harbour square

Harbour Square Owners, Inc.
500 N Street, SW, Washington, DC 20024
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www.harboursquare.coop

November 1, 2019

Ms. Oksana Shemet Shaddock
Unit South 316
520 N Street SW
Washington DC 20024

Re: Harbour Square Owners Inc.
Mail/Package Deliveries

Dear Ms. Shaddock,

I wanted to follow up on our conversation from Thursday, October 31st regarding an unpleasant encounter you had with Lynn Felix, a Gatehouse attendant.

You indicated you were very friendly when you approached Ms. Felix about obtaining a coy of the procedure/rule for accepting mail and/or packages for South 316. I must clarify that packages have to have a mailing address, but at the end of the day, the person to whom the package is addressed is what dictates action on the part of the Gatehouse staff.

In this case, we are speaking of Rick Shaddock who is neither an owner nor a registered guest. In speaking with the Ms. Felix and Alvin Chase, the Gatehouse supervisor, a package was delivered for Mr. Shaddock at your address.

While the Gatehouse staff knows Mr. Shaddock is your spouse, they also know he does not live here, but does periodically visit the property. As you have not registered him as your guest, he is not entitled to any of the services offered at Harbour Square, i.e., package delivery, use of the pool, use of the gym, etc. The definition of a guest does not routinely mean that someone (the guest) has changed his mailing address in order to get mail or packages.

Regarding your own mail, Mr. Shaddock is not entitled to pick up your mail/packages without the expressed written approval from you. If mail comes addressed to Mr. Shaddock, it will be returned to sender – again Mr. Shaddock does not reside at Harbour Square.

In speaking with Ms. Felix, she represents you were very loud and cursed at her. This behavior was witnessed by others. This behavior is not acceptable, and should there be another incident of this nature, Management will take appropriate action.

Management also spoke with Alvin Chase, the Gatehouse supervisor. He recollected a somewhat similar encounter with you regarding use of the Hobby Shop. Mr. Chase and the rest of the Gatehouse staff is tasked with insuring residents and guests abide by the rules and procedures established by Harbour Square. Therefore, if you have any questions, please refer them to either me or Shari Wilson.

I strongly recommend you consider adding Mr. Shaddock as a short- or long-term guest, otherwise Mr. Shaddock will not be given the same courtesies and services offered to our registered guests and owners.

If you wish to discuss this matter, please feel free to speak with me.

Sincerely,

Judy M. Tyrrell
General Manager

cc: Unit File – South 316
Read File