

Madalyn Letellier

From: Hayley Richards [REDACTED]
Sent: Monday, May 4, 2026 9:30 AM
To: ParkingPermits; [REDACTED] Public Comments; All City Council; Matthew McLaughlin; Mayor; DPW
Subject: Contractor Misconduct, Failure of Municipal Service and Request for Restitution
Attachments: Letter to the City of Somerville-updated (002).docx

Follow Up Flag: Follow up
Flag Status: Flagged

This email is from an external source. Use caution responding to it, opening attachments or clicking links.

Hello,

Please see the attached letter for your review and supporting documents for your review. Please note, as of today's date, the construction has been continued until May 10th.

FORMAL NOTICE OF GRIEVANCE & DEMAND FOR RESTITUTION

Notice of Claim: Contractor Misconduct, Failure of Municipal Service, and Request for Restitution

To the Officials of the City of Somerville,

I am a long-term resident of Kensington Avenue (since 2018). I am writing to formally demand **reimbursement for towing fees totaling \$410.60** and the **dismissal of all outstanding parking citations** held with the City of Somerville. This claim arises from a systemic failure by the City to provide the parking utility for which I am a paid permit holder, coupled with gross negligence in contractor oversight and municipal maintenance.

As you are aware, Somerville requires residents to purchase a parking pass every July allowing residents to park in their assigned district. This parking pass is \$45 dollars and is good and active up to one year. While the pass purchase process is easy to navigate and the pass is also reasonably priced; there are challenges a resident faces to service the benefits of the parking pass. Kensington Avenue is a one-way street and has limited spaces that residents can legally park. In recent years, developers have purchased single family homes on Kensington and made them into apartment complexes, bringing an increase of more residents on the street. This subsequently has, even more so, limited the number of parking spots on the one way street. As I have been a resident for almost 10 years, I have seen many changes on my street but in more recent years there has been a significant change, understandably it is the sign of the times, gentrification is unavoidable but it is the city's responsibility to keep up with the demand of resources for new and old residents. While my pass allows some movement to park on other side streets- these residential areas are also seeing more people move in, areas are being saturated, gentrified faster than ever. While it seems easy to just say, "park somewhere else" the same issue arises to those residents on opposing streets, I'm sure. It has become extremely competitive and frankly impossible to park anywhere in the East Somerville area.

1. Breach of Municipal Service and Permit Utility

For the past four months, the City of Somerville has rendered my resident parking permit, a paid municipal service, entirely unusable.

- **Snow Removal Negligence:** Following the winter storms of 2025-26, Kensington Ave was effectively abandoned by DPW, leaving hazardous ice banks that eliminated legal parking spaces for months. Reports from CBS News (April 2026) and WCVB indicate over 400 complaints regarding this specific failure of municipal response.

- **Inadequate Notice:** The transition from the "Winter Ban" to construction "No Parking" zones occurred without the legally required 48-hour notice. Signs were placed inconsistently on cones, creating a "trap" for residents rather than an organized work zone.
- **Arbitrary Enforcement:** On April 30, 2026, detail officers confirmed to me that signage was "lenient" and only enforced if a vehicle was in the way. This "unwritten rule" was never communicated to residents, leading to discriminatory and unpredictable towing practices.

Again, as you are aware, the city of Somerville- more so Massachusetts was hit with multiple large storms over the past winter. This was the first time in a long time, luckily, that the city had to respond urgently to the residents and their needs. This is obviously inclusive of maintaining and plowing the streets for residents to travel as needed. As a resident, I have to say, there was a lack of attention to Kensington Avenue. The snow removal process was disorganized, sparse, and slow. Efforts of the city were virtually ineffective to the residents; the maintenance was not there and ultimately left the citizens abandoned. At times, plows even seemed to miss the street of Kensington Ave leaving the burden on the residents completely. This effectively minimized even more spaces for the residents on top of the "Winter Parking Ban" allocating parking only to the odd side of the street. Effectively the cities response or lack thereof left residents with heavy, refrozen snow piles for months. More recently, as I am sure you are aware, this month of April 2026 CBS News reported on the large snow pile on Washington Street stating that the City of Somerville buried 6 city owned vehicles. It was reported by the Somerville Department of Public Works that these vehicles were inoperable, however I do not believe there is evidence to support this claim. Multiple reports on social media and multiple news sources (WCVB Channel 5 Boston, WBZ News) cited improper responses to the needs of residents during this time, and it is reported that 400 complaints were received from residents about icy sidewalks and lack of snow removal.

2. Contractor Malpractice (Umbro & Sons Construction)

The City's chosen vendor, Umbro & Sons, has operated with disregard for local ordinances and resident welfare:

- **Noise Ordinance Violations:** Work consistently commences at **6:00 AM**, violating the City's 7:00 AM start-time mandate.
- **Project Fraud/Delays:** Residents were cited a 3-week timeline beginning in early March. We are now in week eight. The City has paid this vendor over **\$418,000** in the 2025 fiscal year; I am formally questioning the oversight of these funds given the

repeated false progress reports provided to residents. Providing false project deadlines to taxpayers is a serious ethical and potentially legal breach.

- **Preferential Treatment:** While I was towed for seeking alternative parking, Umbro & Sons employees have been permitted to park personal vehicles within the restricted construction zone without penalty demonstrating a clear double standard in the application of city law.

