

MEMO

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From:
Kris Hinskey

Date:
July 31, 2019

Arcadis Project No.:
30016352 (MI001454.0007)

Subject:
Livonia Transmission Plant
July 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 July 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 July 2019 Complaints

Property Address	Property Owner	Date of Complaint/Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
12141 Boston Post Road	Jay/Lynn Marchione	7/23/2019	The Marchione's are worried about all the work to seal the cracks in the garage. Mr. Marchione is concerned about caulking and the finished product. He said the floor needs to be flush so you able to move things around. He is concerned that caulking will leave ridges and bumps on the floor. The Marchione's are also concerned that the floor will be caulked and that it will be determined that we need to go back and do something else because it did not work. The Marchione's would prefer to have the entire floor sealed so that they know the issue is addressed and that the garage isn't emptied of stuff/stuff moved around for only one event	Arcadis is currently working with the homeowner to get the garage cracks caulked and the floor surface painted. Arcadis plans to proactively install a vacuum transmitter on the garage monitoring point prior to painting the floor. This will require cutting into the floor to install tubing from the monitoring point to the garage wall, where the transmitter will be mounted. The concrete will be repaired prior to floor painting.	in process
34450 Beacon Avenue	Thomas A. LaBelle	7/23/2019	Mr. Labelle requested that Arcadis stop parking in the way of the mailboxes because it is making it hard for the mail person to deliver the mail.	Arcadis spoke to the contractor and requested that they not block the mailboxes. Arcadis also spoke with the USPS delivery person, who said that she was able to work around the contractor vehicles that were in the neighborhood. Mr. LaBelle thanked Arcadis for the help.	Completed
34480 Capitol Avenue	Johnnie / Julie Henry	7/12/2019	Mrs. Henry is concerned with the noise associated with her system. The system appears to be getting louder and vibrating the house.	Arcadis arranged for an engineer to evaluate the system and it was determined that the fan will be replaced. The fan was replaced on the outside of the home on 7/23/2019.	Completed
		7/23/2019	Mrs. Henry scheduled an in-home inspection for between 4-4:30pm on 7/23/19 and made it a point to be home by 4. She indicated that Arcadis did not show up. Mrs. Henry is also wondering when Arcadis is going to fix the system. She has been inquired about this to many different people for many weeks and would like to set an appointment to have this done asap.	Arcadis politely informed Mrs. Henry that the exterior work at her home started at 1450 and was completed by 1545 during which time Arcadis was onsite. At 1600, Arcadis knocked multiple times on the front door and the side door by the garage. Arcadis also waited until 1615 and tried again at both doors. No one answered, and the same two cars in the driveway during the afternoon were still in the driveway. Arcadis asked Mrs. Henry when would be a convenient time to reschedule the interior work at her home, and it was agreed upon that Arcadis would come back on 7/26/19 at 2:30 pm. Arcadis informed Mrs. Henry that the path forward for her house has been reviewed with EGLE, and their comments are being incorporated into the design. As soon as the final design is approved, Arcadis will forward it to her. Arcadis returned on July 26th and was able to collect the data from the monitoring point inside the home.	Completed
12131 Boston Post	Dennis / Kathy Gardner	7/9/2019	Mrs. Gardner indicated that there are a few spots where the liner meets the wall that needs some silicone. There is also a piece of wood that is loose. Mrs. Gardner would also like the top of the crawl space liner cleaned.	Arcadis scheduled a contractor to replace the wall, door and paint. Arcadis will clean the liner during the sampling visit on July 30th.	Completed
		7/19/2019	Mrs. Gardner is frustrated that the carpenter that was scheduled to replace the wall did not show up at the scheduled time. She feels disrespected that no one is answering her calls.	Arcadis staff were on vacation during this time and had out of office messages. Mrs. Gardner suggested that Arcadis reschedule the contractor for Tuesday, 7/23 and Wednesday, 7/24 at 2:30 pm. Arcadis rescheduled the contractor for these dates and times.	Completed
		7/22/2019	Mrs. Gardner is concerned about areas where drywall still needs to be installed at the top of her window in the basement. She also expressed concern about the lack of a header at the top of the drywall, and about the amount of mud that needs to be placed. She says that the drywall was not installed correctly.	Arcadis confirmed with the contractor that they will hang poly to protect the area of the furnace and also at the top of the stairs. The contractor also indicated that it is possible for the homeowner to install a ceiling with the drywall as it was installed. The drywall at the top of the window will be completed, the contractor had to leave at the homeowners request before this work could be finished. The contractor also said that the final product will be smooth and finished.	Completed
		7/22/2019	Mrs. Gardner showed Arcadis the root cellar where the sub slab pressurization system is running and there's a little moisture there.	Arcadis suggested Mrs. Gardner run a dehumidifier. Mrs. Gardner said they had not run the dehumidifier since they had put the retrocoat in. She said that they would bring that down and turn that on.	Completed

