



TO: Commercial Property Owners and Business Owners located in the Central Business Service District (CBSD) of Manchester, NH

FROM: Sara Beaudry, Executive Director

RE: **CBSD Graffiti Removal Program**

We are pleased to remind you that Intown Manchester will assist commercial property owners in the CBSD by conducting periodic graffiti abatement activities. Cleaning our buildings and eradicating graffiti makes an important statement about the way we want our downtown to be perceived, and with your permission, we are willing to provide the necessary service to your property.

When you indicate your consent and permission for us to remove graffiti on your property, by signing and returning the second page of this letter, your property will be eligible to receive graffiti abatement services, at no extra charge to you. The Intown maintenance team, headed by "Pepe" Jiminez, will provide service in a timely manner, as their other maintenance responsibilities permit.

When you have been vandalized by graffiti, here is what property and business owners should do:

- **Report Graffiti: Call Police at 668-8711.** Graffiti is criminal vandalism, and it should be reported to the Police
- **Take a picture of the graffiti:** A photo of the graffiti on your property may be useful as evidence, should a perpetrator be caught and prosecuted.
- **Remove graffiti:** Property owners, property managers, and tenants should remove graffiti, as soon as it occurs. This will put potential repeat offenders on notice that you care about your property, and they are in danger of being apprehended. In cases where paint is the appropriate application, this should pose very little problem to you, as you may have the exact match for color on hand.
- **Call for service:** Intown Manchester is at 645-6285. We will not proceed until we have your permission, so be sure to sign the next sheet and fax or mail it to us. We are able to attempt to abate graffiti by doing the following:
  - On painted wood, metal and some concrete surfaces, we are willing to paint over it, using a few colors, such as grey, red, cream or white which seem to be prevalent in our downtown. We will endeavor to get as close as possible to the existing color, but you should be aware there may not be an exact match.

- Sometimes a pressure wash is the best treatment, and this is where Intown can offer the most value to you. We will apply a nontoxic remover to unpainted brick or concrete surfaces, and then rinse with a pressure washer.

*Naturally we will use reasonable efforts to remove the graffiti, and not damage any underlying surface or any of your other property. However, as you know this is an inexact science and we may not be able to completely remove the graffiti, nor match the color of painted surfaces. By allowing us to provide the graffiti removal service to your property, you are agreeing to not make any claim against Intown Manchester and to release us from any loss or damage caused by or as a result of the graffiti removal process, whether caused by inability to remove the graffiti, inability to match colors on underlying surfaces, damage to the underlying surface or damage or injury to any person or property owned by you or any tenant(s) of the building.*

**If you would like Intown Manchester to abate graffiti from your property we ask that you execute where indicated below and fax to Intown Manchester at 669-6597 or email to [sbeaudry@intownmanchester.com](mailto:sbeaudry@intownmanchester.com),**

or mail to:

Intown Manchester  
PO Box 659  
Manchester, NH 03105.

I HEREBY CONSENT AND AGREE TO BE BOUND BY THE TERMS OF THE ABOVE MEMORANDUM AND HEREBY GIVE INTOWN MANCHESTER MANAGEMENT, INC. PERMISSION TO ENTER MY PROPERTY FROM TIME TO TIME OR AS NECESSARY OR WHENEVER GRAFITTI IS LOCATED ON MY PROPERTY TO PERFORM THE GRAFFITI REMOVAL CONTEMPLATED ABOVE.

1. (FOR CORPORATE OWNERS) Date\_\_\_\_\_

Owner's Name \_\_\_\_\_

Company Name \_\_\_\_\_

Property Address \_\_\_\_\_

Your Signature \_\_\_\_\_

Please Print Your Name \_\_\_\_\_

Title \_\_\_\_\_

2. (FOR INDIVIDUAL OWNERS) Date\_\_\_\_\_

Print Your Name \_\_\_\_\_

Company Name \_\_\_\_\_

Property address \_\_\_\_\_

Your Signature \_\_\_\_\_