

From: Phil Morgan
Sent: Monday, October 28, 2019 6:16 PM
To: Lorrie Kilman
Subject: RE: Supervisor

Hi Lorrie... I was going over our Balance on Account report today and noticed your daughter still has not made ANY effort in paying her *outstanding balance of \$250* owed to AVHS on her \$280 original balance for the release of her dog back in June 2019. To say the least I am even more disappointed than the last email I sent to you... I am not sure how... but she is blaming me for her not paying her balance...???

Her balance of \$250 was due to us on July 2nd... when I called her today, she said she texted me (after my last email to you) wanting to set up an extended payment plan. I did not respond back to her (which she used as an excuse to completely ignore her obligation) because if she knew she couldn't pay her balance before it was due, I thought (silly me) she would have contacted me before her due date...not after... but I still thought after four months (again, silly me for giving her the benefit of doubt), she would make an effort to satisfy her obligation without being contacted by me for what is owed to AVHS.

She did tell me today that she is paid on the 15th and she would be in to pay her balance. I am not holding my breath... and I hope she will keep her word... I am honestly hoping I will not be disappointed again... and any persuasion you may have with her will be sincerely appreciated.

I guess the good news is her doggie has not visited us since then... 😊...

Thanks again for anything you can do to resolve this matter...

Best,
Phil

Phil Morgan
President/CEO

e: pmorgan@auburnvalleyhs.org | p: 253.249.7849 | c: 727.729.2159 | f: 253.929.8612

Auburn Valley Humane Society | 4910 A Street SE | Auburn, WA 98092 | www.auburnvalleyhs.org
Shelter Hours | 11am to 6pm - 7 days a week

"You can easily judge the character of a man by how he treats those who can do nothing for him."
~Johann Wolfgang von Goethe (1749-1832)

From: Phil Morgan
Sent: Wednesday, July 3, 2019 8:31 AM
To: Lorrie Kilman <[REDACTED]>
Subject: RE: Supervisor

Hi Lorrie... I am very disappointed that your daughter did not come in to pay on her balance yesterday as she PROMICED when she picked up her dog...all we needed was a phone call or an email telling us why she could not make it in...and we could have made accommodations...but once again, we have gone out on a limb for you and your daughter and once again the branch has broken... with us landing on our face...and you wonder why she was "treated" the way she was in the email below... you wonder why her credibility is minimized... and we do not trust her... or believe a word that comes

out of her mouth...for the life of me, I cannot understand why you and your daughter can not honor your commitments... Please know that if she does not come in and pay her balance by today and honor her commitment to us, the next time her dog comes into our shelter... she will not get her dog back... no matter the circumstances... no matter how sad the kids are... no matter how many letters you write...

Thank you for your attention to this Matter...

Phil

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President/CEO

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Shelter Hours | Sunday 12p-4p | Monday - Friday 10a-6p | Saturday 12p-6p

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From: Lorrie Kilman <[REDACTED]>
Sent: Saturday, June 22, 2019 8:50 AM
To: Phil Morgan <pmorgan@auburnvalleyhs.org>
Subject: Supervisor

I am writing to complain about your employees treatment of my daughter and granddaughters.

She was younger, than me, but most people are; with long dark hair. I believe she said she was a manager.

My daughter's dog has gotten out of their fenced yard several times and conveniently Animal control was in the neighborhood and picked him up. Both times right in front of her building. He is micro chipped and had a king county license. Not only has she purchased a king county license but also an AUBURN license. The dog will be getting his 3rd set of immunization in the past 6 months. I'm beginning to question their integrity.

The animal control guy was counselling her on eliminating risk and how to keep it at a minimum. He said "I'd rather you spend the money fixing the problem then having punitive damages

They saw the license a but didn't once try to return him while right in front of her house. My daughter's dog had his shots, he's neutered and is at a healthy weight. He is not at all neglected. I have to watch him if they aren't going to be home. My daughter is renting an apt in which the landlord has built a brand new fence.

My daughter has 4 kids. Ages 3, 9, 16 and almost 18, heaven forbid she can't keep her eye on the dog 24/7. Your manager is "trying to be a responsible pet owner" So her fines are 360 to get my grandchildrens beloved pet back. My daughter gets \$400 a month. She can't afford to spend her entire income on dog bail. Your manager indicated that my daughter was irresponsible.if that dog had been skinny, dirty, or he was matted and not groomed, I could see it So she is paying more each time he is there. I think that's wrong. You don't get your traffic fine increased every time you get a ticket It's extortion. A minimal cost of living type increase but not doubled in every instance. She also said that they had given my daughter a discount last time and they WERE NOT DOING IT AGAIN. "NOT DOING IT," NOT THAT THEY COULDN'T DO IT.

The animal control gentleman said he'd rather

I can tell you that dog bolts and he's fast. There have been times when he has taken off at my house.

Responsible pet ownership is a beautiful thing but my daughter's first responsibility is her children. Her youngest is busy and into everything. The oldest one is coming and going with her friends. The teenagers..do what they want. How dare your employee not put the well-being of the pet and my granddaughters broken hearts ahead of her need to punish my daughter. She's feeling her power , it was obvious. She was rude and dismissive to my daughter, in the name of the Humane Society. "Humane only applies to 4 legged mammals miss manager?"

With a little experience in life you will realize that life isn't black and white. There is a world of gray. It is our compassion and empathy that make us humane. As a Urepresentative of the "Humane society" she should try to be Humane to the humans you encounter along the way
"Ego is anesthiologit

My daughter's name is Jessica kilman

[REDACTED]
AUBURN

DOGS NAME IS MAX

Her # 253 [REDACTED] thanks. How about a cut

Lorries Kilman