

ATTACHMENT #4

Pam Chapin

From: Pam Chapin
Sent: Wednesday, September 21, 2016 11:36 AM
To: 'Helen Clough'
Subject: FW: Billing for airport leases

Hi Helen,

Thank you for your concern. I have contacted our Accounts Receivable representative and she has explained the delay. I hope you have a great day. I look forward to seeing you, Rollin and your pup soon!

Pam

From: Lisa Gardner
Sent: Wednesday, September 21, 2016 11:25 AM
To: Pam Chapin
Cc: Patty Wahto (deLaBruere); Cheryl Crawford
Subject: RE: Billing for airport leases

Thank you for letting me know Pam.

The airport lease invoices are set-up on a recurring file and unfortunately, I cannot change the date no matter when I actually generate them, which is why they were still September 1st. They went out late this month because Travis had said there were many changes to tiedown leases (mostly upgrades to asphalt) and he needed more time to hear back from tenants. I gave him 2 extra weeks, until Friday the 16th, and then I came into work on Saturday the 17th to produce the invoices.

Unfortunately, Cristian was then out sick Monday and couldn't get the invoices folded/stuffed and mailed until Tuesday, which is why they went out on the 20th.

As far as the due date, I do try to always advance the due date in these situations to give customers more time, that was an oversight on my part. However, none of the tenants will receive any interest if they pay in the month of October, i.e. no interest will be calculated until November 1st and only on the accounts that are still outstanding at that point. They do have 40 days to pay interest free.

Sincere apologies for all the inconvenience and upset this causes your tenants. I should have advanced the due date, but, I don't know that the delay could have been avoided this month.

Please let me know if you have any more questions for me about the situation.

Lisa

Lisa Gardner
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Juneau AK 99801

ATTACHMENT #4

From: Pam Chapin
Sent: Wednesday, September 21, 2016 11:03 AM
To: Lisa Gardner
Cc: Patty Wahto (deLaBruere)
Subject: FW: Billing for airport leases

Hi Lisa,

I just wanted you to know that we received this today. Is there anything I can relay to the Board from your side of the table?

Pam

From: Helen Clough [<mailto:hcloughak@gmail.com>]
Sent: Wednesday, September 21, 2016 10:59 AM
To: Airport Board
Subject: Billing for airport leases

Dear members of the airport board,

I know that the city finance department does the billing for the airport leases, but thought you might want to know that the invoices dated September 1, 2016 were postmarked September 20, 2016 with a due date of 10/1/2016. I brought this to the attention of the city finance department who said they would "look into it."

I am sure this does not make the airport look very efficient to any new tenants. I also anticipate that the city will probably receive a lot of late payments if people have any delays in receiving their mail this month due to travel, etc.

Helen Clough
Airport lease holder
907 321 4004