On the heels of the winter, when snow was still banked on the sides of the street, Kensington Ave residents were made aware that there would be construction starting in early March this would effectively shut down the street completely for road work on top of water shut offs in large window leaving residents to guess when they ultimately would go to take a shower and find no water coming out. In the initial understanding of this maintenance, it would be 3 weeks that Umbro & Sons Construction would be working on Kensington Ave and the streets surrounding it. In the early days of the construction work, I recorded that the construction would start around 6:00 AM, which is outside of the permitted 7:00AM-7:00 PM construction noise ordinance according to the City of Somerville. Inclusive of noises from large construction vehicles, jack hammers, yelling communication between laborers, chains, backhoes, excavators, workers smoking cigarettes as they pulled up to the job site. On top of the significant and destructive increase in volume outside the mandated hours, there was a posting of “No Parking, Tow Zone” signage mounted on cones up and down Kensington Ave, Broadway, and Garfield. This posting was not properly placed most of the time as residents are required to receive a 48-hour notice to remove their vehicles from the area needing maintenance- this posting of “No Parking” continued to be served improperly on the residents. Again, this construction parking ban has now continued from the “Winter Parking Ban” on my street further limiting access to any parking that my pass I hold grants me access to. By law, a city can’t take my money for a service and then make it impossible to use that service for 25% percent of the year without providing an alternative. To further the insult to my time, energy, and finances the parking ban only seems to apply to those who have paid to park there as Umbro & Sons Construction and laborers parked their personal vehicles seemingly fine and out of the way from the construction equipment this shows the clear corruption or favoritism given. I further question the necessity to close the whole street and not leave any spaces for the residents- it’s unfair in practice not to hold those to the same standards as the residents are kept to. It seems that the residents of the street are the ones getting towed, ticketed, and fined while the workers seem to reap the benefits of parking wherever they please.

Umbro & Sons Construction with a simple google search reveals a significant number of issues. Allegations against Umbro & Sons Construction include carelessness, unsafe work

practices, rude behavior, and lack of supervision. More recently Umbro & Sons Construction was cited in April 2026 for unsafe driving and unprofessional behavior.

A Yelp Review from Moe G. posted April 7, 2026, states:

“This company has been operating in Somerville carelessly and unsafely. They have been rude to local constituents, practice unsafe driving practices with their equipment and should be fined or banned. There are few outlets to complain to the city about contractors who violate safety rules or standards of conduct. Umbro and sons allows their employees to get away with poor behavior with no consequences. Cities should beware when contracting with them for their services.”

While construction is certainly important for maintaining infrastructure, it is also important to maintain deadlines and permits in consideration of the taxpayer. As of today's date, Umbro & Sons Construction has been operating on Kensington Ave on or around the date of March 9th, 2026 through today's date, April 30th, 2026 however sign postage indicates that the parking ban is until May 1, 2026. Through my understanding, or what was barely and poorly communicated to me as a resident of Somerville, was that this construction would be, again, 3 weeks. This disruption has now gone on for a significant time past estimated final project date and seems to still have no end in sight. I've had continued conversations with the workers out in front of my building, and they indicated, 2 weeks ago, that they were “almost done,” which to me does not seem promising. On April 23, 2026 after speaking with my neighbor Umbro & Sons Construction communicated that they “Were going to be done in 2 days.” While the “timelines” that were arbitrarily provided to me and many other were not in fact met, they also were false and misleading in nature. Providing false project deadlines or misrepresenting progress to taxpayers is illegal and constitutes fraud. Such actions are likely to violate the False Claims Act (FCA). Residents of the city have a right to know what is happening on their streets and they can trust those who maintain them. The city also has a duty for the people to communicate information clearly and accurately. While I understand that you cannot control what is said during a conversation on the street, I am sure City of Somerville was given an estimate of the construction project on Kensington Ave and in fact is now increasingly allocating more money from the resident's tax dollars for this extended labor. In fact, through public records, the Vendor Payment Report indicates that the City of Somerville \$418,514.78 for the fiscal year of 2025. I would like to be made aware of what projects that Umbro & Sons Construction managed maintained proper deadlines, I would also like to be made aware of the permits that were filed by Umbro & Sons Construction and what timeline they provided for such services rendered. The operation on Kensington Ave has left the residents disrupted and hopeless for a definitive end.

The issue that I would like to highlight, specifically to myself, is that I am suffering financially and emotionally from these continued parking bans and limits. There should be some consideration that I am unable to park on my street and the surrounding streets for the last 4 months. I paid for a service, the parking pass, and for 25% of the year that I have paid for I am unable to use the service that I paid for.

3. Predatory Enforcement, Lack of Due Process and Dereliction of Duty

Because the City failed to provide alternative parking during this 4-month displacement, I was forced into the Stop & Shop lot (a location the City allows to remain a public nuisance with regard to littering and loitering).

- **Predatory Towing:** I was towed twice by **Stephen's Towing**. I am concerned by the City's exclusive affiliation with a Medford-based company that has a documented history of predatory "scout-style" towing.
- **Inconsistent Oversight:** The City permits loitering, public urination, and littering at the Stop & Shop Tesla stations, yet facilitates "scout-style" predatory towing via **Stephen's Towing** (a Medford-based entity).
- **Dismissive Government Response:** My attempts to resolve this via 311 were met with suggestions to "park at a train station" or "ask neighbors for driveways." This is a dereliction of the City's responsibility to its tax-paying residents. It is not the burden of the residents to solve a parking crisis created by the City's own construction mismanagement.

