



CITY OF CONCORD

New Hampshire's Main Street™
City Manager's Office

Thomas J. Aspell, Jr.
City Manager

REPORT TO MAYOR AND THE CITY COUNCIL

DATE: September 30, 2020
FROM: Thomas J. Aspell, Jr., City Manager
SUBJECT: Citizen Comments

Recommendation:

Recommend City Council accept this report.

Background:

Attached for your information are citizen comments received during the past month.

/ss

Attachments

Stevens, Suzanne

From: Aspell, Thomas
Sent: Tuesday, September 8, 2020 9:04 AM
To: Stevens, Suzanne
Subject: FW: message from flo at irving oil
Attachments: SKM_C454e20090310510.pdf

From: LeBrun, Brian
Sent: Thursday, September 3, 2020 11:20 AM
To: Aspell, Thomas
Subject: FW: message from flo at irving oil

FYI

From: Enwright, Dawn
Sent: Thursday, September 3, 2020 11:10 AM
To: Collections Distribution
Cc: LeBrun, Brian
Subject: FW: message from flo at irving oil

What a nice note.

Great job Sandy.

Regards,
Dawn

Dawn K. Enwright, CTC

Treasurer/Tax Collector

City of Concord

41 Green Street

Concord, NH 03301

(603)230-3670 – direct

(603)566-5049 - cell

(603)225-8540 – office

(603)228-2799 - fax

denwright@concordnh.gov



Dear Sandy,

I wanted to let you know that I have finally retired from my role at Irving. I wanted to say thank you for always being a GREAT help to me whenever I needed you! You have been AWESOME to work with and always so QUICK to act when I needed something. You will never know how much I appreciated that!

The job was a rough one at times especially when registrations were due in May, but then I knew it would be time to work with you and that was always the good part of that task!

Please say so long to the rest of the wonderful crew in your office. Everyone there always made me feel welcome everyone was always so friendly and that was a great thing to know each time I would have to come into your location.

Please take care of yourself and stay safe and healthy. My replacements name is Liz Godin and her phone # is my old one, 603-223-0416, her email address is Elizabeth.godin@irvingoil.com if you ever need it. I will be here part time for a month or two as a part timer as I want to make sure Liz is in good shape before I leave for good.

Again, thank you for everything; it has been a real pleasure working with you. I wanted to call you but was afraid I would get emotional so please do not be offended that I sent this your way via Fax. ☺

Sincerely,

Flo Schoenig

Stevens, Suzanne

From: Michael Chaves <m.chaves@teamges.net>
Sent: Tuesday, August 11, 2020 8:00 PM
To: Stevens, Suzanne
Subject: 7 Bye St closure & approval

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Hello

My name is Michael Chaves. I originally reached out to Gwen Williams regarding permitting of a small plot of Concord land beside the Penacook bridge along the hydro dam and honestly I've never been more impressed at the level of professionalism, attention to detail and over all courteousness. As a new (and hoping to be a lifelong) resident of Concord/Penacook I'm ecstatic to know there are people in Concord City Hall who take their civic duties seriously and treat residents with such high regard. Thank you again to all of the departments involved!

Michael Chaves
7 Bye St
Penacook
781-535-4198

Sent from my iPhone

Stevens, Suzanne

From: Mary Whitman <marywhitman39@gmail.com>
Sent: Tuesday, September 8, 2020 9:11 AM
To: * City Manager Office
Subject: Congratulations to all

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Good morning! I just want to offer my thanks to the city clerk and all the people that helped at the voting today. They have done an amazing job in a very difficult time. I vote at the West Street Ward house. Everything was nice and clean I was in and out of there in 5 minutes and felt perfectly safe. Thank you for everything!

Mary Whitman

Stevens, Suzanne

From: MARY ALLARD <mjallard14@comcast.net>
Sent: Thursday, October 1, 2020 6:42 AM
To: * City Manager Office
Subject: Thank you.

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe]

Dear City Manager Thomas Aspell, Jr,

Beaver Meadow Village recently invited Paul Sirois, Concord Fire Department to share helpful information on the proper use of our Kidde Smoke Alarms and Fire Extinguishers to our community of 55+ adults. We would like to express our appreciation for his thorough presentation, explanations and demonstration during his hour visit. Paul is a pleasure to converse with and he is very willing to answer and help with individual owner's smoke alarm concerns.

The village is grateful to the City of Concord to have been chosen for this free grant program and ongoing Department's help. The service has helped our community feel safer in their homes and where to turn when the need arises.

Sincerely,

Mary J. Allard, Clerk and the Folks at Beaver Meadow Village.

**City of Concord – Collections Department
Customer Comment Cards Survey**

Results based on total comment cards received for Sept 2020

I received services related to (total comment cards completed):

Motor Vehicle (6)	Property Taxes (2)	Utility Payments (0)	Misc. Billing (0)
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Other: Amazing, Empathic, caring
Terrific
Efficient

Our staff was:	courteous (5)	knowledgeable (5)	professional (5)
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Other: Awesome
Efficient

Our service was:	courteous (5)	knowledgeable (5)	professional (5)
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Other: Great (consider pandemic)
Awesome

Comments and suggestions:

- 1) The staff was amazing helping me with my unsigned title lost in the mail. It was eventually returned back to City Hall. All ladies were courteous, sweet and empathic.
- 2) Nicole was wonderful. Thank you.
- 3) Lindsay and Nicole were wonderful. Thank you!
- 4) Eva, thank you very much for being so conscientious and for helping me through the process. Keep healthy.
- 5) Where is the taxpayer's credit for no school due to Covid-19? Schools are closed! Less use of electricity, water, toilet paper-all paper goods-janitorial services, etc, etc, etc!! We need and demand accountability! Return our unused money!!
- 6) You need to reduce my home. With reduction in a city service, should come reduction in what I have to pay to live here.
- 7) Great job during difficult times.
- 8) Great job.
- 9) The greeter system is working well, the gentlemen were very helpful.