

February 7, 2012

South Shore Community Development Corporation
Attn: Board of Directors
205 W. 20th Street, Suite M240
Lorain, Ohio 44052

Dear Board of Directors:

Enclosed please find information compiled during a meeting of the St. Joseph Community Center (St. Joe's) tenants. As tenants of the facility, we respectfully request a meeting with a member/ members of the South Shore Board of Directors to discuss the topics enclosed in this correspondence, and the steps that will be taken to resolve them.

Please provide a written correspondence to the tenants by no later than two weeks from the date of this letter, and provide the date and time of the meeting. We look forward to meeting with you, and thank you in advance for your response to our inquiry.

Thank you in advance to your response to our concerns.

Respectfully,

Tenants of the St. Joseph Community Center

Enclosed: attachments

Security-

Issues of concern-

- What are the current duties of the security firm located at St. Joe's?
- What training have they received to carry out these duties?
- There has been panhandling of clients, and the issue has been reported to security, with no regard.
- There has been an issue with the fire alarm, which went off for two consecutive hours, and no (building) staff knew how to correct the situation. The alarm disrupted a class, a community meeting, and a showing of potential tenants to the facility.
- Building security has informed tenants that it is not their responsibility to address the two aforementioned issues. If not security, then who should be contacted?
- Clients are unable to enter the facility after 6 p.m. via the north entrances of the building.

Recommended solutions to the issues regarding security-

The South Shore Board should strongly consider providing space to and/or collaborating with the City of Lorain's Police Auxiliary. This would establish a police presence in the building, which also has direct radio contact with City of Lorain's Police. Police Auxiliary also has mandated volunteerism, and it is believed that their wages are \$10-\$14 per hour, with the health benefits being paid by the city (if included). This has the potential to be a cost saving measure for South Shore, as well as an avenue to provide safety and security to the tenants, clients, and patrons of the St. Joe's facility

Maintenance-

Currently, the maintenance leaves the building daily at or around 3:30p.m, thus leaving any issues which occur after this timeframe unaddressed until the next day, or not at all. The tenants have been informed that the current maintenance cycles out every three months, and the facility serves essentially as a "training ground" for those employed. Tenants would like to know who is in charge of the building after maintenance leaves the premises (i.e. Building Management).

Cleanliness –

There was a 50/50 split as it relates to the staff that is paid to clean the facility. There is a concern as to when the cleaning staff arrives, and leaves the facility. The parking garage has been described as “filthy”. Signage in the building is outdated, and signs listing tenants who are no longer in the building, should be removed.

Alpha Care- There is a concern for the safety and lack of training provided to the clients assigned from Alpha Care to clean the facility. Are these clients paid for their work in and outside of the facility? Who has provided training, in regards to the use of chemicals and cleaning? Who is liable for these clients if they are injured on the job? If the clients of Alpha Care are not employed via the proper channels for the work provided, we respectfully request that they not be used in this capacity, due to the potential ramifications which could occur as a result of their lack of employment.

Trash pickup: Due to cleaning staff’s sporadic schedule, often times trash is not disposed of in some of the suites. Little Lighthouse has no trash pickup during the afternoon hours, and the interior doors to the dumpsters are locked (doors adjacent to the cafeteria) thus requiring the tenant to drive their trash around to an unlit area, during evening hours.

Several tenants have concerns with the building’s air quality (air quality allergies, problems breathing, etc). When was the last time the rooftop filters were changed? If not changed, why not?

Recommended solutions to the issues dealing with cleanliness:

- The Bureau of Workers Compensation provides Air Quality Test at no cost, and this should be completed.
- Change the rooftop filters
- Lorain Municipal Court has people who are in need of community service hours in order to pay off their fines. Possibly collaborate with the City of Lorain, and pay someone to supervise those who need to complete these hours to clean the parking garage, and the outside grounds of the facility.

In-suite climate issues:

The issues regarding the building's fluctuating climate (extreme hot and cold), and in suite temperatures has been brought to the attention of building management, but it is not clear whether or not the issue has been resolved facility-wide. Temperatures range from the mid-to-low 50's in some suites; 80's to mid 90's in others, with Little Lighthouse experiencing a recorded temperature of a 102 degrees. As a daycare facility, the extreme temperatures are troubling, due to the children being unable to move around freely to cool off. Recently, the temperatures for some have been addressed, but the outstanding question remains: Has the issue with the fluctuating climate been fixed permanently?

Securing new tenants for the facility

Current tenants of St. Joe's have provided prospective tenants with the building management/realty company's contact info in an attempt to secure space within the facility. These same prospective tenants have stated that the turnaround time to receive a return phone call is very slow, and at times nonexistent. It has also been told to some tenants that only non-profit agencies are being considered to fill vacant space due to a looming tax issue with State of Ohio, so providing space to businesses and for profits, is not an option.

It is obvious that Lorain County does not have an interest in the facility, due to their lack of investment, both financially and through the recruitment of tenants. Within the past year, Commissioners have suggested closing the Lorain County Clerk of Court's Title Office and refused the placement of County Veterans Services within St. Joe's. This is a major concern in our capacity as tenants of St. Joe's, and Lorain County residents in the event that the facility was to close and the loan were to default. More importantly, the Valor Home, which is in the middle of a Capital Campaign, would be faced with the issue of finding new space and/or returning donations to supporters of their endeavor.

Recommended solutions to securing tenants:

- The VA clinic is open to offering tours to tenants who are interested in space, as a way to spark interest in the facility.
- The tenants are currently the marketing tools for St. Joe's, but the marketing can be done through the upkeep in the facility (painting, lighting, and making the facility "presentable").
- Follow-up in a timely manner with referrals. Consider making concessions to potential tenants looking to start small businesses, or actively seek potential tenants through advertisements, phone calls, etc.
- Have the County Commissioners tour the facility, and consider an investment as a way to prevent the larger loss of taxpayers' dollars, if the facility were to go dark.