

MEMO

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From:
Kris Hinskey

Date:
June 28, 2019

Arcadis Project No.:
MI001454.0007

Subject:
Livonia Transmission Plant
June 2019 Complaint Memo
36200 Plymouth Road, Livonia, Wayne County, Michigan
EGLE Site ID No. 82002970

This memo was prepared by Arcadis of Michigan, LLC (Arcadis) on behalf of Ford Motor Company (Ford) in response to the May 28, 2019 letter from the Michigan Department of Environmental, Great Lakes, and Energy (EGLE), requesting that Ford provide a monthly written summary documenting residents' concerns during installation of the interim preemptive mitigation systems. The summary will provide documentation of complaints received from the residents, the response provided to the residents, address the complaints, and the resolution of the complaint. The attached table summarizes the correspondence that occurred in June 2019.

Arcadis, on behalf of Ford, will continue to work closely with the residents of Alden Village Subdivision to ensure that all of the complaints and issues associated with the installation of the interim preemptive mitigation activities are addressed in accordance with the Public Outreach Plan submitted to the EGLE on June 28, 2019.

Attachments

Table 1 - Summary of June 2019 Complaints

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Ford Livonia Transmission Plant**

Property Address	Property Owner	Date of Complaint/Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
12017 Brewster Avenue	Guy / Nancy Chopp	6/13/2019	Mr. Chopp is frustrated with the noisy activities near his home. He indicated that everyone in the neighborhood is tired of all the work. He also indicated that everyone was complaining about how the systems are not working properly and people are frustrated with how often Arcadis needs to go back inside the homes.	Explained that every house is built differently and requires different system installations.	Completed
		6/13/2019	Mr. Chopp said that Arcadis did not properly seal the cracks in his garage.	Arcadis asked to see the cracks in the garage to make sure they were properly sealed. Nothing out of the ordinary was observed. Informed property owner that his house was meeting metrics so that meant that the caulking was effective.	Completed
12036 Brewster Avenue	Beverly J. Brown-Wilson	6/3/2019	Mrs. Brown-Wilson commented about the caulk along the edge of the wood frame of her porch. Mrs. Wilson thought the caulk would be clear.	It was explained that this caulk did not come in clear. Informed that EMS will return to clean up the edge and add a second coat. EMS returned to touch up caulk to the satisfaction of the homeowner.	Completed
		6/24/2019	Mrs. Brown-Wilson is concerned about the power to her pool during the mitigation install.	The design engineers have been made aware of the request and will ensure that power will be available to the pool.	Completed
		6/26/2019	Mrs. Brown-Wilson is unhappy with how the caulk looks on her porch. She asked if Arcadis could have the floor of her porch painted.	Arcadis will work with Mrs. Brown-Wilson to schedule a date to paint the floor of her porch.	Completed
12088 Brewster Avenue	Ashley Myers	6/3/2019	Ms. Myers requested that her garage floor be painted to cover the caulk marks.	Arcadis is currently working with the homeowner to get this scheduled.	Completed
34380 Beacon Avenue	Christopher / Gina Lane Family Trust	6/11/2019	Mr. Lane asked if an older valve he had in his basement had been replaced. He asked if we would check the valve and make sure it was not leaking.	The plumbers examined the valve and determined that it was functioning properly and did not need to be replaced.	Completed
34450 Beacon Avenue	Thomas A. LaBelle	6/8/2019	Mr. Labelle requested that Arcadis finish up any seam sealing and anything else that needs to be done during the week of 6-10-19 thru 6-14-19, since him and his wife will be going out of town.	Arcadis planned work during the week of June 10th to accommodate the request.	Completed
34480 Capitol Avenue	Johnnie / Julie Henry	6/3/2019	Mr. Henry was angry that a wire that lead to his stove was nicked during the installation, he said that we could have burned his house down. Mrs. Henry took a picture of the wire to send to her lawyer.	Explained that even though we had exercised great care, including completing a utility locate, a wire had been cut that lead to the stove. The electrician said the line was connected to the stove and there was enough wire that it was fixed within 20 minutes.	Completed
		6/4/2019	Arcadis left the crawl space hatch open yesterday evening.	Field staff instructed to make sure crawl space was closed at the end of each day.	Completed
		6/12/2019	Mrs. Henry called to discuss the plan for the installation of another suction pit on 6/17 and indicated that she will not be home. She indicated that Arcadis can do work outside, just not inside the home.	Arcadis told Mrs. Henry we would call her back once the Engineers had decided how to address the area under the slab.	Completed
12131 Boston Post	Dennis / Kathy Gardner	6/17/2019	Mrs. Gardner does not want Arcadis walking on the pavers, she requested that we walk on the mats.	Mats have been placed to cover all of the pavers and the paver window sill during installation.	Completed
		6/17/2019	Mr. Gardner had concerns that the plywood floor was floating on the liner. Mr. Gardner had an example of the metal clips we proposed and was not happy with using them.	Arcadis sat with the Gardner's on the porch to discuss the design. Mr. Gardner discussed his proposal of using the plywood flooring that snaps together without the metal clips. Arcadis agreed that this was acceptable.	Completed
		6/18/2019	Mrs. Gardner called to complain about dust in her house. She showed Arcadis the dust on her stove and a layer of dust in the garage. She said that the poly must not be sealed along the crawl space.	Arcadis stopped work in the basement and left the fan running to filter the air. An additional fan and vacuum was brought onsite to filter the basement. An additional layer of plastic containment was added in areas to also assist. The basement was examined and additional seams and an opening in the block wall was sealed. Arcadis vacuumed the dust up before they left for the day. A cleaning company was hired to vacuum and dust in the house. Arcadis discussed the actions with Mrs. Gardner, and she seemed satisfied. Mrs. Gardner said that the cleaning company did a good job cleaning.	Completed
		6/21/2019	Mrs. Gardner indicated that the plastic inside her home fell down. She tried to add more tape yesterday, but thinks it just made it heavier. Mrs. Gardner suggested tearing off the old plastic and reapplying fresh plastic on Monday for retrocoat.	This was relayed to the team, and Arcadis replaced the plastic on Monday morning.	Completed