Due to the complete monopoly Umbro & Sons Construction has over the surrounding streets I am allowed to park on, which are extremely limited. I have been forced to try and find parking in other options. While attempting for many hours over these 4 months to find parking where I will not be towed nor ticketed, I have had no luck. I have been towed now, twice, by Stephen's Towing in Medford for parking in Stop and Shop. While I understand that this is a Private Lot it seems to me that Stop and Shop has an interesting way of deciding what vehicles are towed and what are not. Multiple vehicles park in Stop and Shop during the day and through the night, vehicles that I recognize from my street and the surrounding streets. As a long-time resident I have seen people residing in the Stop and Shop parking lot in Somerville. I can recall a time when there were five cars in a line that all had flat tires and sat abandoned for months, this was before the extended Tesla charging stations were built. These vehicles had laid untouched; they were not towed or tended to. Additionally, there was a gentleman living in a camper in that Stop and Shop parking lot, I saw him urinating, freely, outside the camper in broad daylight. There was a man living out of a Chrysler Pacifica, and in the summertime, he would crack the windows of the van and smoke would

roll out the sides. There were small groups of unhoused individuals that would drink and smoke for hours in that parking lot, that seemed to face no consequences. Whatever standard Stop and Shop has for what is illegal is unclear. Obviously, I understand that business reserves the right to do what they please on their property however, I am emphasizing hypocrisy from the corporation which chooses to ignore illegal activity. More importantly littering and loitering have significantly increased at Stop and Shop notably at the Tesla Charging Stations. Stop and Shop continues its ignorance by not providing at least a trash can around the Tesla Chargers. I am sure that Stop and Shop only cares about its receipt of the significant tax incentives for installing EV chargers through the Federal Alternative Fuel Vehicle Refueling Property Credit (30C) Under the Inflation Reduction Act, businesses can claim a tax credit up to 30% of the installation cost. While I support the environmental cause of driving an EV, I find it quite interesting that these “environmentally friendly” vehicles often are those that are the most harmful to the environment with their frequent littering of alcoholic beverage containers, empty fast-food bags and more while charging. It is concern what rules Stop and Shop aligns with because it allows illegal behavior such as drinking and driving, littering, and drug use in the parking lot but will initiate and call for cars parking overnight for less than 8 hours?

While I have been stressfully navigating through what to do with my vehicle during this time where I have not had access to parking for nearly 4 months; I have been forced by the City of Somerville to park in places such as Stop and Shop where I then have been towed. I have been left no choice but to do so, as there is no consideration or grace from the City of Somerville to park where I am able to get to my apartment safely. I have now incurred fees from parking tickets and towing companies upwards of \$500. Somerville has provided the residents of Kensington Ave with no alternative during this time. It is quite clear that this might not even be of concern to the officials of the City of Somerville. I have expressed concern about these issues Somerville’s 311 number I have now made 2 separate calls. I called and spoke with Eileen, a month ago and more recently after getting towed on April 30, 2026, on my ongoing issues and to see if she has any suggestions on what to do because I expressed that I am out of options. The first time I spoke with Eileen at Somerville 311 she stated that she “felt for me” and my struggles with the continued construction and parking bans. Eileen also stated that she “understood” as she had a similar experience when the Green Line was being built in her back yard for 4 years. The first time I spoke with Eileen a month ago, I felt heard in some way, she told me to “hang in there.” When I spoke with Eileen again on the issue with parking and the lack there of April 30, 2026- it was her suggestion that I “find a private driveway to park in” or “park at a train station and get home from there.” As I understand it, Eileen suggests that I continue to financially suffer, incur tickets, parking fees, tow fees and so forth. In furtherance, the suggestion that I “find a

private driveway” is unreasonable and frankly ignorant to the resident’s individual living situations. Is at the suggestion of my local government’s office that I go door to door and ask to park in my neighbor’s driveways? Again, I have asked for help and was not provided anything other than a “tough luck.”

While it should already be concerning to Somerville Residents that the Somerville Police department has one specific contracted towing company, Stephen’s Towing, listed directly on their website. This same towing company seems to monopolize the city and prey upon it’s residents. It should also be of wonder what kind of incentive a police department would have to directly work with one individual towing company, never mind that this towing company is a Medford based business and is right across the street from the Medford police. On top of this, Somerville Police are aligning with a business such as Stephen’s Towing who has been reported to practice predatory practices, excessive fees, alleged wrongful towing, rude staff, and damages to vehicles during transport. Customers, much rather victims, have reported issues with cash-only demands, lack of communication, and aggressive, fast-paced, or "scout-style" towing from residential areas. The duty of the Somerville Police Department is to the people, if you are directly working and affiliated with a company who preys upon those very people what kind of trust are we supposed to have in the local authorities ?

Recently, I have spoken with the police officers on April 30, 2016 who are actively working detail on Kensington Ave. The morning of April 30th was their suggestion, arising from a distressing conversation, that write to the city officials to explain my story. The officers listened to my concerns and directed me to the local government. The police officer also suggested that the signs posted were “lenient” that there was some consideration given to some vehicles on the street that were parked in the construction even with posted signage that said otherwise not to. It was communicated to me that if the construction was not needed in that specific area on the street there was no need to move the vehicle. Obviously, this leniency was not communicated to the residents and was only discovered after an emotional conversation with those officers on what I have been dealing with for the last 4 months. This in fact added insult to injury as if this unwritten rule was common knowledge. I expressed to the officers that there was no possible way that I could of known what posted signs were enforced and what were not as they all had blanket and uniform dates up and down the street.

I am requesting response within in 10 business days regarding the following:

1. Reimbursement of all towing fees of **\$410.60**
2. Dismissal of all parking citations I hold with the City of Somerville

3. A formal investigation into Umbro & Sons violation of noise ordinances and project timelines.

I am further suggesting that the City of Somerville look at the companies they hire for labor. I am also suggesting they look at the littering and loitering in the Stop and Shop parking lot. Officials should take this as a testimony of one individual experience; however, I know others have been suffering the same way I have been and may not feel comfortable speaking up. Due to unfair practices of companies hired by local government and local businesses I have suffered significantly. I have also faced extreme emotional distress from the constant noise disruption that has not only affected my sleep but my peace in general.

