

U.S. Department of Labor

Occupational Safety and Health Administration
701 Lee Street
Suite 950
Des Plaines, IL 60016
Phone: 847-803-4800 Fax: 847-390-8220



Citation and Notification of Penalty

To:

JW Construction & Plastering, Inc.
8021 S. Rutherford
Burbank, IL 60459

Inspection Number: 1173259**Inspection Date(s):** 08/25/2016 - 10/18/2016**Issuance Date:** 11/10/2016**Inspection Site:**

2414 Hartzell St.
Evanston, IL 60201

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty **you either call to schedule an informal conference (see paragraph below) or** you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of this Citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete, remove and post the Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest – You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. **Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.**

Penalty Payment – Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to “DOL-OSHA”. Please indicate the Inspection Number on the remittance. You can also make your payment electronically on www.pay.gov. On the left side of the pay.gov homepage, you will see an option to Search Public Forms. Type “OSHA” and click Go. From the results, click on **OSHA Penalty Payment Form**. The direct link is:

<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>.

You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will process the payments as if these restrictions or conditions do not exist.

Notification of Corrective Action – For each violation which you do not contest, you must provide ***abatement certification*** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that ***abatement documentation*** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an

employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 11/10/2016. The conference will be held by telephone or at the OSHA office located at 701 Lee Street, Suite 950, Des Plaines, IL 60016 on _____ at _____.

Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201
Issuance Date: 11/10/2016

Inspection Number: 1173259

List the specific method of correction for each item on this citation in this package that does not read "Corrected During Inspection" and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 701 Lee Street, Suite 950, Des Plaines, IL 60016**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury or illness.

Citation 1 Item 1 a Type of Violation: **Serious**

29 CFR 1926.59: The requirements applicable to construction work under this section are identical to those set forth at 29 CFR 1910.1200 of this chapter.

29 CFR 1910.1200(e)(1): The employer did not develop, implement, and/or maintain at the workplace a written hazard communication program which describes how the criteria specified in 29 CFR 1910.1200(f), (g), and (h) will be met:

a) On August 25, 2016, JW Construction & Plastering, Inc. did not develop or implement a written hazard communication program in accordance with 29 CFR 1910.1200(e)(1) that would describe or include at least the following:

- 1) Requirement for labeling of containers of hazardous chemicals;
- 2) Material safety data sheet availability;
- 3) Training of employees;
- 4) A complete list of hazardous chemicals known to be in the workplace;
- 5) Methods to inform employees of the hazards on non-routine tasks; and
- 6) Methods to inform other employer(s) of material safety data sheet availability; the labeling system; and any precautionary measures to protect employees.

Employees were exposed to hazardous chemicals, including crystalline silica and portland cement.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1173259
Inspection Date(s): 08/25/2016 - 10/18/2016
Issuance Date: 11/10/2016



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Date By Which Violation Must be Abated:
Proposed Penalty:

12/15/2016
\$2940.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 1 Item 1 b Type of Violation: **Serious**

29 CFR 1926.59: The requirements applicable to construction work under this section are identical to those set forth at 29 CFR 1910.1200 of this chapter.

29 CFR 1910.1200(g)(8): The employer did not maintain copies of the required safety data sheets for each hazardous chemical in the workplace:

a) On August 25, 2016, JW Construction & Plastering, Inc. did not maintain copies of the required safety data sheets for each hazardous chemical in the workplace. Safety data sheets were not kept for chemicals including, but not limited to Spec Mix Scratch & Brown Stucco.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

12/01/2016



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 1 Item 1 c Type of Violation: **Serious**

29 CFR 1926.59: The requirements applicable to construction work under this section are identical to those set forth at 29 CFR 1910.1200 of this chapter.

29 CFR 1910.1200(h)(1): Employees were not provided effective information and training on hazardous chemicals in their work area at the time of their initial assignment and whenever a new hazard that the employees had not been previously trained about was introduced into their work area:

- a) On August 25, 2016, JW Construction & Plastering, Inc. did not provide information and training to employees exposed to hazardous chemicals including, but not limited to: crystalline silica and Portland cement.
- b) On August 25, 2016, JW Construction & Plastering, Inc. did not provide training to employees by December 1, 2013 on the revised Safety Data Sheet format and content, as well as the new labeling elements as required by the revised hazard communication standard 29 CFR 1910.1200.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

12/15/2016



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury or illness.

Citation 1 Item 2 a Type of Violation: **Serious**

29 CFR 1926.95(a): Protective equipment, including personal protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, were not provided and not used wherever it was necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact:

a) On August 25, 2016, JW Construction & Plastering, Inc. did not ensure that employees wore appropriate hand and skin protection when working with Spec Mix Scratch & Brown Stucco.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

11/17/2016

Proposed Penalty:

\$2352.00



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 1 Item 2 b Type of Violation: **Serious**

29 CFR 1926.102(a)(1): Eye and face protective equipment were not used when machines or operations presented potential eye or face injury from physical, chemical, or radiation agents.

a) On August 25, 2016, JW Construction & Plastering, Inc. did not ensure that employees wore safety glasses with side shields when working with Spec Mix Scratch & Brown Stucco. Spec Mix Scratch & Brown Stucco contains Portland cement and can cause eye damage.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

