



CAMBRIDGE CONSUMERS' COUNCIL

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City Of Cambridge

Paul J. Schlaver
Executive Director

serving the
residents of:

Cambridge
Boston

To: Robert Healy
From: Paul Schlaver
Through: Benjamin Barnes
Date: April 3, 1998

RE: Council Order #032, dated 3/16/98 RE: Report on Situation at City Foods

Both the Consumers' Council staff and the Inspectional Services Department staff followed up on this Council Order. The Inspectional Service Department physically inspected the store and the attached report from Commissioner Bersani and the written response from City Foods are attached. The ongoing remodeling work within the store, while the store remains open for business, is the source of any issues within the purview of that city department and are being address as the reports indicate.

The Consumers' Council discussed the Bianco letter with Peter Grenon, one of the owners. He felt that the submission of this letter to the City Council was really an over reaction and he believes he and his colleagues are trying hard to well serve the Cambridge community. The store is new, the staff is new and they are attempting to continue to provide products and services at the same time a major remodeling occurs. Mr. Grenon pledges to well-supervise his staff and to continue to develop it into a successful team and properly serve the public.

Both the Consumers' Council and the Inspectional Services Department can only properly address claims of violations of laws and regulations. Claims of higher prices, low quality, the availability of items, or poor attitudes from personnel in a retail business do not generally fall within the purview of city government departments if no specific laws or regulations are relevant to the specific claims.

The directly competitive options available to consumers are the primary way to have such issues addressed. Consumers must vote with their feet and their dollars when it comes to the marketplace if the businesses available are not meeting their needs to their satisfaction.

Mr. Grenon has been prompt and responsive to any issues the Consumers' Council has needed to bring to his attention and we expect this approach will continue. Therefore, within the confines of the limitations mentioned above, the Consumers' Council and Inspectional Services Department will continue to monitor this business location and work with the owners to assist in anyway possible so that customers will have a appropriate shopping experiences.

attachments

March 23, 1998

To: Ben Barnes, License Commission

From: Bob Bersani, ISD

RE: Council Order Concerning City Foods Complaint

Concerning this Council Order, the premises were inspected on 3/20/98 by Senior Sanitary Inspector Joseph Nicoloro and Sanitary Inspector Mary Cheevers in company with the owner, Peter Grenon.

Because of some construction work ongoing on the premises, the owner was advised of the constant need for dusting of the display shelves. Also, some floor tiles were noted to be in need of maintenance.

ISD will monitor to insure the above is accomplished.

Sincerely,


R. R. Bersani

City Foods

— at Central Square

V.V. & G d/b/a
City Foods at Central Square
600 Massachusetts Ave.
Cambridge, MA 02139

*Rec'd 3/24/98
JMM*

March 21, 1998

Ms. Mary Chevvors, RS
City of Cambridge Inspectional Services
831 Mass Ave.
Cambridge, MA 02139

Dear Ms. Chevvors:

I'm writing in response to your inspection yesterday. As your are aware, City Foods is in the process of remodeling the store. Renovations should be completed by the end of April. Following is a response to the items you mentioned.

- Dust on shelves - Caused by dirt being kicked up during the remodel. We need to do a better job of dusting the shelves. All shelves were dusted Friday PM and will be dusted daily until the remodel is over.
- Minor Roof Leak - The three ceiling tiles will be replaced when roof leak is finally repaired by the landlord.
- Floor - The entire floor in the sales area will be replaced. This will start on Monday, March 23rd and be completed by the end of April.
- Sales Area shelving- All shelving is being replaced as part of the remodel.

If you require more information please contact me.

Sincerely,

Peter D. Grenon

V V & G, Inc.



CITY OF CAMBRIDGE
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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

April 13, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 14, regarding a report on issues with City Foods, received from Chair of the License Commission Benjamin Barnes, Executive Director of the Consumers' Council Paul Schlaver and Inspectional Services Commissioner Robert Bersani.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

S-249
Consent Agenda #9

Relative to a report on
issues with City Foods.

In City Council April 13, 1998

PLACED ON FILE