NOTICE of INTENT: I have already engaged with local news media and legal counsel. I would prefer to resolve this matter administratively with the City, but I am prepared to escalate this to a formal civil complaint to recover damages for financial loss and emotional distress.

I will await your response.

Thank You,

Hayley Richards

[REDACTED]

[REDACTED]

FORMAL NOTICE OF GRIEVANCE & DEMAND FOR RESTITUTION

Notice of Claim: Contractor Misconduct, Failure of Municipal Service, and Request for Restitution

To the Officials of the City of Somerville,

I am a long-term resident of Kensington Avenue (since 2018). I am writing to formally demand **reimbursement for towing fees totaling \$410.60** and the **dismissal of all outstanding parking citations** held with the City of Somerville. This claim arises from a systemic failure by the City to provide the parking utility for which I am a paid permit holder, coupled with gross negligence in contractor oversight and municipal maintenance.

As you are aware, Somerville requires residents to purchase a parking pass every July allowing residents to park in their assigned district. This parking pass is \$45 dollars and is good and active up to one year. While the pass purchase process is easy to navigate and the pass is also reasonably priced; there are challenges a resident faces to service the benefits of the parking pass. Kensington Avenue is a one-way street and has limited spaces that residents can legally park. In recent years, developers have purchased single family homes on Kensington and made them into apartment complexes, bringing an increase of more residents on the street. This subsequently has, even more so, limited the number of parking spots on the one way street. As I have been a resident for almost 10 years, I have seen many changes on my street but in more recent years there has been a significant change, understandably it is the sign of the times, gentrification is unavoidable but it is the city's responsibility to keep up with the demand of resources for new and old residents. While my pass allows some movement to park on other side streets- these residential areas are also seeing more people move in, areas are being saturated, gentrified faster than ever. While it seems easy to just say, "park somewhere else" the same issue arises to those residents on opposing streets, I'm sure. It has become extremely competitive and frankly impossible to park anywhere in the East Somerville area.

1. Breach of Municipal Service and Permit Utility

For the past four months, the City of Somerville has rendered my resident parking permit, a paid municipal service, entirely unusable.

- **Snow Removal Negligence:** Following the winter storms of 2025-26, Kensington Ave was effectively abandoned by DPW, leaving hazardous ice banks that eliminated legal parking spaces for months. Reports from CBS News (April 2026) and WCVB indicate over 400 complaints regarding this specific failure of municipal response.

- **Inadequate Notice:** The transition from the "Winter Ban" to construction "No Parking" zones occurred without the legally required 48-hour notice. Signs were placed inconsistently on cones, creating a "trap" for residents rather than an organized work zone.
- **Arbitrary Enforcement:** On April 30, 2026, detail officers confirmed to me that signage was "lenient" and only enforced if a vehicle was in the way. This "unwritten rule" was never communicated to residents, leading to discriminatory and unpredictable towing practices.

Again, as you are aware, the city of Somerville- more so Massachusetts was hit with multiple large storms over the past winter. This was the first time in a long time, luckily, that the city had to respond urgently to the residents and their needs. This is obviously inclusive of maintaining and plowing the streets for residents to travel as needed. As a resident, I have to say, there was a lack of attention to Kensington Avenue. The snow removal process was disorganized, sparse, and slow. Efforts of the city were virtually ineffective to the residents; the maintenance was not there and ultimately left the citizens abandoned. At times, plows even seemed to miss the street of Kensington Ave leaving the burden on the residents completely. This effectively minimized even more spaces for the residents on top of the "Winter Parking Ban" allocating parking only to the odd side of the street. Effectively the cities response or lack thereof left residents with heavy, refrozen snow piles for months. More recently, as I am sure you are aware, this month of April 2026 CBS News reported on the large snow pile on Washington Street stating that the City of Somerville buried 6 city owned vehicles. It was reported by the Somerville Department of Public Works that these vehicles were inoperable, however I do not believe there is evidence to support this claim. Multiple reports on social media and multiple news sources (WCVB Channel 5 Boston, WBZ News) cited improper responses to the needs of residents during this time, and it is reported that 400 complaints were received from residents about icy sidewalks and lack of snow removal.

2. Contractor Malpractice (Umbro & Sons Construction)

The City's chosen vendor, Umbro & Sons, has operated with disregard for local ordinances and resident welfare:

- **Noise Ordinance Violations:** Work consistently commences at **6:00 AM**, violating the City's 7:00 AM start-time mandate.
- **Project Fraud/Delays:** Residents were cited a 3-week timeline beginning in early March. We are now in week eight. The City has paid this vendor over **\$418,000** in the 2025 fiscal year; I am formally questioning the oversight of these funds given the

repeated false progress reports provided to residents. Providing false project deadlines to taxpayers is a serious ethical and potentially legal breach.

- **Preferential Treatment:** While I was towed for seeking alternative parking, Umbro & Sons employees have been permitted to park personal vehicles within the restricted construction zone without penalty demonstrating a clear double standard in the application of city law.

