

November 6, 2009

6:17am – I call the night person to complain about the noise coming from the resident on the porch. She apologizes and says she will take care of it.

6:35am – No change in noise level. I get dressed and go next door. People say good morning and ask how I am. I say I am not supposed to be awake but some loud person woke me up all night long. Two residents point at a short black woman sitting between them. I say to her that I need to sleep and she cannot be so loud. She says she can.

I ring the bell and wait a moment. A resident opens the door for me and I say I need to speak with the staff in charge, and I enter. I walk down the hall and down the stairs to where the staff person is, all the time saying hello and excuse me, to make my presence known. Though I rang the bell she is in the back room of the basement office.

I say to her that the person is still making noise on the porch. She says there is no radio. Surprised I say it is not the radio but a short black woman making all the noise. I can't tell her to be quiet and she is allowed to be on the porch and do as she wishes, she responds. I disagree and ask for the contact information for the company that runs the home. She refuses to give it to me. I say this needs to be fixed and I will call the police. She tells me to go ahead and call, I do. I see a safety pamphlet with VINFEN's contact information and I take it down. She starts yelling at me. I leave and begin speaking with the 911 operator who transfers me to the BOSTON POLICE.

Catherine was at the door and we leave the home as I am on the phone. I voice my complaint to the 911 operator, who asks me if the person making the noise is the one she can hear through the phone! I say yes it is. I am on the sidewalk at this point. They will send an officer right over.

I take a picture on my phone after the phone call. As we walk away, Catherine says we just want to sleep. We return home.

6:52am – Using the pamphlet I go to the VINFEN website. I also call the number for the Cambridge office and follow directions on whom to contact. I page Dr. Bruce Bird at 617-560-9309 and got a return call at 6:53 (617-441-1800). I voiced my complaint about the noise from the resident and said I had been over to complain and been rebuffed.

He said this issue would be taken up with the senior administration.

At 6:55am – Officer Quinn and another officer rang my bell. We spoke for 10 minutes. I gave back the VINFEN emergency pamphlet upon request. I gave my ID and answered all questions. They asked me what happened and I repeated the story. They commented on the resident to employee ratio (~15:1) and I said other neighbors hear her as well and they know of her all day and night long.

November 7, 2009

3:23pm – people on porch with radio and someone playing a flute/whistle/recorder. I call and politely ask that they do it inside since I can hear them inside my home with all the windows closed. The staff member asks me if they are clients or other people. I point out again that they are on 25 Virginia's porch so it should not matter. I ask her if I should go over and ask for quiet or if she will. I will she says. Done by 3:25

3:45 – Catherine meets Vinny out front and they have a pleasant conversation. The loud woman is Marilyn.

Pontes@vinfen.org

Sent November 25, 2009 5:26pm

Hello Steve,

25 Virginia Street neighbor here. I wish to let you know that since our last conversation things have improved but still have a ways to go. Below is a partial calendar of disturbances since November 17, 2009. As you will read there is still much to be improved upon. We are still awoken in the night and early morning as well as having our work disturbed during the day. This is on top of our loss of focus and my wife's need of rest to deal with her body following a major accident. An occasional noise (train bell) is not the issue, but the constant disruption coming from one client at 25 Virginia needs to be dealt with.

I look forward to have a peaceful long weekend and many more to follow. I would like to be able to invite friends and guests over to my house and not worry about second-hand smoke coming into my yard and the voice and sickness of an uninvited guest in my home.

I do hope I have no need to contact you or 25 Virginia in the near future

You can reach me at 617-947-1330.

Thank you,

Aaron

* 99% of issues below come from Barbara

Nov. 17

11:30pm Loud talking and laughing

Nov. 18

10:30pm-11:45pm Talking & laughing, I called at 11:45. Said they would take of it. Quiet after

5am Start again of her loud voice and screams, coughing and hacking

7:10am continued noise

Nov. 20

5-7am On porch coughing, talking to self, speaking loudly

Nov. 21

12:30-9am On and off loud throughout the night.

Called at 1:18am

7pm – 7:30 On porch loud talking and continued coughing (am I going to get sick from her coughing!?)

10am older man smoking on the 21 Virginia side of porch. Once he sees me outside he goes towards the door.

Nov. 22

5am-10am loud talking and coughing and also with other VinFen clients

1pm repeat of above

NOVEMBER 23 – Quiet Night!

4-6pm loud on porch again

November 24 –

7:30pm Loud on porch again

November 25

4:10pm Employee on the porch speaking extremely loudly on her cell phone. Can hear the conversation inside with windows closed.

4:15pm Barbara comes out on the porch. Smoking, coughing, yelling to herself.

ADDED after email

6:21 I call; she is being extremely loud. They will take care of it.

6:30pm Catherine calls and talks with Gwenyth. She says she can only encourage and cannot force. She says she will do something about it.