

To: Gordon Onderdonk
Hernando County Utilities
15365 Cortez Boulevard
Brooksville, Florida 34613

October 16, 2023

From: Vicki L. Surber
6193 Shinnecock Court
Spring Hill, Florida 34606

COMMENDATION LETTER

Dear Mr. Onderdonk:

My name is Vicki Surber and my address is the closest house to the main sanitation station located in Timber Pines. This house underwent a lot of abuse, and when I moved in, I had been told an untruth about the fenced-in station, not visible to me. I smelled a very unpleasant odor back in March, 2022. The realtor said it was a reclaimed water station. I would not have bought, had I known the truth, but she said "it won't last long at a time" and I needed a place to live badly.

I began my quest to clear the air, (so to speak) with Sheila at the phone number I was given. Larry is her supervisor. She began sending different men out (sometimes on a weekly basis) dependent upon the strength of the smell. She began to recognize my voice when I called so often, and I always did want to take out a big box of donuts to her and the guys, but I never did. They tried so hard to get things better for me, as I endured one weekend of feeling nauseous the entire time. I constantly felt like I was going to be totally sick. I asked Bobby and his guys to let me see the situation inside the fence. When we began, a huge paint bucket filled with four of the most disgustingly dirty spongy bricks was the method of "eliminating the odor."

The Utilities Department responded with a new metal upright container with vents. That was better than the bucket, but still far from ideal. Shela and the guys she sent were wonderful, but

things were not improving sufficiently. When we began our mutual very cordial relationship, Shela and the guys went above and beyond the call of duty.

Larry is a fine supervisor. Everyone who gets ordered out to the Shinnecock house, was first approved by Larry. He has been ever so kind.

I want to commend three other people:

Sheila, for her cordiality on the phone, promptness to resolving problems, and always a big smiley voice for me. She never disappointed me, not once. She is a peach!!!

Bobby, what a sweet guy. One time when I was SO HAPPY to not smell stuff after they did a whole bunch of things inside the gate, I tried to pay them \$50 for the two of them to go have a nice lunch. Bobby instantly, thanked me, but refused to accept the tip. I have fondly remembered that day, because \$50 is a lot to me at my age and circumstance of life. His words were, "No, ma'am, but thank you. WE ARE HERE TO SERVICE YOU and make you happy."

Charles, kind of a newbie of about a year or slightly more, and boy is he a tradesman, and has a profound amount of knowledge. He has been checking me weekly, sometimes one or more than two times in a week. He has suggested what I believe may be the best concoction yet: **Citronella deodorizing liquid, and a combination of a cinnamon & mint hanging air sock (and only one sock at a time so as to not be overpowering) to filter the air coming out of the newish aluminum station that replaced the bucket.** We might have reached the best yet deodorizer concoction yet.

(P.S., he runs every single idea through Bobby first, and I think they might be on to something that is truly a productive thought process.)

I do not represent Timber Pines (or Manor Place, my smaller association). Please do not take this letter as "Fine, she's fixed; let's leave her alone." Please stay tuned to the ongoing saga of the Smelly/Stinky Shinnecock Lady's house. We will reach something that is more acceptable, I just know it. It's as if this past week, the combination mentioned above is providing much **DESPERATELY NEEDED RELIEF!!!**

Charles offered me the option of going with my neighbor out to see the 1530 station (or some kind of number like that), at the northwest corner of Cortez Blvd, and U.S.19. We wanted to view the organic machine to hear and evaluate its noise.

There are not many people in this world who are a pleasure to work with over a stinky situation, but you've got the crew that's the best. I hope they are rewarded in some kind way to show your appreciation. Don't ever lose them. They are irreplaceable.

Thank you, sir.



Vicki L. Surber

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