On the heels of the winter, when snow was still banked on the sides of the street, Kensington Ave residents were made aware that there would be construction starting in early March this would effectively shut down the street completely for road work on top of water shut offs in large window leaving residents to guess when they ultimately would go to take a shower and find no water coming out. In the initial understanding of this maintenance, it would be 3 weeks that Umbro & Sons Construction would be working on Kensington Ave and the streets surrounding it. In the early days of the construction work, I recorded that the construction would start around 6:00 AM, which is outside of the permitted 7:00AM-7:00 PM construction noise ordinance according to the City of Somerville. Inclusive of noises from large construction vehicles, jack hammers, yelling communication between laborers, chains, backhoes, excavators, workers smoking cigarettes as they pulled up to the job site. On top of the significant and destructive increase in volume outside the mandated hours, there was a posting of “No Parking, Tow Zone” signage mounted on cones up and down Kensington Ave, Broadway, and Garfield. This posting was not properly placed most of the time as residents are required to receive a 48-hour notice to remove their vehicles from the area needing maintenance- this posting of “No Parking” continued to be served improperly on the residents. Again, this construction parking ban has now continued from the “Winter Parking Ban” on my street further limiting access to any parking that my pass I hold grants me access to. By law, a city can’t take my money for a service and then make it impossible to use that service for 25% percent of the year without providing an alternative. To further the insult to my time, energy, and finances the parking ban only seems to apply to those who have paid to park there as Umbro & Sons Construction and laborers parked their personal vehicles seemingly fine and out of the way from the construction equipment this shows the clear corruption or favoritism given. I further question the necessity to close the whole street and not leave any spaces for the residents- it’s unfair in practice not to hold those to the same standards as the residents are kept to. It seems that the residents of the street are the ones getting towed, ticketed, and fined while the workers seem to reap the benefits of parking wherever they please.

Umbro & Sons Construction with a simple google search reveals a significant number of issues. Allegations against Umbro & Sons Construction include carelessness, unsafe work

practices, rude behavior, and lack of supervision. More recently Umbro & Sons Construction was cited in April 2026 for unsafe driving and unprofessional behavior.

A Yelp Review from Moe G. posted April 7, 2026, states:

“This company has been operating in Somerville carelessly and unsafely. They have been rude to local constituents, practice unsafe driving practices with their equipment and should be fined or banned. There are few outlets to complain to the city about contractors who violate safety rules or standards of conduct. Umbro and sons allows their employees to get away with poor behavior with no consequences. Cities should beware when contracting with them for their services.”

While construction is certainly important for maintaining infrastructure, it is also important to maintain deadlines and permits in consideration of the taxpayer. As of today's date, Umbro & Sons Construction has been operating on Kensington Ave on or around the date of March 9th, 2026 through today's date, April 30th, 2026 however sign postage indicates that the parking ban is until May 1, 2026. Through my understanding, or what was barely and poorly communicated to me as a resident of Somerville, was that this construction would be, again, 3 weeks. This disruption has now gone on for a significant time past estimated final project date and seems to still have no end in sight. I've had continued conversations with the workers out in front of my building, and they indicated, 2 weeks ago, that they were “almost done,” which to me does not seem promising. On April 23, 2026 after speaking with my neighbor Umbro & Sons Construction communicated that they “Were going to be done in 2 days.” While the “timelines” that were arbitrarily provided to me and many other were not in fact met, they also were false and misleading in nature. Providing false project deadlines or misrepresenting progress to taxpayers is illegal and constitutes fraud. Such actions are likely to violate the False Claims Act (FCA). Residents of the city have a right to know what is happening on their streets and they can trust those who maintain them. The city also has a duty for the people to communicate information clearly and accurately. While I understand that you cannot control what is said during a conversation on the street, I am sure City of Somerville was given an estimate of the construction project on Kensington Ave and in fact is now increasingly allocating more money from the resident's tax dollars for this extended labor. In fact, through public records, the Vendor Payment Report indicates that the City of Somerville \$418,514.78 for the fiscal year of 2025. I would like to be made aware of what projects that Umbro & Sons Construction managed maintained proper deadlines, I would also like to be made aware of the permits that were filed by Umbro & Sons Construction and what timeline they provided for such services rendered. The operation on Kensington Ave has left the residents disrupted and hopeless for a definitive end.

The issue that I would like to highlight, specifically to myself, is that I am suffering financially and emotionally from these continued parking bans and limits. There should be some consideration that I am unable to park on my street and the surrounding streets for the last 4 months. I paid for a service, the parking pass, and for 25% of the year that I have paid for I am unable to use the service that I paid for.

3. Predatory Enforcement, Lack of Due Process and Dereliction of Duty

Because the City failed to provide alternative parking during this 4-month displacement, I was forced into the Stop & Shop lot (a location the City allows to remain a public nuisance with regard to littering and loitering).

- **Predatory Towing:** I was towed twice by **Stephen's Towing**. I am concerned by the City's exclusive affiliation with a Medford-based company that has a documented history of predatory "scout-style" towing.
- **Inconsistent Oversight:** The City permits loitering, public urination, and littering at the Stop & Shop Tesla stations, yet facilitates "scout-style" predatory towing via **Stephen's Towing** (a Medford-based entity).
- **Dismissive Government Response:** My attempts to resolve this via 311 were met with suggestions to "park at a train station" or "ask neighbors for driveways." This is a dereliction of the City's responsibility to its tax-paying residents. It is not the burden of the residents to solve a parking crisis created by the City's own construction mismanagement.

