all scrap materials. Surplus materials will be placed on your premises, where you request. (Suggestion: have the edges of the surplus carpet bound - they make great entry mats to protect your new carpet from soiling.)

If possible, customer who purchased installation should be present at the time of installation, walk through after the installation has been completed and express any concerns at that time to the installer. This will prevent callbacks that may inconvenience you.

COMMITMENT: We sincerely appreciate your business and thank you for your purchase! Within two days after your installation a Home Depot representative may call you to verify that you are pleased with your new floorcovering. If you have any questions, please contact:

Sales Associate: SB05KT Store Telephone #: 508-647-9600

Pricing is an estimate only, final price is determined by the results of the measure and the final material selection. Additional charges may apply when the existing flooring is removed due to unforeseeable conditions (e.g. damage or deterioration). Please use this estimate as a guide to determine if the installation scope and materials are within your price range

Created on: 04-17-2017 09:48:11 Reference ID:3612755



Safety Insurance

P.O. Box 55098
Boston MA 02205
617-951-0600

B+W File Copy

April 11, 2017

BARBARA MCGRATH
WILLIAM MCGRATH
7 JENNINGS POND RD
NATICK, MA 01760

Policy Number: HMA0291893
Claim Number: BOS00075010
Date of Loss: 4/8/2017
Property Address: 7 JENNINGS POND RD, NATICK MA

Dear BARBARA MCGRATH and WILLIAM MCGRATH,

Thank you for insuring your property with Safety Insurance. We appreciate your business and welcome the opportunity to serve you. We have assigned BOS00075010 as your claim number. Please refer to this number when making inquiries on your claim.

If you have any questions or concerns, please contact me either by e-mail at lisamonette@safetyinsurance.com or by phone at 800-951-2100.

Sincerely,

Lisa Monette
Claims Examiner

THIS CHECK IS VOID WITHOUT A COLORED BACKGROUND AND A TRUE WATERMARK ON BACK OF THE PAPER - HOLD AT AN ANGLE TO VIEW



Safety Insurance

AUTO • HOME • BUSINESS

20 Custom House Street
Boston, MA 02110

Citizens Bank
Boston MA 02109

5-7017
2110

CHECK NUMBER: 01724027
NOT VALID UNLESS PRESENTED WITHIN 180 DAYS

CLAIM NUMBER	LINE OF BUSINESS	POLICY HOLDER	DATE ISSUED
OS00075010	HP	BARBARA MCGRATH	04/12/2017
POLICY NUMBER	DATE OF LOSS	PRODUCER NUMBER	PAYMENT TYPE
0291893	04/08/2017	33882	See stub for explanation

PAY Two Thousand Dollars and 00 Cents

\$2,000.00

TO
THE
ORDER:

AND WILLIAM MCGRATH
BARBARA MCGRATH

7 JENNINGS POND RD
NATICK

MA

01760

William McGrath
AUTHORIZED SIGNATURE

⑈ 1724027 ⑈ 1211070175 ⑈ 1304852315 ⑈

ADJUSTER - 1525 CLAIM # - BOS00075010

Payment for loss of 4/8/2017 under Cov A - Dwelling

Copy

WILLIAM MCGRATH
7 JENNINGS POND RD

NATICK, MA 01760

Town of Natick

Massachusetts 01760

Home of Champions



Jonathan Freedman, Chair
Susan G. Salamoff, Vice Chair
Richard P. Jennett, Jr., Clerk
Michael J. Hickey
Amy Mistrot

May 9, 2017

William and Barbara McGrath
7 Jennings Pond Road
Natick, MA 01760

Dear Mr. Mrs. McGrath,

Re: Claim against the Town

I am writing to acknowledge receipt of your letter to the Town of Natick, received by the Office of the Town Clerk on May 8, 2017. Your letter has been forwarded to the Town's insurance agent, Deland Gibson, Insurance Agency, for disposition. You will hear directly from the insurance company regarding this matter in approximately 3-6 weeks, depending on the duration of their investigation.

If you have any questions regarding this claim or you haven't heard from them in a timely manner, you may contact them directly at 781-237-1515.

Sincerely,

McGrath
7 Jennings Pond Rd

Board of Selectman-Natick Town Hall, 2nd Floor -13 East Central Street-Natick, MA 01760

Ms Martha White,

Board of Selectman

Natick, MA

CC Mr. Jonathan Freedman, Chairman

May 25, 2017

RECEIVED

MAY 30 2017

BOARD OF SELECTMEN
NATICK, MA

Dear Ms White,

This is my second communication to the Natick Board of Selectman.

My name is Barbara McGrath. My husband and I own the property at 7 Jennings Pond Road. On the evening of April 8th, the basement was flooded by a pipe that was "clogged" on the corner of Jennings Pond Road and Grove Road.

At the time of the incident we called a plumber, who upon arrival, snaked our inside pipes and reported they were clear and to call the DPW, as the clog was due to town pipes.

The DPW promptly came to the house and cleared the pipe from the corner of Jennings Pond and Grove road. They reported to our son that the pipe was clogged due to people who use "flushable wipes" in the neighborhood. I want to go on record to say no one in our house uses "flushable wipes". The water stopped when the DPW cleared the Town pipe.

We called **Service Pro by Gilmore** to dry the floor. They had to rip up the carpet and spray for mold and dry out the wood beneath. They also ripped out the bathroom flooring.

The damage and costs incurred because of this situation are many and I have included copies of all receipts for the work that was needed to clean out and repair as necessary.

BUDGET DRAIN COMAPANY- we called to clean out main drain to street, which was clear..... \$290.00 ✓

SERVICE PRO by Gilmore – removed all carpeting, flooring and ran heavy duty
 dehumidifiers.....\$1,525.13 ✓

GRAHAM KEANE: contractor to repair structural damage.....\$6,650.00 ?

SERVICE PRO by GILMORE- cleans, sanitizes floors, walls, checks for mold and
 mildew.....\$533.00 ✓

HOME DEPOT- replace carpet.....\$1,535.30 ✓

Total for Repairs.....\$10,533.00

RECEIVED FROM SAFTY INSURANCE (Maxium coverage for water
 damage).....\$2,000.00 ✓

BALANCE DUE FROM TOWN OF NATICK.....\$8,533.86

Mr. Randy Lucier, Property General Adjuster came to our property to assess the
 damage. We received a call from Mark Howard on May 23rd stating that the Town
 was not responsible under "No Fault Insurance".

Being long time residents of Natick and active in community service, and before
 we seek counsel and our own insurance adjuster (because we went low on the
 estimates) we are asking for a meeting to discuss this disturbing situation.

We would appreciate a meeting as soon as possible due to the mold issue that we
 anticipate is growing because of sewer water pouring into our finished basement.
 Please note my husband has COPD and this situation is outrageous.

Best regards,

Barbara McGrath

William M. McGrath

7 Jennings Pond Rd. 508-653-2653

Lance Hyro

Mc Gath - ? Jennings Pond

Ceiling?
Partition Wall?
Plywood Floor?

Check Valve or
Back Flow Meter?

Better estimate from
Beane or
Letterhead - Not
Email

Are these all
due to
back-up?

Need estimate
to include
only damage
done by
back-up.

Must have check
valve or back flow
meter