

October 8, 2015

Shavone Hamilton, Chief Operating Officer
PSCH, Inc.
142-02 20th Ave, 3rd Floor
Flushing, NY 11351
tel: (718) 445-4700; fax: (718) 445-5788

file copy

Dear Ms Hamilton,

Thank you for personally responding so quickly after you received my letter on October 6. I appreciate your apologies for the situation and for my being displaced, and I believe your words were heartfelt.

This letter confirms the main points in our phone-conversation on October 7, and it also identifies open issues that need resolution. If I missed or misstated anything, please let me know.

What we talked about:


- ✓ PSCH will pay for professional cleanup of my apartment (#405) at Island House; the cleaning service will be chosen and overseen by me.
- ✓ I will arrange for the cleaning service to visit the apartment in advance of the cleanup, to estimate the job; the cleaning service will provide a written estimate of charges; the estimate will be submitted to Mr Morrell (tel: 347-542-5838) for approval before the work can commence; assuming the estimate doesn't exceed \$3000, approval for the work can be expected within two business-days.
- ✓ The cleaning service will deliver my clothes to the local dry-cleaner [J&J Cleaners, 4010 Austin Blvd, Island Park]; any charge for this delivery to the cleaner will be included in their estimate.
- ✓ I will give access to the apartment and I will be present when the cleaning service estimates the job and while the job is being done; those times will be pre-scheduled with Mr Morrell; staff at Island House will permit entry.
- ✓ PSCH will pay for my clothing to be dry-cleaned and delivered back to me at Island House.

Some things we didn't talk about, that should be addressed:

- ☐ The cleaning service will expect payment upon completion of work. Will PSCH be ready to make immediate payment (cash or check), both for doing the estimate and for the actual work?
- ☐ The dry-cleaner is willing to deliver my clothing to Island House, and I will arrange that they do so when I am present. I would hope that PSCH will allow the delivery person to hang the clothing in my apartment's closet, rather than requiring that it be left in an office for me to bring upstairs. Okay?
- ☐ I incurred out-of-pocket expenses resulting from my displacement and from my efforts to resolve the problem. I would hope for prompt reimbursement. Shall I send the receipts to Mr Morrell? or to you?
- ☐ There may be some possessions that cannot be wiped clean, or washed, or dry-cleaned. (Shoes and hats and instrument cases and art come to mind). How will those be handled?

Thanks again for the decency of your call. I will look forward to being back at Island House very soon.

Sincerely,


Juli Straehle
email: [julistra @ verizon.net](mailto:julistra@verizon.net)

cc: Frederick K Brewington, Esq
Bob Boyce -- NYS Office of Mental Health - L.I. Field Office

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1. Article Addressed to:

S. HAMILTON, CEO
 PSCH, INC
 142-02 20th AVE, 3rd fl.
 FLUSHING, NY 11351

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