Due to the complete monopoly Umbro & Sons Construction has over the surrounding streets I am allowed to park on, which are extremely limited. I have been forced to try and find parking in other options. While attempting for many hours over these 4 months to find parking where I will not be towed nor ticketed, I have had no luck. I have been towed now, twice, by Stephen's Towing in Medford for parking in Stop and Shop. While I understand that this is a Private Lot it seems to me that Stop and Shop has an interesting way of deciding what vehicles are towed and what are not. Multiple vehicles park in Stop and Shop during the day and through the night, vehicles that I recognize from my street and the surrounding streets. As a long-time resident I have seen people residing in the Stop and Shop parking lot in Somerville. I can recall a time when there were five cars in a line that all had flat tires and sat abandoned for months, this was before the extended Tesla charging stations were built. These vehicles had laid untouched; they were not towed or tended to. Additionally, there was a gentleman living in a camper in that Stop and Shop parking lot, I saw him urinating, freely, outside the camper in broad daylight. There was a man living out of a Chrysler Pacifica, and in the summertime, he would crack the windows of the van and smoke would

roll out the sides. There were small groups of unhoused individuals that would drink and smoke for hours in that parking lot, that seemed to face no consequences. Whatever standard Stop and Shop has for what is illegal is unclear. Obviously, I understand that business reserves the right to do what they please on their property however, I am emphasizing hypocrisy from the corporation which chooses to ignore illegal activity. More importantly littering and loitering have significantly increased at Stop and Shop notably at the Tesla Charging Stations. Stop and Shop continues its ignorance by not providing at least a trash can around the Tesla Chargers. I am sure that Stop and Shop only cares about its receipt of the significant tax incentives for installing EV chargers through the Federal Alternative Fuel Vehicle Refueling Property Credit (30C) Under the Inflation Reduction Act, businesses can claim a tax credit up to 30% of the installation cost. While I support the environmental cause of driving an EV, I find it quite interesting that these “environmentally friendly” vehicles often are those that are the most harmful to the environment with their frequent littering of alcoholic beverage containers, empty fast-food bags and more while charging. It is concern what rules Stop and Shop aligns with because it allows illegal behavior such as drinking and driving, littering, and drug use in the parking lot but will initiate and call for cars parking overnight for less than 8 hours?

While I have been stressfully navigating through what to do with my vehicle during this time where I have not had access to parking for nearly 4 months; I have been forced by the City of Somerville to park in places such as Stop and Shop where I then have been towed. I have been left no choice but to do so, as there is no consideration or grace from the City of Somerville to park where I am able to get to my apartment safely. I have now incurred fees from parking tickets and towing companies upwards of \$500. Somerville has provided the residents of Kensington Ave with no alternative during this time. It is quite clear that this might not even be of concern to the officials of the City of Somerville. I have expressed concern about these issues Somerville’s 311 number I have now made 2 separate calls. I called and spoke with Eileen, a month ago and more recently after getting towed on April 30, 2026, on my ongoing issues and to see if she has any suggestions on what to do because I expressed that I am out of options. The first time I spoke with Eileen at Somerville 311 she stated that she “felt for me” and my struggles with the continued construction and parking bans. Eileen also stated that she “understood” as she had a similar experience when the Green Line was being built in her back yard for 4 years. The first time I spoke with Eileen a month ago, I felt heard in some way, she told me to “hang in there.” When I spoke with Eileen again on the issue with parking and the lack there of April 30, 2026- it was her suggestion that I “find a private driveway to park in” or “park at a train station and get home from there.” As I understand it, Eileen suggests that I continue to financially suffer, incur tickets, parking fees, tow fees and so forth. In furtherance, the suggestion that I “find a

private driveway” is unreasonable and frankly ignorant to the resident’s individual living situations. Is at the suggestion of my local government’s office that I go door to door and ask to park in my neighbor’s driveways? Again, I have asked for help and was not provided anything other than a “tough luck.”

While it should already be concerning to Somerville Residents that the Somerville Police department has one specific contracted towing company, Stephen’s Towing, listed directly on their website. This same towing company seems to monopolize the city and prey upon it’s residents. It should also be of wonder what kind of incentive a police department would have to directly work with one individual towing company, never mind that this towing company is a Medford based business and is right across the street from the Medford police. On top of this, Somerville Police are aligning with a business such as Stephen’s Towing who has been reported to practice predatory practices, excessive fees, alleged wrongful towing, rude staff, and damages to vehicles during transport. Customers, much rather victims, have reported issues with cash-only demands, lack of communication, and aggressive, fast-paced, or "scout-style" towing from residential areas. The duty of the Somerville Police Department is to the people, if you are directly working and affiliated with a company who preys upon those very people what kind of trust are we supposed to have in the local authorities ?

Recently, I have spoken with the police officers on April 30, 2016 who are actively working detail on Kensington Ave. The morning of April 30th was their suggestion, arising from a distressing conversation, that write to the city officials to explain my story. The officers listened to my concerns and directed me to the local government. The police officer also suggested that the signs posted were “lenient” that there was some consideration given to some vehicles on the street that were parked in the construction even with posted signage that said otherwise not to. It was communicated to me that if the construction was not needed in that specific area on the street there was no need to move the vehicle. Obviously, this leniency was not communicated to the residents and was only discovered after an emotional conversation with those officers on what I have been dealing with for the last 4 months. This in fact added insult to injury as if this unwritten rule was common knowledge. I expressed to the officers that there was no possible way that I could of known what posted signs were enforced and what were not as they all had blanket and uniform dates up and down the street.

I am requesting response within in 10 business days regarding the following:

1. Reimbursement of all towing fees of **\$410.60**
2. Dismissal of all parking citations I hold with the City of Somerville

3. A formal investigation into Umbro & Sons violation of noise ordinances and project timelines.

I am further suggesting that the City of Somerville look at the companies they hire for labor. I am also suggesting they look at the littering and loitering in the Stop and Shop parking lot. Officials should take this as a testimony of one individual experience; however, I know others have been suffering the same way I have been and may not feel comfortable speaking up. Due to unfair practices of companies hired by local government and local businesses I have suffered significantly. I have also faced extreme emotional distress from the constant noise disruption that has not only affected my sleep but my peace in general.

