

Subject: Re: Notice of Hearing Scheduled - PAB-0003-2025
Sent: 2/17/2026, 4:33:58 PM
From: Lauren Keller [REDACTED]
To: Priya Tamilarasan
Cc: Kevin Schultz; Sidewalks; Brian Kennedy; Jeremy VanMeter; Michael Keller

CAUTION: This email originated from outside the City of Gahanna. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

First, thank you Priya for your call and explanation of processes and procedures today. This was lacking throughout the process and I truly appreciated our conversation today.

Second, this email serves to confirm that I am in agreement with this resolution and withdraw my appeal and request refund of the \$50 appeals fee.

Next, I appreciate the extension of 2 weeks from the engineering department to determine if we will opt-out of the cost-share program OR utilize private companies. We will let you know ASAP.

Finally, I do want to go on record still to share my complaints and voice my concerns. This whole process has been extremely ambiguous and challenging. The lack of effective communication should be embarrassing to the city. However, I believe if people just complain alone, no solutions are set to motion. Therefore, please consider the following points as potential areas for improvement.

- When buying a home, there may be some documentation about the "Sidewalk Maintenance Program," but as I am sure many of you could agree, there are seemingly endless documents and clauses when purchasing a home. People are not fully understanding of this program and what it entails. So instead of dropping the unwelcomed notice that a resident owes X amount of dollars, how about preparing the residents or businesses in the particular area 6 months ahead of time (as you know the schedule in advance) so we can begin to prepare or plan ahead for potential costs.
- The paperwork in which the information was delivered was overall unprofessional and difficult to interpret. Literally, it was difficult to read (extremely small font and charts) and also the context. It is confusing when saying "total cost" and "owner cost" when they are the same - BUT there's a cost sharing program. Break that down. (Then, the brochure was upside down on one side. It looked pathetically unprofessional, I thought it was a scam at first.)
- The fact that the city accepted a bid with a sidewalk repair company that ONLY replaces OR grinds down the unlevel portion is upsetting and unacceptable when there are other *effective, more affordable options to remedy these sidewalk panel offsets*. How is that really considering the finances of the Gahanna residents? Better yet, the city's tax dollars for the cost-share program?
- Going through the appeals process was cumbersome and many people were unaware of next steps, who does what, and how to proceed with my questions when I called. I understand there has been significant staff turnover in the engineering department, but other staff should still know who processes the appeals, for example. Additionally, the engineer I (finally) spoke with was not welcoming of questions and would not agree to come to my house to go over these reported claims with me. Then, he and another man show up to my house unannounced and re-measure the sidewalks. I happened to see them as I was leaving for work. I asked him who he was and why he came - once he shared his name, I asked him how he came as he told me he didn't have time, but he didn't have much to say to that. We talked briefly and cordially, but he just kept redirecting me to continue with the appeals process (i.e. he did not want to deal with me). *I would not have gone through this appeals process if someone would have just communicated the plan. Not direct me to city codes and ordinances. Just communicate.*

Please understand, my husband and I care about this community, we're not unreasonable. But *most* of these repair requests are for such minor shifts in the sidewalk. We vote YES on every levy, etc. and feel our city should

be responsible if they expect near-perfection. These complaints are not to be petty - we're hard-working, middle class Americans living in this ever expensive world. To spring on an additional \$1-2 thousand dollars for our family is a burden. Two of our 3 children are in daycare. We're saving money to create opportunities for trips and adventures to make memories for our family. So to you it just might be \$1000+, but for us, it's a setback for something we've worked hard for.

Thank you for your time and attention to this matter.

Sincerely,
Lauren Keller

On Tue, Feb 17, 2026 at 3:27 PM Priya Tamilarasan <priya.tamilarasan@gahanna.gov> wrote:

Good afternoon Lauren,

This email is to confirm our conversation that you are asking to withdraw the appeal and are requesting two weeks to decide if you want to opt out of the cost share program.

The additional two weeks has been approved by the Engineering Department. For now, you will remain in the program. If you choose to opt-out, please reply all to this email chain to let us know on or before March 3, 2026.

Please also reply all to confirm that you are in agreement with this resolution, and Jeremy can process your appeal withdrawal and refund.

Priya

Priya D. Tamilarasan
City Attorney



City of Gahanna
200 South Hamilton Road
Gahanna, OH 43230
(614) 342-4096
Cell: (614) 671-9930
priya.tamilarasan@gahanna.gov
www.gahanna.gov