

Dear Chief Groves,

My husband and I left for a business trip on November 12, 2016 and our house alarm malfunctioned when our dog sitter entered. We were made aware of this when we landed in Denver for a layover. This occurred at XXXX in Hartford. I'm told officers responded promptly, were courteous, and very helpful.

First, let me offer my sincere apologies. I know your officers have more important things to do. We have resolved the issue with our alarm with ADT.

Second, I want to thank the officers who responded for being professional and understanding. I spoke with one of them and he was very polite and helpful. I'm sorry I didn't get his name.

This isn't the first time we've had contact with your officers. Our car was stolen in Milwaukee just 6 weeks after we moved here. When the car was recovered in Glendale they notified Hartford and one of your officers delivered the good news to our door on New Year's Day. Again, the action was prompt and the officer was very professional.

We're still familiarizing ourselves with the Hartford Community, but it sure is nice to know we have an outstanding police department. I can't thank you all enough for making us feel safe in our new home. Especially after a rocky start in Milwaukee.

Please pass on our gratitude to your officers. Keep up the good work and know that we're Hartford Proud. Stay safe.

Sincerely,

Rick and Brandy Shagoury