NOTICE of INTENT: I have already engaged with local news media and legal counsel. I would prefer to resolve this matter administratively with the City, but I am prepared to escalate this to a formal civil complaint to recover damages for financial loss and emotional distress.

I will await your response.

Thank You,

Hayley Richards

15 Kensington Ave, Somerville, MA 02145

860-202-1088

STEPHENS AUTOMOTIVE TRANSPORT
 60 Union St
 Medford, MA 02155
 617-876-4400

60 UNION STREET
 MEDFORD, MA 02155
 MAIN: (617) 876-4400
 OFFICE@STEPHENSTOW.COM

INVOICE: 66917

APR 30, 2026
 TRESPASS INVOICE

04/30/2026 08:58:53
 Merchant ID:4887
 Terminal ID: 6331192

Debit Sale:

Transaction #: 1
 Account:3092
 Entry: Chip

MDSE: USD\$171.09

STAN: 23146
 Ref. Number: 1
 Auth. Code: 002072
 Batch Number: 2174
 Response: APPROVAL
 PROCESS AS: DEBIT
 NETWORK: PAVD

Mode: Issuer
 AID: A0000000980840
 TVR: 8000048000
 IAD: 0601120321A000
 TSI: 6800
 ARC: Z3
 AC: 9E60FA4313157FF0
 ATC: 0240
 APPLAB: US DEBIT

PIN VERIFIED

CUSTOMER COPY

RELEASED TO
 HAYLEY RICHARDS
 15 KENSINGTON AVE
 SOMERVILLE, MA 02145

DROP-OFF POINT
 UNION STREET
 60 UNION ST
 MEDFORD, MA 02155

DATE/TIME OF CALL	DATE/TIME ARRIVED ON SCENE	DATE/TIME IMPOUNDED	DATE/TIME RELEASED	RELEASED BY
APR 30, 2026 7:33AM	APR 30, 2026 8:09AM	APR 30, 2026 8:09AM	APR 30, 2026 9:00AM	DL

VEHICLE MAKE / MODEL	COLOR	VIN / SERIAL NUMBER	PLATE
HONDA ACCENT	SILVER	KMHCT4AE5CU200306	MA 3SAV27

DESCRIPTION	QTY	RATE	AMOUNT
TRUCK: 64 START ODOMETER: END ODOMETER:	1.00	\$132.00	\$132.00
LESS FIRST 5 MILES	0.00 MI	\$4.40 / MILE	\$0.00
	0.03	\$132.00	\$4.09

DESCRIPTION	QTY	RATE	AMOUNT
	1	\$35.00	\$35.00
			\$171.09

VEHICLE RECEIVED BY SIGNATURE

DATE

OWNER AGREES THAT THE TOWING AND/OR STORAGE AND/OR REPAIR CHARGES HEREIN ARE ACCURATE, AND TO BE RESPONSIBLE FOR PAYMENT OF THE ABOVE AMOUNTS. TOWING AND STORAGE CUSTOMERS HAVE HAD AN OPPORTUNITY TO FULLY INSPECT HIS/HER VEHICLE, AND THE VEHICLE IS IN THE SAME CONDITION IT WAS IN PRIOR TO TOWING AND/OR STORAGE. STEPHENS AUTOMOTIVE TRANSPORT AND ITS AGENTS, EMPLOYEES, MANAGERS, AND AFFILIATE ENTITIES HARMLESS FOR ANY LOSS, DAMAGE DESTRUCTION AND/OR THEFT TO ANY VEHICLE, VESSEL, OR OTHER OBJECT THAT WAS TOWED, TRANSPORTED, SERVICED, REPAIRED, AND/OR STORED.

