

From: [Andrea Torres](#)
To: [Kimberly Wells](#)
Subject: Fwd: Elliot's House Pet Care & More-Regarding Hearing on May 5th
Date: Monday, May 9, 2022 12:27:30 PM

From: carol@[REDACTED]
Sent: Monday, May 9, 2022 11:21 AM
To: Andrea Torres [REDACTED] >
Cc: Jeff Denner [REDACTED] >; ISRAEL M. SANCHEZ, [REDACTED] >; Thomas Galligani [REDACTED] >; Mayor <[REDACTED]>; Togi [REDACTED] >; legal@[REDACTED]
Subject: Elliot's House Pet Care & More-Regarding Hearing on May 5th

Andrea,

Regarding our May 5th hearing.

We feel that we are being unfairly persecuted in this entire process and are not even able to defend ourselves. We recognize that there was a lapse in our license and we are more than happy to pay back dues or fees to amend the situation. Every hearing we go to we are just yelled at and made to feel like criminals and no one is willing to help or come up with a solution for the situation.

I am a mother of two that has worked so hard over the past 10 years everyday to build this business, missing milestones just to keep the business alive. From the moment that we finally ,after years of searching, found the space in somerville, we had to fight to get a boarding license while paying \$10,000/month rent and dealing with a horrible landlord who never disclosed that there would be such intense constuciton and traffic issues-All of the construction made it impossible for people to even access our facility and tainted the water and shook the ground of the building at times causing stress to staff and animals.

During the construction Covid hit and we barely had any dogs coming through the door and didn't think we would survive . We were unable to pay rent and after endless negotiations with our landlord we are now heading into a legal battle.

In February 2022 I fired an employee who in retaliation called animal control and claimed there was animal abuse. Shortly afterward we were raided by animal control who found absolutely no signs of animal abuse but did find that our license was expired. This lapse was not intentional whatsoever. We were told by John Long that he would reach out to us and update the license once "covid was over". He allowed for us to keep the numbers very low on the license to try to give us a break during covid because he had compassion and understood we were struggling. We never received any notices ever and we would love it if you could send us anything that you have in your records that would show the contrary.

Once it was discovered that the license was expired we immediately went online to pay the fees and got it active and put in our multiple requests to get the numbers increased. None of which have been addressed or added to the agenda. (Please refer to citizenserve and your failure to respond to my requests for the past several months.) If the only thing animal control is worried about is dog safety and found no issues when they raided our facility multiple times then why are we being punished and not able to operate our business the way we know how and work with the city and discuss a reasonable number that makes sense?

It is impossible to understand how there can be other business's in the area operating with 1/3 of the space

and twice as many dogs.

River dog has 1000sq ft and they have 30 dogs, a groomer up the street has 825 sq feet and they have 25 dogs. We have 4000 square feet and only allowed 60 dogs? This absolutely makes no sense and based on those numbers we should be allowed 120 dogs.

You can't limit someone's business because they "feel" something. You can't have different standards for business's in the area due to what you "feel" is right. Over the past 4 months all of this has severely damaged our business, our reputation, our team that we had with long standing employees. We do a wonderful job and we have so many happy clients that use us every day. We are a part of the community supporting community members and local business's. We are a part of Union Square Main Streets Organization.

You can't tell someone how to run a business if you don't even know how it operates and you don't even try to understand it or listen to the people that run the business.

We were under the understanding that grooming dogs didn't count in the total, being advised by our previous lawyer. Personally it doesn't even make logical sense to include them in our totals because they are only at the facility for limited timeframes and when they are there they are either crated or in the room one on one with the groomer which is totally separate from boarding and daycare.

Rachel Taylor never found any animal abuse.

When they found no signs of abuse they decided to punish us by stifling our business both severely and unfairly without any laws, bylaws or equations of any sort. Pushing us to non operational and destroying everything that I have worked so hard to build. We have had to turn away so many long term clients and disappointed so many due to this unfair and unjust situation and it has gone on long enough. I am a female small business owner that does not deserve to be treated like this.

I would like to know if any board members and animals control have any kind of affiliation with George Moussallem (our landlord) or his lawyer Richard Digirolamo. If so I believe this would present a conflict of interest. I can't understand why a city would come after so vigorously a small female run business rather than try to work with and support. The amount of hardships during our time here have been devastating.

I only want to be able to run my business the way I know how with the safety and well being of all dogs, employees, and clients always being our primary concern under the same guidelines that others in my industry and area are given so freely.

Best,

Carol

Carol Lindenmuth
Founder

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Office hours: Monday- Saturday 9:00am-5:00pm

Pet services: 7 days a week!

Company policies **please read them**

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