

From: Simon Shek <Simon.Shek@mississauga.ca>
Sent: Friday, April 16, 2021 5:51 PM
To: Mary Maiorano <Mary.Maiorano@mississauga.ca>
Cc: Kayal Jayaraman <Kayal.Jayaraman@mississauga.ca>; Barbara Benko <barbara.benko@mississauga.ca>
Subject: FW: Resident enquiry (Trentadue)

Hi Mary,

This is an incident involving damages Mr. Trentadue is claiming against the City for money she paid to repair to her home pipes due to damages from roots from a City tree. She paid around \$400.00 to have the problem corrected and is seeking reimbursement from the City.

Risk Management staff investigated, including folks from Peel Region and confirmed the damages belong to the property of the resident; including responsibility to maintain that portion of the underground pipe that was damaged. Tree roots will invade and damage pipes when there is a source of water; indicating a maintenance issue (leak) that when left unchecked will eventually require repairs.

My conversations with Ms. Trentadue have been ongoing and I offered to further investigate the option of removing the City tree to alleviate potential future incidents and costs to Ms. Trentadue. Forestry attended the address, examined the tree and found it to be healthy and cannot remove it simply because Ms. Trentadue and I want it removed.

Unfortunately, damages to pipes owned by residents is not uncommon in the City and our decisions in these situations are based on results of an investigation premised on ownership and liability.

Please let me know if further details are needed.

Thank you Mary
Simon