Transaction details

Close

-\$239.51

DDA PURCHASE AP

x1192 STEPHENS AUTOMOTIVE TR MEDFORD
* MA

Posted date Mar 9, 2026

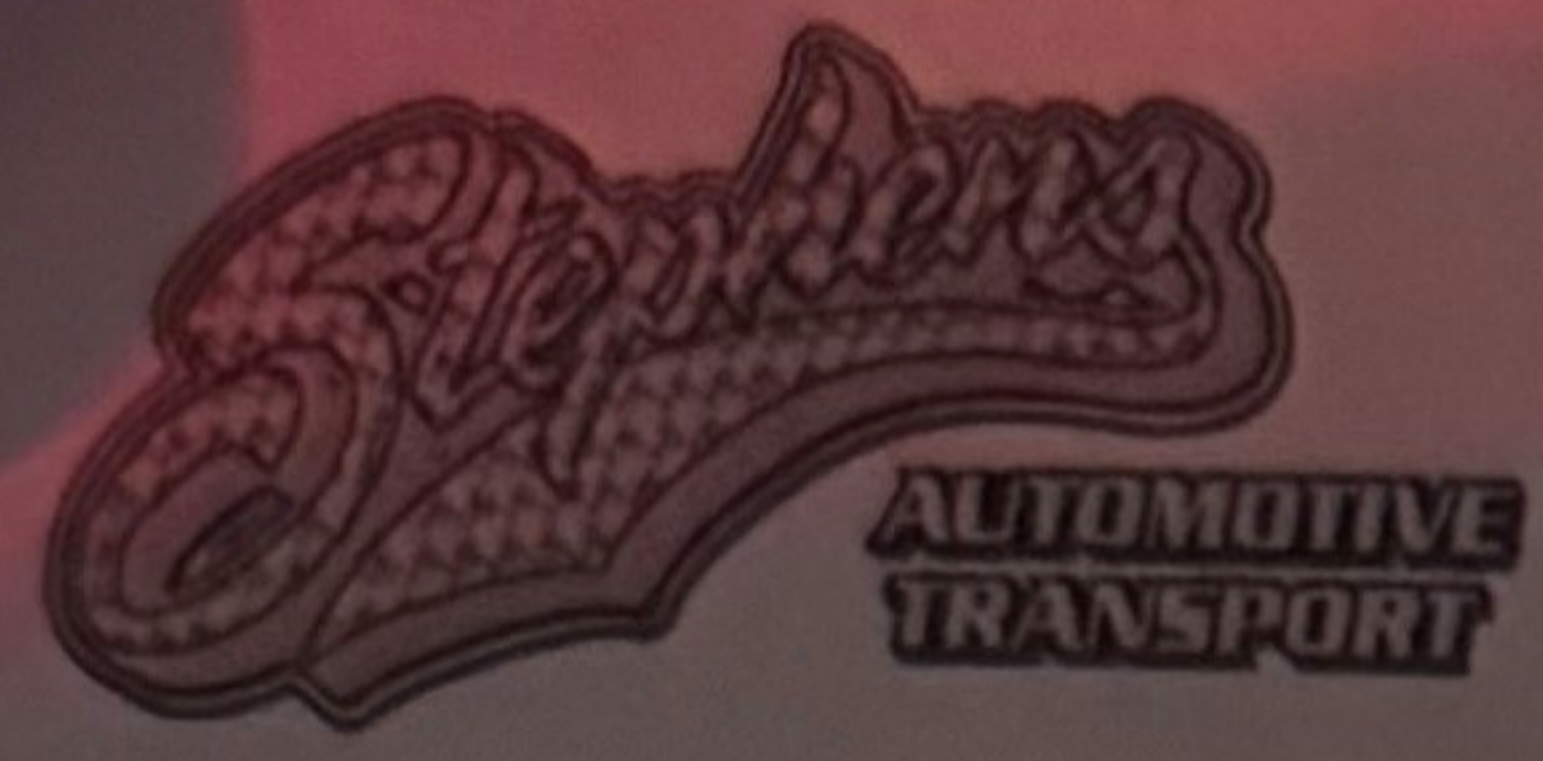
Type DEBIT

Merchant details
STEPHENS AUTOMOTIVE TR

Transaction location
MEDFORD, MA

Card used x3092

Something doesn't look right?



60 UNION STREET
 MEDFORD, MA 02155
 MAIN: (617) 876-4400
 OFFICE@STEPHENSTOW.COM

INVOICE: 66917
 APR 30, 2026
 TRESPASS INVOICE

VEHICLE OWNER HAYLEY RICHARDS 15 KENSINGTON AVE, APARTMENT 1 SOMERVILLE, MA 02145	RELEASED TO HAYLEY RICHARDS 15 KENSINGTON AVE SOMERVILLE, MA 02145
---	--

PICK-UP POINT STOP AND SHOP MCGRATH HWY 779 MCGRATH HIGHWAY SOMERVILLE, MA 02145	DROP-OFF POINT UNION STREET 60 UNION ST MEDFORD, MA 02155
--	---

REASON FOR TOW	VEHICLE CLASS	DATE/TIME OF CALL	DATE/TIME ARRIVED ON SCENE	DATE/TIME IMPOUNDED	DATE/TIME RELEASED	RELEASED BY
MANAGER REQUEST	LIGHT DUTY	APR 30, 2026 7:33AM	APR 30, 2026 8:09AM	APR 30, 2026 8:09AM	APR 30, 2026 9:00AM	DL
YEAR	MAKE / MODEL	COLOR	VIN / SERIAL NUMBER	PLATE		
2012	HYUNDAI ACCENT	SILVER	KMHCT4AE5CU200306	MA 3SAV27		

TOW CHARGES DESCRIPTION	DETAILS	QTY	RATE	AMOUNT
INV: 66917 DRIVER: MC TRUCK: 64 START ODOMETER: END ODOMETER:				
TOW FEE		1.00	\$132.00	\$132.00
ROUND TRIP MILEAGE LESS FIRST 5 MILES		0.00 MI	\$4.40 / MILE	\$0.00
FUEL SURCHARGE		0.03	\$132.00	\$4.09

STORAGE CHARGE DESCRIPTION	QTY	RATE	AMOUNT
STORAGE FEE	1	\$35.00	\$35.00

INVOICE TOTAL **\$171.09**

 VEHICLE RECEIVED BY SIGNATURE DATE

OWNER AGREES THAT THE TOWING AND/OR STORAGE AND/OR REPAIR CHARGES HEREIN ARE ACCURATE, AND TO BE RESPONSIBLE FOR PAYMENT OF THE ABOVE AMOUNTS. TOWING AND STORAGE CUSTOMERS HAVE HAD AN OPPORTUNITY TO FULLY INSPECT HIS/HER VEHICLE, AND THE VEHICLE IS IN THE SAME CONDITION IT WAS IN PRIOR TO TOWING AND/OR STORAGE. STEPHENS AUTOMOTIVE TRANSPORT AND ITS AGENTS, EMPLOYEES, MANAGERS, AND AFFILIATE ENTITIES HARMLESS FOR ANY LOSS, DAMAGE DESTRUCTION AND/OR THEFT TO ANY VEHICLE, VESSEL OR OTHER OBJECT THAT WAS TOWED, TRANSPORTED, SERVICED, REPAIRED, AND/OR STORED.