

Brittany Gillett

From: Kathryn Heese <heese8811@gmail.com>
Sent: Friday, May 21, 2021 3:28 PM
To: Casey Wong
Cc: Christine Lieber; Casey Wong; lalk; Tina Watson
Subject: [EXTERNAL] Re: car wash Tidalwave

Thanks for your two cents. I agree 100%. I think the owner has proved with every interaction that he does not care about trying to be a "good neighbor" . Home owners requests have been largely ignored. I hope the manager is more reasonable to work with. Thank you for all your efforts
Sent from my iPhone

On May 21, 2021, at 11:27 AM, C W <caseyfwong84@gmail.com> wrote:

Two cents: They don't want to turn off or dim the beacon light, though they easily could. I am hopeful Christine can kill them with kindness and convince them to do the easy, right thing.

Christine, I'll catch you over the weekend to give you a little more flavor on the back story.

On Wed, May 19, 2021, 3:56 PM Kathryn Heese <heese8811@gmail.com> wrote:

Christine, thank you for your reply. I have been checking over this past week and have not noticed any difference with the lights yet. Just to be clear , the car wash tunnel light has A bright beacon light over the glass door which remains on. That is the one light that would make a difference if it could be turned off. This would make little difference to suppliers but a huge difference to the neighborhood. The other end (the exit end of the tunnel) also has a similar bright light but that faces Lindbergh and is not disturbing the neighborhood. Inside The glass tunnel there are some lower flashing lights which stay on all night even though the tunnel is closed. A Short piece of fencing would block that light and possibly abate some of the noise. The use of signs might help the "yelling".
I have copied some of the neighbors so that they can comment if they are able to see any light reduction .
Kathy Heese

Sent from my iPhone

On May 17, 2021, at 9:19 AM, Christine Lieber <clieber@sunset-hills.com> wrote:

Hi Kathryn,

I met with the District Manager, Dustin last week. I mentioned the two main issues lights and noise. He has implemented the following:

1. Lights-All lights that can be turned off will be at close of business each night. There are some lights that must stay on for vendors to deliver product as it comes during closed business hours.
2. Noise-All employees will point to the signs in the carwash instead of yelling at the cars to drive/put in neutral etc. This should help with the noise levels. Also, all employees have headsets to speak directly into instead of yelling at each other.

He was very receptive to these issues and said he will do his best to communicate these two issues and the concerns from local residents to the Managers as well as all employees. I hope this helps and please reach out if you have any good news in the upcoming weeks! I am hopeful our conversation will help a little.

Best Regards,

Christine Lieber

Alderman Ward 2

City of Sunset Hills

3939 South Lindbergh Boulevard

Sunset Hills, Missouri 63127

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From: Kathryn Heese <heese8811@gmail.com>

Sent: Sunday, May 16, 2021 12:04:42 PM

To: Christine Lieber; Casey Wong

Subject: Re: car wash Tidalwave

Hello

Just checking in To see if you had any luck with the requests for lights to be put out after hours. I have checked occasionally this past week and the beacon light as well as flashing lights from inside the tunnel are still blaring 24 hours a day.

In addition, the noise from the horns , the screaming workers and the dryers blasting goes non stop from early morning till close. There is no time in the daylight hours which it is not constant , just occasionally brief pauses. This is NOT alike a siren driving by it is constant. Because of the shape and direction of tunnel it is made worse . This can be heard though the neighborhood and is really frustrating. I hope some sounds all fencing can be requested since we can't do anything else from our side.

Thank you for your support in this matter

Kathryn Heese

Sent from my iPhone

> On May 6, 2021, at 8:06 PM, Kathryn Heese <heese8811@gmail.com> wrote:

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> Christine,

> I am writing to you in a sincere request for some action against the noise and lights created by the car wash tunnel for the residents who must live nearby.

>

> Mr. Wong can confirm that we tried to stop the project and spoke at and attended all the hearings. At no time throughout the process were the concerns of the neighbors ever really addressed. The project was located so that the tunnel could be squeezed onto the property . 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.

> I offer you a chance to witness it for yourself if you would like to come into our backyard at your convenience.

> Thank you for your consideration.

> Kathryn Heese (314-495-8383)