

Brittany Gillett

From: Christine Lieber <clieber@sunset-hills.com>
Sent: Friday, May 7, 2021 11:54 AM
To: rrao@tidalwavestl.com
Cc: Casey Wong; Christine Lieber
Subject: [EXTERNAL] Car Wash Tidalwave

Hi Rich,

It was a pleasure meeting you this week. I love my membership and am so happy with the service I receive at the Sunset Hills Tidal Wave. I continue to receive complaints about two things from neighbors and was wondering if you could help me with one...and then point me in the right direction of who to speak to about the other.

Here is part of that complaint:

The Neighboring business got the "quiet side" plus landscaping. The back corner closest to the residents on Ryegate Court bears the brunt of the operational noise of the carwash which by design in a "tunnel" so that acts as a funnel and magnifier of the dryers, the loud buzzers, the yelling of the workers" and even the traffic on Lindbergh. We are trying to live with it but it is not like a passing siren or other occasional city noise. It is non stop on busy days.

We only ask for a partial fence to "block" some of the noise and /or a green fence to block the direct tunnel operations.. We know it won't be perfect but it has to help with the constant dryers/brushes, yelling of the workers, and horns and sirens of the cycles. They don't close the door to the tunnel and when they get busy the noise is unabated. We can't (by regulation) increase the height of our fence or we would certainly do so.

The other request is quite simple and would be a free solution for the owner . Just turn off the tunnel light at night! The tunnel car wash beacon light is left on after the car wash closes and it a terrible flooding light, that is noticed several houses across. How hard is it to turn off a light!? There is plenty of other light from the property and it would make a huge difference.

Could you help me with the lights? Apparently there is a light that stays on at night inside the carwash. Is there anyway we can shut off the lights at close of business?

I may need to speak to the owner about the noise...but maybe you can help with the employees. The resident said the employees are very enthusiastic to the point it's screaming and they can hear everything. Is there a way for employees to point at the directions instead of yelling? I also need to speak to the owner about plans for landscaping when they have time. Could you please send their information to me? THANK YOU!

I would like to see if we can address these issues outside of involving City Hall. I know the neighbors use the car wash and we are very happy to have you all in the neighborhood and I would love to see if we can work these few items out to make it a win win for everyone! Talk soon.

Best Regards,

Christine Lieber

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