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34550 Beacon Avenue	Annette Roberts	6/3/2019, 6/4/2019, 6/10/2019	After some back and forth communication, Ms. Roberts requested Arcadis come on Thursday, June 13th to collect the asbestos sample and to work on the installation of the mitigation system.	Arcadis responded asking on a start time, to which Ms. Roberts responded 8am would be fine.	Completed
		6/19/2019	Ms. Roberts emailed saying that she has to work on Friday. If another day is needed, it will need to be Monday instead of this Friday.	Acknowledged.	Completed
34600 Beacon Avenue	Sylvia Cooper	6/10/2019	Mr. Cooper requested that the refrigerator located in the garage be placed outside and around the corner.	The refrigerator was placed outside and around the corner. The refrigerator would remain plugged in to save the food inside and a tarp placed over it to protect it from the elements. An additional tarp and a bungee cord was discussed on 6/11 to make it easier for Mrs. Cooper to access her fridge.	Completed
		6/11/2019	Mr. Cooper is concerned about the tape for the visqueen containment within the garage leaving marks or ripping off the paper on the drywall. He asked Arcadis to exercise care.	Arcadis reviewed the plan for installing the visqueen containment within the garage with Mr. Cooper. Mr. Cooper did not have a problem with us stapling the visqueen into the drywall.	Completed
		6/11/2019	Concerns about dust on the hardwood floor from Mrs. Cooper walking across the rugs laid out in the dining room.	It was decided that the rugs inside the house would be removed every night, and Arcadis would get something to dust off the hardwood floors. A cleaning lady would be contracted when the work is completed.	Completed
		6/21/2019	There is a bit of odor in the basement that you can smell at the top of the stairs. Gwen Cooper was worried about the odor coming upstairs.	Arcadis will get an air purifier to put in the basement until the fumes are less noticeable. Gwen Cooper said thank you. The air purifier remained until June 26th.	Completed
		6/24/2019	The Cooper's informed Arcadis of a blue stain on the curtains in the house from the retrocoat.	Arcadis inspected the curtains and told the Cooper's that they will be replaced. Greg Cooper requested that Arcadis attempt to clean the curtains before buying replacements. Mr. Cooper will call to schedule a time to take down the curtains to have them dry cleaned. During the visit, Arcadis also identified some blue staining on the stairs down to the basement. Arcadis discussed this with Greg Cooper and it was decided that leftover carpet scraps would be used to cover the steps.	Completed
		6/25/2019	Mr. Cooper noticed that the refrigerator/freezer had big sections where ice had frozen over and it looked like it had dripped down from above. He said this did not look this way prior to moving the fridge freezer in and out of the garage.	Mr. Cooper is going to defrost the freezer and see if that alleviates the problem. Arcadis provided towels to be used during the defrosting of the freezer. Mr. Cooper will let us know if that alleviates the problem.	Completed
		6/14/2019	Mr. Gusmano noticed two cracked and depressed spots in his driveway, located up against a fence. Mr. Gusmano is concerned about the repair cracks propagating/the driveway being undermined from the rain.	Arcadis will have a contractor make the repair, which could include saw cutting out the damaged asphalt and placing new asphalt. Estimate the area to be about 4' x 9' or slightly larger.	Completed
34682 Beacon Street	Dennis / Pamela Cooke Gusmano	6/14/2019	Mr. Gusmano stated that his exterior block walls were covered by spray on foam, and that it was removed to install the liner. He is requesting the spray on insulating foam be replaced on the block wall above the battened liner. He indicated that the spray foam also has some additive that acts as a rodent repellent and wants it replaced for that purpose too.	Photos from the design visit were consulted as to where this tan colored foam was on the block wall. A contractor is scheduled for installation on July 2nd.	Completed
		6/14/2019	Mr. Gusmano complained about being able to hear the air movement in the pipes under the house.	Arcadis installed insulation on the pipes which has been shown to help muffle the air noises.	Completed
34644 Beacon Avenue	Michael Greenhough	6/1/2019	Mr. Greenhough heard complaints that the systems have not been installed correctly, and people do not know if they are working correctly. He thinks the whole thing is a chaotic mess. He does not hear any good news and he is not sure when he wants to begin. He is not ready.	Arcadis told him every house is different and that we evaluate and adjust based on any issues that are encountered.	Completed
34401 Capitol Avenue	Frank W. Antrobus	6/25/2019	Mrs. Antrobus informed Arcadis that some plants were destroyed while work was being done in her crawl space. She said that we need to replace a hibiscus.	A replacement plant and pot were provided to the resident on 6/26/19. Mrs. Antrobus was very pleased with the new plant.	Completed
12101 Brewster Avenue	Keith Lemmon	6/26/2019	Mr. Lemmon mentioned that he was having some issues with electrical outlets in his garage.	Arcadis will have the electrician come on Friday to check the outlets.	Completed
12075 Brewster Avenue	Kenneth / Joyce McDonald	6/26/2019	Mr. and Mrs. McDonald do not like the installation location of the piping in the garage. They said that it made it more difficult for them to be able to park.	Arcadis explained that the suction points on the slab in the garage are necessary to obtain the influence that is needed. Arcadis will discuss potentially installing a metal plate to protect the piping from the car on Friday.	Completed