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Fax

ATTN: SC OMBUDSMAN'S OFFICE 803-734-5167

From: DEBBIE BEITLER

Fax #:Pages: 4 PLUS THIS COVER PAGE

Date: 03/31/15

RE: Please help if at all possible

(Please see attached 4 pages explaining the situation with photos)

03/31/15

Dear Ombudsman's Office,

Can you help me, please? This involves the City of Columbia, (which is not a state agency, I know) but I don't know where else to go for help and you have been wonderful in the past. The City of Columbia has left a small, open, hazardous hole in my yard since January. Photos are attached. I have nearly sprained my ankle in it twice since it is right under a spicket I use. I am scared to fill it in myself as there is an unmarked valve inside it which they obviously need to mark. Besides I am 59 and have back problems, so a shovel and I would not do well together! And besides that, who digs a hole in someone's yard and LEAVES it???? I am also scared they will fill it in without marking the valve and/or fill it in with sand instead of packed dirt, which would still be hazardous for sprained or broken ankles. They dug in my side yard outside the fence and dug the hole in the backyard inside the fence the same day. After I called, they came back and put sod and the valve marker seen in the photo in the side yard...but they never went back inside my fenced yard to fill in that hole or leave a marker.

1/7/15 I opened ticket # 347421 for the side yard mess and the open hole inside the fence.

1/2/15 I called & spoke to Veronica. She said ticket was still open.

1/25/15 Sod was laid on side yard and valve marker placed OUTSIDE fence. Hole INSIDE fence in backyard untouched.

2/12/15 Cynthia said the hole inside the fence in the backyard is a Waste Water Works Dept problem-sewer dept-not the other dept. Opened new ticket #350550.

3/18/15 Quintin said the notes said a supervisor had been out to see the hole and said it did not need to be filled in. (AMAZING). I asked for a supervisor. Was on hold for 20 mins, no one picked up. Called back. Veronica connected me to Heather immediately. Heather said they would send someone back out. Hole still there.

3/25/15 Yolanda said a supervisor would go to my home today and leave a note on my door. Got home from work, no note, and hole still there.

3/28/15 Spent my Saturday putting flour around the hole to take pictures to send to Ombudsman's office and composing letter to get help!

Present Day: I have tried to be patient. I know we have had a lot of cold and a lot of wet weather, which is why I waited so long between calls, but seriously, who digs a dangerous hole like that right where I can't help but get hurt trying to go around it and LEAVES it??? For several months????!!

Can you help me?

Please see attached photos. Thank you for ANY assistance you can give!

Thanks very much for taking the time to look at this.

Debbie Beitler
337 St. Albans Rd.
Irmo, SC 29063

My work number (9 till 5 Mon - Fri) is 803-333-6857

My cell number is 803-397-7239 (please leave messages)

*as I am not allowed
to answer my
cell phone at work*





