

From: [Clark, Charity](#)
To: [Liam Connors](#)
Subject: Response to Public Records Act request of 3/18/21
Date: Thursday, March 18, 2021 4:45:37 PM
Attachments: [CAP Complaint Redacted.pdf](#)

Hi, Liam,

Please consider this a response to your Public Records Act request, made by phone today. You requested a complaint filed with the Consumer Assistance Program (CAP) regarding a billing dispute involving the Residence at Shelburne Bay and Carol Blakely. Please find attached the responsive record.

Note that the record has been redacted pursuant to 1 V.S.A. § 317(c)(7) (personal documents).

Because complying with your request took fewer than 30 minutes, there is no charge.

Best,
Charity

Charity R. Clark
Chief of Staff
Office of the Attorney General
109 State Street
Montpelier, Vermont 05609
802-828-3171
Pronouns: she/her/hers

From: [AGO CAP](#)
To: [AGO - CAP](#)
Subject: CAP Complaint
Date: Tuesday, December 29, 2020 2:53:45 PM

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

The following CAP complaint was submitted:

Your First Name	Laurel
Your Last Name	Adams
Your E-Mail Address	
Your Daytime Phone	
Daytime Phone Type	Mobile
Your Age	
What is the name of your business?	I work for Greater Pine Island Water Association in FL
Your Mailing Address	
Your City	Saint James City
Your State	FL
Your Zip Code	33956
Is your complaint about:	Some other type of business
Business Name or Person's First Name	The Residence at Shelburne Bay - Rodolfo Parra, Executive Director
Person's Last Name	Parra
Business Phone (1)	802-846-9200

Phone (1) Type	Office
Business Phone (2)	413-234-4715
Phone (2) Type	Mobile
Business E-Mail Address	rparra@lcbseiorliving.com
Business Address	185 Pine Haven Shores Rd
Business City	Shelburne
Business State	VT
Business Zip Code	05482
Description	<p>I think someone needs to audit their financial and billing system. It took a year and one-half to correct a \$ overcharge. This caused the same number of months of angst. I can only wonder how many others may have been overbilled.</p> <p>Now although we are working to clarify statements I have already copied to the agocap email I remain guarded that it will stay correct.</p>
How would you like this matter to be resolved?	I would like to know that their billing procedures are sound and easily auditable.
Incident Date	4/29/2019 12:00:00 AM