

Grahme Walsh

From: Grahme Walsh
Sent: Tuesday, September 22, 2009 6:32 PM
To: 'naveedaliya@yahoo.ca'
Cc: Mark Fritz
Subject: Eve - 2005

2005
Response to
Service Request

Mrs. Aliya Naveed,

From your service request, it has been determined the following:

- 1) The issue with the cabinets - Amacon and Cartier kitchens will investigate and repair as required on Thursday, September 2009 depending on Amacon receiving permission/ authorization to enter your unit.
- 1b) the kitchen flooring: please refer to the provided Homeowners Manual (binder format) provide to you at time of key release for care and maintenance.
- 2) The hardwood floor: in reviewing the pre-delivery inspection form that you signed, it clearly states no deficiencies/ no scratches on the floors. I would refer you to the Tarion Construction Performance Guidelines - you can find a copy on the Tarion website @ www.Tarion.com - in which scratches that were noted at time of the pre-delivery inspection are not warrantable. Also please refer to the Homeowner's Manual for proper care and maintenance of your floor. I have been informed that the hardwood floor has a satin finish or mate finish but I will determine this fact tomorrow (September 23) and advise you accordingly.
- 3) The wiring for the entire building has been certified by the Electrical Safety Authority of Ontario (ESA) as part of the occupancy requirements for the building. Mark Fritz will bring DECC electric the electrical contractor in your suite to verify the status of the wiring on September 24 2009 pending your suite authorization/ permission to enter. If the wiring is determined as meeting the building code, I would advise you to to employ the services of a certified electrician.
- 4) Concerning the drainage issues with the wash basin. Mark will have Lisi Mechanical verify that there is no deficiency with the drainage and will double check the drainage piping as a courtesy, please refer to the Homeowners Manual for proper care and maintenance of all plumbing fixtures. I will advise you of their findings.
- 5) Baseboards will be investigated and if required repaired on thursday, September 24 2009 pending your authorization/ permission to enter

Thank you
Grahme Walsh
Contracts Manager
Amacon Construction Ltd
Cell: 647-333-4802
Office: 416-369-9069

Grahme Walsh

From: Lindsay Maciver
Sent: Tuesday, September 22, 2009 1:14 PM
To: Grahme Walsh
Subject: FW: Service Request Form

eve
2005
file - sales
file.

LINDSAY MACIVER
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-----Original Message-----

From: naveedaliya@yahoo.ca [mailto:naveedaliya@yahoo.ca]
Sent: Tuesday, September 22, 2009 10:07 AM
To: InfoAmacon
Subject: Service Request Form

Below is the result of your feedback form. It was submitted by
(naveedaliya@yahoo.ca) on Tuesday, September 22, 2009 at 10:07:23

firstname: Aliya
lastname: Naveed
projectnameaddress: EVE CONDOS
address: 3515, KARIYA DRIVE, SUITE # 2005
city: MISSISSUAGA
province: ONTARIO
postalcode: L5B0C1
homephone: 9052322499
otherphone: 6474046519

request: We, Syed Naveed Shahid and Mrs. Aliya Naveed, moved in this suite in the month of May'09 after taking possession in Jan'09. We have been facing few problems mentioned in detail below. We have already mentioned these issues in the complain form and notify Mr. Mark as well89 but somehow the problems not yet solved to our satisfaction. Now, we like to draw your attention to the same.

1. Kitchen Cabinets/flooring

Few cabinets have loosened up and one is half hanging out of its actual place. Cabinets also make squeaking sound while under use. The situation is persistent for couple of months. The cabinets badly needed a proper fixing and maintenance because this is one thing which is used extensively on a daily basis.

As for the kitchen floor, it catches marks of spills, making cleaning very difficult.

2. Hardwood Flooring

Hardwood floor had scratches and marks from the day we moved in and there is no proper shine on the floor given the fact that it is new. We have showed to and discussed this with Mr. Mark but as per him nothing could be done about it. The floor also catches foot prints or marks of anything which touches the floor while cleaning, walking or other normal usage. This is the main living area of the apartment and really looks ugly and untidy. We request you for proper cleaning and polishing of the floor and also advise us how to keep it tidy, scratch less and shiny.

3. Ceiling Lights

As for the ceiling lights, we have tried 2-3 types of lights/chandelier and called in the electrician for fixing but he couldn't fix the lights, saying that he couldn't understand the wiring. Could you provide us any guidelines or sample of the kind of lights that we can install in our apartment? If possible, kindly refer to some service provider, who has already worked in this building apartment.

4. Wash Basins and Bath tub

From the day one, the drainage system of the toilet wash basin has not been smooth and generally chokes after every few days. We have already complained a few times in writing, but no proper solution or service has been provided yet to fix this problem. We would like a proper checkup and cleaning of waste pipes so water can run out smoothly without any choking.

5. Wall Boarders

Wall boarders adjacent to the floor have cracks at many places. This looks very bad given the fact that the building and all this work is absolutely new and we are the first users of our apartment. This needs to be repaired as per the requirement.

This is a wonderful place to settle down and the apartment is also nice, but these little issues need attention and to be fixed once and for all so we can make our living experience more exciting and joyful for our family. Perhaps because we have been in and out during summer vacations, therefore could not follow up on the above issues to solve them permanently, but now we are back from vacations and would like to have these pending issues solved as early as possible.

We appreciate your time and hope that you will kindly consider all the above and will provide a proper and quick response in order to solve these minor issues to our utmost satisfaction. Looking forward to hearing from you soon. Do not hesitate to contact us if you need any more information on the issues or regarding our availability, on the contact numbers given below or via email.

Thanks and regards,

Mrs. Aliya Naveed

urgency: high
Submit: Submit