

Philip E. Zegarelli  
Village Manager

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5 March 2015

Hon. Sue Donnelly  
Supervisor, Town of Ossining  
16 Croton Avenue  
Ossining, NY 10562

Subject: Town of Ossining (TOS) Re-Valuation Project (Re-Val)  
under contract with Tyler Technologies (Tyler):  
Village of Briarcliff Manor (VBM)

Dear Supervisor Donnelly:

Previously we alerted you to several incidents by Tyler field workers (data collectors) in the VBM. We expressed deep concern to you and the TOS Assessor that Tyler workers in VBM often were undertaking their work in an unprofessional manner, contrary to Tyler's announced procedures, and sometimes even in violation of trespass and privacy laws. As a follow up to our shared concern, I am notifying you again that we have received numerous additional complaints.

Residents are calling our Police Department anxious of potential burglaries because footprints in the snow indicates that someone was walking around their home, on private property, without permission, and apparently peering into their windows as if "casing out" their properties. Some residents have security cameras that recorded this. Many of these same homes have fences, walls and/or "Posted" or "Do Not Trespass" signs prominently displayed, which makes the behavior even more troubling.

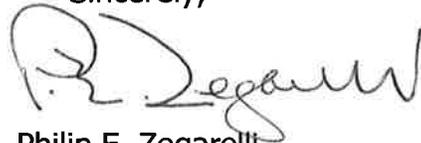
Residents who have complained have been firm that no notice was ever provided to them except in some cases for the generic mailing that went out in late November or early December. Regardless, no reasonable advance notice was provided to the homeowner for inspection of late. Also, when questioned by homeowners, some Tyler workers' response was not appropriate, and in some cases they did not even display their identification.

We have reviewed these occurrences with Village Counsel and our Special Re-Val Consultant and are alarmed that the Tyler workers would believe; were directed; or,

otherwise be so cavalier about tromping around private property to do their work without permission. We do not believe TOS contracted with Tyler for this level of performance or type of behavior.

We urge you as the assessing unit and contractual party with Tyler, to cease these obvious violations of resident privacy and establish better communications and protocols to ensure that VBM and all other TOS residents are not subjected further annoyance, intrusion, and privacy violations.

Sincerely,

A handwritten signature in black ink, appearing to read "P. E. Zegarelli". The signature is fluid and cursive, with the first name "Philip" and last name "Zegarelli" clearly legible.

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Village Manager

Cc: TOS Town Council Members  
VBM Mayor and Board of Trustees  
John Wolham, NYSDTF Regional Director  
Robert Balog, Special Consultant to the VBM  
Clinton Smith, Esq., Village Counsel