

C. Res. Rec.
1/25/16

January 8, 2016

Mr. Michael Byrne
Director of Inspectional Services
Town of Arlington
51 Grove Street
Arlington, MA 02476

Re: Letter of Commendation and Appreciation for Building Inspector Richard Vallarelli

Dear Mr. Byrne,

The purpose of this letter is to two fold. First, I would like to recognize the outstanding professionalism and expertise of Arlington's Building Inspector, Richard Vallarelli and second, I would like to publicly thank him for all his assistance over the past two years. There is no doubt, that without his interventions, I never would have recovered the damage done to my property in October 2013. On that day, an oversized box truck, driven by an unlicensed contractor struck my detached garage, causing catastrophic damage.

Prior to the day, in my 24 years of living in Arlington, I had never met or had reason to contact Inspectional Services. So, I was very impressed when Inspector Vallarelli arrived shortly after the police, to assess the damage to and safety of the garage. Inspector Vallarelli introduced himself to me and provided me his card upon arrival. He then pointed out to me the most concerning damage areas, such as the structure had actually been moved and rotated almost 4" off its 4' above ground foundation. There were cracks in the foundation, and he could not obtain access via either doors or window as all were inoperable. Inspector Vallarelli then had the structure wrapped with yellow safety tape until a structural engineer could do a comprehensive analysis. He told me to call him the next day and he would outline the process to get my property repaired/restored. He was very reassuring that he, along with all the Inspectional Services staff were available should questions arise along the way.

I was so thankful for and impressed by all aspects of Inspector Vallarelli's visit that day. From his prompt arrival, to his professional appearance and attitude, to his obvious expertise, to his calm and positive attitude and finally to the respect and offer of assistance shown to me. This was my first contact with any member of the Inspectional Services Department, despite owning my home for 24 years. Inspector Vallarelli could not have represented Arlington's Town Government in action any better than he did that day.

I did call Inspector Vallarelli the following day and he provided me with an overview of the required regulatory steps depending on whether the insurance company decided to demolish the structure or repair as is. He didn't go into depth but alerted me that Inspectional Services would need to be notified and to approve any location changes, architectural drawings, utilities utilized etc. He also reviewed the permitting process, fee schedule and the required inspections during construction.

As I feared, the insurance company refused to restore the garage stating it only needed a few repairs. Finally after 15 months of contractors refusing to give written estimates on my insurance company's "plan of repair" citing safety issues and lack of adherence to building

codes; they finally changed their plan to one of demolition and rebuild. Construction could finally begin.

The first thing I did, was pull out my notes from my conversation with Inspector Vallarelli from over a year ago. I had the property surveyed and then met with him to get his approval on location. As he knew the steepness of my property, he then advised me on the best location for the new garage which would meet all the Town bylaws (zoning, setbacks etc). Next, I purchased the architectural plans and brought them to him for his approval. It only took him only a few seconds to find one framing beam that was an incorrect size to meet code. He noted the change required and told me construction could start as soon as the permitting forms were in, signed off and appropriate fees paid.

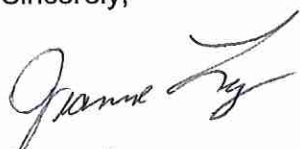
Inspector Vallarelli has his walk in hours in the AM which is when all the above meetings took place. Often when I went in, there was a line of citizens and contractors waiting to meet with him. I was always so impressed by his consistent professional reception to each person who was there to see him. He always was respectful, listened attentively and showed his genuine willingness not only to meet but to exceed each person's expectations within minutes.

Once construction began on my garage, there were milestones on the permit, which required a stoppage of work until an Inspector did a visual inspection and signoff before work commenced. Every time I called Inspector Vallarelli to let him know a milestone had been met, he completed his inspection within 24 hours. Once he even stopped by on a Sunday to inspect and sign off a step. This allowed construction to continue uninterrupted and be completed on the deadline imposed by the insurance company.

The residents of Arlington are fortunate to have Rick Vallarelli as our Building Inspector. He represents the Inspectional Services Department, and Town Government, to the public with the highest level of integrity and professionalism.

Before I close, I would like to thank you, Director Byrne, for running such a professional department that provides such needed services to the citizens of Arlington. I would also like to thank you, Electrical Inspector Arthur Rouse and Debbie Carroll for all your assistance during this project.

Sincerely,



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cc: Town of Arlington Board of Selectman
Mr. Adam Chapdelaine Manager of Town of Arlington
Mr. Michael Radamacher Director of Public Works