

Cheryl A Rivera

From: Gigi Mileski
Sent: Tuesday, October 29, 2024 12:56 PM
To: Cheryl A Rivera
Subject: Experience with employees

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Attn: Mayor of the City of Troy
Troy City Clerk

This email is in regards to a serious issue that has transpired at the Zen City Center Apartments. I will not go into specific details, since it is still trying to be rectified, but I would like to commend the following people:

Cheryl Rivera who swiftly helped get my call to **Tom Caporuscio** and **Kathleen Thursam**. Their patience and constant contact has helped make this ordeal more bearable. The situation has been ongoing for over a month and we are still waiting for the apartment complex to get permission to fix the electrical issues from their corporate office/insurance. Unfortunately, the management team there has been anything but upfront or accessible. As a someone who had to have the unfortunate experience of a fire at the Hilton, I am veryvery nervous.

Just to summarize, I know first hand what customer/guest relations means to our clients. As a resident of Troy, these people have been more than courteous and exemplify great patience and teamwork in trying to get this resolved. In doing so making residents feel safe and comfortable.

If you would like to speak to me directly, please feel free to contact me.

Regards,



Gigi Glowacz Mileski

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