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7 March 1988

CAMBRIDGE MA.

City of Cambridge
Rent Control Board
678 Massachusetts Avenue
Cambridge, MA 02139

Attn: D. Margaret Drury

1. On the 25th of January 1988, the Cambridge City Council issued Order #26, ordering the Rent Control Board to provide me, by name, with property data at cost.
2. Since then, I have picked up three large packages of property data, all priced at the pre-order figure of ten cents each. When I queried the counter service personnel at the Rent Control Board about the City Council Order, I was told that "they" knew nothing about any City Council Order.
3. On Wednesday evening, February 24th, I picked up 520 pages of property data, paying \$52.00 - I even had to supply 218 sheets of 11 x 14 Xerox paper because there was none at the Rent Control Board.
4. On or about 4:50 PM on Friday, 26 February 1988, I had the opportunity to discuss the existence of the City Council Order with a female person who professed to be the Assistant Director. She also, professed ignorance of a City Council Order that would give me, by name, property data at cost, and as she left the counter area muttered, "It had better be in writing".
5. I went to the City Clerk's office on Thursday, 3 March 1988. There, I was assured that the Order had been mailed to the Rent Control Board. I also received a certified copy of that Order.
6. The next step, then, is to find out where the problem lies - is it with your managerial policies or is it with your personnel, or a combination of both. Accordingly, I am sending you the certified copy of City Council Order #26, and to make sure that it gets to the Rent Control Board, I am sending it by Certified Mail. Then, to make sure that you, personally, receive the Order, I am sending it by Certified Mail Return Receipt Requested with delivery to the addressee only - not just to your office. In this manner, accountability will start at the top.
7. It is unfortunate that the property-tax payers in the City of Cambridge have to resort to such extremes to do business with a City Board. You might consider rotating yourself and your staff members through a tour of duty at the Elections Board. There, you and your staff will learn much about serving the public.


Arthur H Maringas

1 Attachment
Order #26

cc: w/o attachment
City Manager
City Council

S-182

Comm. from Arthur H. Maringas transmitting a copy of his letter dated March 7, 1988 to D. Margaret Drury, Exec. Director of the Rent Control Board Re: City Council Order #26 of January 25, 1988 ordering the Rent Control Board to provide him by name with property data at cost.

March 7, 1988