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Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:
FINANCIAL SERVICES AND GENERAL GOVERNMENT
STATE, FOREIGN OPERATIONS, AND RELATED PROGRAMS
TRANSPORTATION, HOUSING AND URBAN DEVELOPMENT,
AND RELATED AGENCIES

COMMITTEE ON HOUSE ADMINISTRATION

SUBCOMMITTEES:
OVERSIGHT, RANKING MEMBER

ELECTIONS

December 4, 2023

Ms. Catherine Szpindor
Chief Administrative Officer
U.S. House of Representatives
United States Capitol, HB-28
Washington D.C. 20515

Ms. Chere Rexroat
Acting Architect of the Capitol
Office of the Architect of the Capitol
SB-15, U.S. Capitol
Washington, D.C. 20515

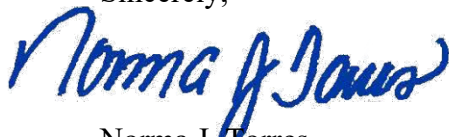
Dear Ms. Szpindor and Ms. Rexroat:

As Ranking Member of the Oversight Subcommittee of the Committee on House Administration, I have become increasingly concerned with reports from our community about the difficulty of requesting repairs and maintenance to the House office buildings. Consequently, I write to request that you review the options for the House to develop an application (app) to provide a direct line of communication between the community, Chief Administrative Officer (CAO), and Architect of the Capitol (AOC) regarding maintenance requests.

I believe establishing a platform or process with a direct line of communication between visiting constituents, staff, or Members, the office of the CAO, and the office of the AOC regarding these issues will improve maintenance response, enhance the experience of future visitors, and help maintain the safety of the campus. In addition, I believe the app will reduce the number of misaddressed requests to your offices. I hope the CAO and AOC will work swiftly to determine the feasibility of the creation and implementation of an app that will permit individuals to notify and/or submit requests to the office of the CAO and the AOC of necessary repairs within the House building.

Thank you for the work that you do on behalf of our nation and the House. Please do not hesitate to reach out to discuss further. You may reach my office at (202) 225-6161.

Sincerely,



Norma J. Torres
Member of Congress