11/17/2016



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 1 Item 3 Type of Violation: **Serious**

29 CFR 1926.501(b)(13): Each employee(s) engaged in residential construction activities 6 feet (1.8m) or more above lower levels were not protected by guardrail systems, safety net system, or personal fall arrest system, nor were employee(s) provided with an alternative fall protection measure under another provision of paragraph 1926.501(b):

a) On August 25, 2016, employees were performing stucco work on the front porch roof without fall protection and were exposed to the hazard of falling approximately 13 feet.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:
Proposed Penalty:

11/17/2016
\$4115.00



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 2 Item 1 Type of Violation: **Willful**

29 CFR 1926.451(b)(1): Each platform on all working levels of scaffolds were not fully planked or decked between the front uprights and the guardrail supports:

a) On August 25, 2016, employees were exposed to the hazard of falling from approximately 13 feet to greater than 25 feet from fabricated frame scaffold platforms which were not fully planked.

JW Construction & Plastering, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.451(b)(1), which was contained in OSHA inspection number 966114, citation number 1, item number 2 and was affirmed as a final order on December 17, 2014, with respect to a workplace located at 9519 S. Ridgeland Ave., Oak Lawn, IL 60453.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

11/17/2016

Proposed Penalty:

\$27436.00

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1173259
Inspection Date(s): 08/25/2016 - 10/18/2016
Issuance Date: 11/10/2016



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 2 Item 2 Type of Violation: **Willful**

29 CFR 1926.451(g)(1): Each employee on a scaffold more than 10 feet above a lower level were not protected from falling to that lower level:

a) On August 25, 2016, employees were exposed to the hazard of falling from approximately 13 feet up to greater than 25 feet while performing stucco work from fabricated frame scaffold platforms without guardrails along open sides and ends.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:
Proposed Penalty:

11/17/2016
\$27436.00

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 3 Item 1 Type of Violation: **Repeat**

29 CFR 1926.451(c)(1): Supported scaffolds with a height to base width (including outrigger supports, if used) ratio of more than four to one (4:1) were not restrained from tipping by guying, tying, bracing, or equivalent means:

a) On August 25, 2016, employees were working from a fabricated frame scaffold with a height to base width ratio of more than four to one (4:1). The scaffold was not adequately secured with guys, ties and/or braces, thereby exposing employees to fall hazards from approximately 13 feet to greater than 25 feet.

JW Construction & Plastering, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.451(c)(1), which was contained in OSHA inspection number 966114, citation number 1, item number 3a and was affirmed as a final order on December 17, 2014, with respect to a workplace located at 9519 S. Ridgeland Ave., Oak Lawn, IL 60453.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

11/23/2016

Proposed Penalty:

\$8231.00



Citation and Notification of Penalty

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201

Citation 3 Item 2 Type of Violation: **Repeat**

29 CFR 1926.451(e)(1): Safe access was not provided to scaffold platforms when the platforms were more than 2 feet above or below the point of access:

a) On August 25, 2016, employees accessed fabricated frame scaffold platforms from approximately 13 feet to greater than 25 feet above the ground by climbing the ends of the scaffold frames that were not designed for such use and the cross bracing.

JW Construction & Plastering, Inc. was previously cited for a violation of this occupational safety and health standard or its equivalent standard 29 CFR 1926.451(e)(1), which was contained in OSHA inspection number 966114, citation number 1, item number 4 and was affirmed as a final order on December 17, 2014, with respect to a workplace located at 9419 S. Ridgeland Ave., Oak Lawn, IL 60453.

In accordance with 29 CFR 1903.19(d), abatement certification is required for this violation (using the CERTIFICATION OF CORRECTIVE ACTION WORKSHEET), and in addition, documentation demonstrating that abatement is complete must be included with your certification. This documentation may include, but is not limited to, evidence of the purchase or repair of the equipment, photographic or video evidence of abatement, or other written records.

Date By Which Violation Must be Abated:

11/17/2016

Proposed Penalty:

\$8231.00

A handwritten signature in black ink, appearing to read "Angeline Loftus", written over a horizontal line.

Angeline Loftus
Area Director

U.S. Department of Labor
Occupational Safety and Health Administration
701 Lee Street
Suite 950
Des Plaines, IL 60016
Phone: 847-803-4800 Fax: 847-390-8220



INVOICE / DEBT COLLECTION NOTICE

Company Name: JW Construction & Plastering, Inc.
Inspection Site: 2414 Hartzell St., Evanston, IL 60201
Issuance Date: 11/10/2016

Summary of Penalties for Inspection Number	1173259
Citation 1, Serious	\$9407.00
Citation 2, Willful	\$54872.00
Citation 3, Repeat	\$16462.00
TOTAL PROPOSED PENALTIES	\$80741.00

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically on www.pay.gov. On the left side of the pay.gov homepage, you will see an option to Search Public Forms. Type "OSHA" and click Go. From the results, click on **OSHA Penalty Payment Form**. The direct link is <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your

original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will attempt to make the transfer up to 2 times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.


Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.



Angeline Loftus

Area Director



Date