

LH-Licensing - License Number 20100004247

From: Kimberly Harder <kharder@msn.com>
To: <lh-licensing@ci.stpaul.mn.us>, Kim Work <kharder@traversewall.com>, BrentHarder <brent_harder@msn.com>
Date: 11/28/2010 10:53 PM
Subject: License Number 20100004247

Dear Ms. Rozek, Mr. Zangs and Mr. Fischbach,

Thank you for the notification for a change of ownership of SuperAmerica at 1580 Ford Parkway.

My family has lived at 1589 Hillcrest Avenue since June 2004 and have never considered Super America a good neighbor. However, we do have concerns about a change in ownership.

#1) Noise Level.....Our back yard is directly across the alley from SuperAmerica, with our family room being less than 50 feet from the flimsy wood fence that exists now. The amount of loud noise that is tolerated by the current owner is unacceptable. There are constant loud radios and loud patrons that disrupt our family life. In fact, just this morning (Sunday, November 28th at 7:30 am,) there was a patron that was blaring his radio. So loud, in fact, that I could hear it plainly from inside our house with closed windows and TV on. We have had multiple issues with this. My husband and I are responsible for working with previous store management to get signage hung regarding loud noise that is posted on the fence in the SA parking lot. In the summer months it is **miserable to be a neighbor**. We have talked to management countless times, and have called into the Saint Paul Police non emergency phone number many, many, many times. The current store employees are unwilling to ask patrons to cooperate with the noise ordinance.

For this, we are requesting

- #1) A brick fence be installed, not a wood fence, to help with noise reduction directly into our house and backyard.
- #2) A security officer present to curb noise, loitering and crime.
- #3 We demand the continuing policy of No Alcohol Sales be enforced.
- #4) We would love to see closing hours of 10:00 weeknights, 11:00 on the weekends. (What other retail business in Highland is open later than that anyway?) It sure isn't very neighborly to be open late. We hear everything from the parking lot...including employees using the garbage dumpsters, playing loud radios upon coming to and leaving work, etc.
- #5) The commitment that all employees will enforce strict noise ordinance laws. No tolerance of loud radios, loud patrons, or loitering.
- #6) We request regularly scheduled meetings with management to discuss the noise problem.

We wish there was not a retail business there at all. When we purchased our home we were completely misled by the previous owners as to how intrusive the noise really is. We have 3 children who cannot have their windows open at night in the summer because of the noise coming from the SuperAmerica parking lot. We rarely can use our deck for meals or entertaining in the summer due to the disruptive noise and loud behavior that goes unenforced by current employees. We are desperate for things not to get worse.

Thank you for consideration of our concerns.
 Best Regards,
 Brent and Kimberly Harder
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 Saint Paul, MN 55116
 651-698-2377