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34550 Beacon Avenue	Annette Roberts	7/22/2019	Mrs. Roberts is not happy with the cleaning service she wants a deep clean. She wants her washer moved and cleaned under in her utility room. She said her utility room is filthy because of them coming in and out of that room into the crawl space.	Arcadis will contact the cleaning company and get Mrs. Roberts on the schedule for a deep clean. Arcadis scheduled the deep cleaning, however, upon hearing that the cleaning service was only able to move little items to dust, and that they are not allowed to move large items such as a washer and dryer, Mrs. Roberts requested to cancel the service. After assuring Mrs. Roberts that the cleaning company could probably use some type of cleaning tool to get behind the washer, Mrs. Roberts still requested to cancel the service because her idea of a deep clean was different than theirs. Arcadis asked multiple times if Mrs. Roberts was sure, and she said yes, to please cancel. The cleaning appointment was cancelled on 7/23/2019.	Completed
34600 Beacon Avenue	Sylvia Cooper	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 took the curtains to the dry cleaners, however, they were unable to remove the stains. A new curtain for the window was purchased and a gift card will be given to cover the cost.	Completed
		7/2/2019	Mrs. Cooper asked that Arcadis have workers return to her house in the near future to put back the short plastic shelves where she originally had them. She explained that the shelves were put along the back wall of the basement, and not on either side of the basement stairs. She said the shelves in the current location are difficult for her to reach. She also asked if someone would be unboxing the handful of cardboard boxes that were brought into the basement. She explained that the boxes contain the items that were originally on the shelves.	Arcadis returned to Mrs. Cooper's house to put back the shelves and replace the items on the shelves.	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. Pictures were taken on 7/11/2019 and the freezer was functioning properly at this time.	Completed
34644 Beacon Avenue	Michael Greenhough	7/10/2019	Mr. Greenhough said he wanted another hard copy and email copy of the system design to review. He said he has a buddy that does mitigation systems through radon and he wants him to take a look at it. He said he is not sure if there are harmful vapors killing him in his house and if this system is even necessary. Arcadis informed Mr. Greenhough that the state has requested this as a preemptive measure. He said but does that mean it is necessary for my house to be torn apart. He is not sure.	An email was sent to Mr. Greenhough with the interim preemptive mitigation design package attached. The interim preemptive mitigation design package was mailed out to Mr. Greenhough.	Completed
		7/25/2019	Mr. Greenhough reviewed the plans and they are not good. He spoke to his friend who is an engineer and a radon installation specialist, and his friend told him that the system would not do anything. He said his friend went and put an air monitor underneath the crawl space and did not detect anything. Mr. Greenhough said he does not believe anything is needed and he does not want to proceed with the mitigation installation. He is happy with the air purifier that he has in his house currently. Mr. Greenhough also said that another issue is that he works 6 days a week and he is not available for Arcadis to work on his house. He does not want people working on his house when he is not home.	Arcadis to notify Ford's outside counsel to discuss next steps.	Completed
11926 Stark	Keith	7/12/2019	Resident contacted the Livonia project hotline. He was looking for the exact date of the discovery. The website says April 2017 and other information says late last summer.	Arcadis called to discuss; however, there was no answer. A voicemail was left.	Completed

Property Address	Property Owner	Date of Complaint/Issue	Complaint/Issue	Response Provided	Resolution Completed or Planned
11981 Boston Post Road	Eric Amato	7/12/2019	Mr. Amato feels the flush mount well cover in his yard is not flush enough and interferes with the lawnmower. Mr. Amato also feels the yard got "torn up a little" from the well install activities. Mr. Amato was upset that drillers left tools behind after their work was completed, requiring a return to the property after Mr. Amato repeatedly asked that everything be removed.	Arcadis reviewed the pictures of the monitoring well. The well pad is designed to prevent water infiltration. Arcadis sent a letter requesting a meeting with Mr. Amato to determine if any adjustment can be made.	in progress
		7/12/2019	Mr. Amato is requesting a written schedule for any activities at the property. Verbal schedules have been provided in the past but this is not sufficient due to ongoing affairs he is managing for the property.	Request has been acknowledged by Arcadis.	Completed
		7/12/2019	Mr. Amato felt that the initial conversations with Arcadis personnel were "one-sided" and he was made to feel like he had to take the given appointment time. Subsequent conversations with other Arcadis personnel have been much more open and amenable.	Comment has been acknowledged by Arcadis and Arcadis will continue to work to accommodate his schedule.	Completed
34990 Beacon Avenue	Robert / Susan McCall	7/24/2019	Arcadis met with Mr. and Mrs. McCall to discuss the retrocoat application process. The retrocoat work will take place over a 5-week time period. Mr. McCall works out of the house and noise and disruptions are a concern. Therefore, they would like to be based in a hotel during the 5 weeks	Arcadis discussed the options (Town Place Suites Livonia or Residence Inn) and the per diem of \$50 per person per day. Mr. McCall said they would give us a key to access the house during the installation.	Completed
		7/24/2019	Mrs. McCall mentioned that she had a family member in the HVAC business, and they are concerned that if their system is moved that it will not work properly after reinstallation.	Arcadis assured Mrs. McCall that a licensed HVAC company was hired who would check the system after installation was complete. If the McCall's notice any irregularities with the system when they return, we asked them to let us know.	Completed