

**From:** Hope [REDACTED]  
**Sent:** Monday, May 4, 2020 4:48 PM  
**To:** City Clerk  
**Cc:** Caroline Caulfield  
**Subject:** Statement for the Record Regarding the Office of Constituent Affairs

Dear Mr. Farina,

I would like to submit the following statement for the record:

It has been brought to my attention that the Hoboken City Council has introduced an ordinance to abolish the Office of Constituent Affairs and Caroline Caulfield's position as Chief of Constituent Affairs. How this could even be considered at a time when our community is suffering through the worst health crisis in our lifetimes is beyond my comprehension! We need this office and Caroline now more than ever.

I was delighted when the mayor created the Office of Constituent Affairs. I had often found it difficult to navigate the many departments at City Hall and appreciated being able to email or call Caroline with my concerns. I have found Caroline to be incredibly professional, resourceful, and kind. She has always responded quickly to my concerns or requests, no matter how big or small. The first time I met Caroline was after the horrendous fire at 2 Marineview Plaza. My neighbors and I were sheltering at the W Hotel waiting for news. I was distraught because I was incredibly worried about the safety and well-being of my pets. Caroline made it a point to speak with me and each of my neighbors individually to assess our needs and stayed at the hotel until we were given permission to return to our building. Caroline also advocated for the tenants of Marineview after the fire by organizing meetings between Marineview Management, City Hall representatives, and the Hoboken Fire Department to ensure that each HVAC unit was inspected. I will always be grateful for the integral role she played in supporting me and my fellow tenants during this time.

I have contacted Caroline many times during the global pandemic to express my concerns about my health and safety as well as the health and safety of my neighbors. She has always been quick to respond and to offer help in solving any problems that I have brought to her attention. Caroline has also assisted in coordinating and delivering meals to our Hoboken seniors during this pandemic. As we all know, we have a long, arduous road ahead of us. We need to keep our community safe and be sure that all our concerns are considered and addressed when we begin to slowly reopen our city. The Office of Constituent Affairs and the Chief of Constituent Affairs were never more important than they are today. I respectfully urge you to vote to maintain this office and position.

Sincerely,

Hope [REDACTED]

[REDACTED] Marineview Plaza, [REDACTED]

City Council Members,

My name is Colomba [REDACTED] I live at [REDACTED] Church Towers in Hoboken. I am a 74-year-old widow who lost her husband three years ago. Since my husband's passing and two back surgeries, it has been very difficult for me to lead a normal life. About a year ago, I learned of the Constituent Services Office in city hall where I came into contact with Caroline Caufield. After discussing my concerns with Caroline, she kept in contact with me and would regularly share information on programs that she thought might assist me. Prior to the shutdown of the state, Ms. Caufield was working on a rent reduction application for me which she will resume once her attention to the ongoing crisis has diminished. Ms. Caufield was also instrumental in walking me through the steps that I needed to take to apply for section 8. As a direct result of her commitment to helping those in need, I am now an active member on that list.

During the Covid 19 crisis, Ms. Caufield reached out to me on two separate occasions to find out how I was doing and asked if I needed food or supplies. While this crisis has senior citizens fearing for our lives, it is comforting to know that there is someone in city hall looking out for Hoboken's most vulnerable residents. I ask the council on behalf of the disabled and senior members of our community, that you strongly reconsider shutting down the office of Constituent Affairs. Eliminating this office would have a devastating effect on the care that we receive, at a time when we need it most.

Sincerely,

Colomba [REDACTED]

My name is Eileen [REDACTED] I am resident of MarineView Plaza and Committeeperson for 1-2.

Thank you, for the opportunity, to speak to you tonight to oppose ordinance 7; abolishing the Division of Constituent Services.

I understand the city is under budget constraints but why would you abolish a department that has such a large outreach and is a service to the citizens of Hoboken.

Our citizens finally have a department to contact with concerns, who can answer questions, point them in the right direction without the frustration of being passed from to person to person. This is finally a place that can give the citizens the help they need. Who is going to take that task on now?

I going to speak from experience. MarineView Plaza has had two devastating fires. The first fire, December 5 2019, at 2 MarineView. After the fire was over it was the Office of Constituent Services, Ms. Caroline Caulfield and Ms. Magdalia Pagan-Milano who kept in contact with the residents to be sure they had everything they needed. If they had a concern those residents would reach out to them. They were the go-between management of the building and city hall.

Then on December 24, 2019, there was another serious fire in 1 MarineView. Again, it was the Office of Ms. Caufield and Ms. Pagan-Milano who contacted the residents who were affected by the fire to be sure they had everything they need.

Think of that effort. The apartments that were destroyed by fire. The ones with serious water damage. The halls with water damage. All the paperwork, the phone calls on behalf of the residents. This was for both buildings

Then in 1 MarineView Plaza it was determined that fire was caused by a heating/cooling unit. It was determined that every unit in every apartment must be inspected. It was the Office of Constituent Services that took on that job in addition to their everyday duties.

There are 432 apartments in MarineView Plaza. There are 2-4 heating/cooling units in the apartment. While doing these inspections if was found some of the units were on a recall list. Again, it was the Office of Constituent Services that contacted the management and made sure the recalled units were replaced. immediately If this office is abolished, who would take on that task, if God forbid something like that happens again?

Also, I just want to mention we have a number of senior citizens in MarineView Plaza. During this COVID-19 pandemic Ms. Milano -Pagan has reached out to them to make sure they had someone to care for them. If they don't she checks on them daily.

Again I ask, who is going to take on this task? Can you give me a name or which department?

Thank you for your time.



HUDSON COUNTY ALLIANCE TO END HOMELESSNESS  
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May 4, 2020

Hoboken City Clerk Office  
Attn: James Farina  
94 Washington Street  
Hoboken, NJ 07030

Re: Hoboken City Council Ordinance Abolishing the Office of Constituent Services

Dear Mr. Farina,

I am writing this letter on behalf of the Hudson County Alliance to End Homelessness (HCAEH) as a submission to the Hoboken City Council in relation to the proposed Ordinance Abolishing the Office of Constituent Services. The HCAEH acts as the Hudson County Continuum of Care, a united coalition of private and public-sector service providers with the mission to prevent and end homelessness in Hudson County by rapidly connecting those in need to appropriate, low-barrier housing and services.

Since August 2018, Caroline Caulfield has been an active member of the HCAEH meetings as a representative of the Hoboken Office of Constituent Services, advocating on behalf of Hoboken Citizens and providing a bridge between municipal and County planning efforts around homeless and housing services.

Additionally, in 2019, the HCAEH developed a working group focusing on landlord incentives and initiatives, with the goal of providing additional housing opportunities for low-income and homeless clients. Caroline attended all working group meetings to provide municipal level insight during the planning process.

We ask that you take these activities into consideration when determining the role and importance of the Office of Constituent Services.

Sincerely,

*Katelyn Ravensbergen*

Katelyn Ravensbergen  
Chair, Hudson County Alliance to End Homelessness