

Grahme Walsh

From: Jennifer Lowerison [jennifer.lowerison@rogers.com]
Sent: Saturday, April 10, 2010 2:55 PM
To: Grahme Walsh
Subject: Carpet Situation

EOC
1803
Carpet.

Here is an accurate history of events in regard to the carpet deficiency.

- 1) Blue dot marks noted on the PDI form (I have no idea how Amacon cleaned the blue marks as I was not accommodating the unit at that time)
- 2) Upon moving in and within the first 30 days, I noticed no deficiency in the carpet, therefore I did not list anything on the 30 day form
- 3) During about the second month that I was living in my unit, I noticed that large grey blotches started to appear where the blue marks were cleaned away
- 4) I called a steam cleaning company and I incurred a \$100 charge to try to have these marks taken care of. I told the steam cleaner man when he came back the SECOND time to try to get the blotches out again what had happened and he told me that depending on what chemicals were initially used to take out the blue marks, it could have permanently discoloured that carpet and there is nothing that will take it out
- 5) After that I waited to add it to my 1 year form
- 6) When Menin and the other handyman came in to work on the other one year deficiencies, they looked at the carpet and agreed that the problem was that likely the cleaner initially used on the blue marks had permanently discoloured the carpet
- 7) Then Menin and Mark were gone
- 8) Then I met with Ed, advised him of what had been done to the carpet to get rid of the large blotches, including my try at professional steam cleaning
- 9) Ed took pictures and advised me that he would let me know what they were going to do in regards to cleaning it
- 10) I advised Ed that it has been steam cleaned twice to no avail
- 11) He told me when he knew what was going to be done, he would advise

CLEARLY POINT 11 NEVER OCCURRED, whatever the handyman did yesterday, I have the no idea. Maybe he steam cleaned, which could not have happened as the carpet was not even damp, maybe he tried to use a chemical. I have no idea as I was not informed.

Nevertheless, I still have 3 large grey discoloured blotches and no longer have any trust in the builder. For all this aggravation, I can't imagine that a 10x12 piece of generic off white carpet costs very much. This carpet was ruined by whoever cleaned the blue marks out of it back in December 2008 with whatever chemical they used. I have already spent enough time and energy and over \$100 of my own money to try and have this fixed even though I was not the one who discoloured it.

There is not debate to be had. The above is the accurate account of the carpet situation.

In regards to the red sticker, as I was never informed on why there was even a red sticker on my door, I removed it. If someone(Ed) has properly communicated to me what the red sticker was for, I would have never removed it.

I think that the biggest problem you have here is Ed's inability to communicate anything appropriately to the homeowner.

I can be at my unit between the hours of 9AM-11AM Tuesday to Friday of this week. Please advise your preference of day to meet me at the unit.

<http://www.healthypet.com/library_list.aspx?id=2> Jennifer

From: Grahme Walsh <gwalsh@amacon.com>
To: jennifer.lowerison@rogers.com; Ed Valencia <evalencia@amacon.com>
Sent: Sat, April 10, 2010 1:03:24 PM
Subject: Fw: Red Sticker

Jennifer:

Good morning:

I have been advised of your concerns regarding your carpet and the history that has been on-going. I have noted that it was mentioned on your pre-delivery inspection, at that time the carpet was steam cleaned and no mention on your thirty (30) form...now the carpet deficiency was noted on your one (1) year form. I am correct on my outline of events. On your one (1) form, you had mentioned that the deficiency was now a grey colour from the original blue. For my note, has the carpet been steam cleaned besides the two (2) times that corrective action was undertaken by Amacon.

To alleviate further debate on this issue, I am prepared to visit your unit to make a decision on the carpet. Please review your schedule and advise me.. I am more than willing for an after hours inspection as I would make a slight detour on my way home to Oakville. I am only available wednesday on, as I have previous commitments Monday and Tuesday.

Please be advised that Ed will once again inform his customer service department on his policy of the red stickers.

Please accept our apology concerning the actions of April 9th 2010.

Please advise accordingly,

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

From: Ed Valencia
To: Jennifer Lowerison <jennifer.lowerison@rogers.com>
Cc: Grahme Walsh
Sent: Fri Apr 09 19:19:48 2010
Subject: RE: Red Sticker

Good Evening Jennifer,

I'd like to apologize and take full responsibility for this inconvenience has cause you. I do understand how angry you feel right now, and I promise you that nobody will ever enter your suite unless you are present at the time of entry. My boss also knows about your concern with the carpet and he is going to be on site next week to assess your concern and have it resolved once and for all. My service man has experience in carpet cleaning and I'll make sure, I get the information to your attention of what kind of cleaner he used .

I'm very sorry about this incident, Jennifer especially because I know how eager you are to have this carpet deficiency address as soon as possible. I ask your indulgence and offer you my personal assurance of better service in the future.

Very sincerely yours,

Ed Valencia
Customer Care Representative

<http://www.amacon.com/signature/amacon.gif>

3515 Kariya Drive
Mississauga, Ontario, L5b 0C1
Tel. 905.848.2069
Fax. 905.232.4637
Email evalencia@amacon.com
Web. www.amacon.com <<http://www.amacon.com/>>

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From: Jennifer Lowerison [mailto:jennifer.lowerison@rogers.com]
Sent: Friday, April 09, 2010 9:02 PM
To: Ed Valencia
Cc: customerserviceto
Subject: Re: Red Sticker

I just got home and I have never been so FURIOUS since I have moved into this condo. CAN YOU SEE BELOW WHERE I WROTE " PLEASE NOTE THAT I ONLY ALLOW ACCESS TO MY SUITE IF I HAVE BEEN GIVEN 24 HOURS NOTICE"!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

SERIOUSLY!!!!!!!!!!

I told you when you were here, ED, to inform me of what you were doing BEFORE you did it as I have an OLD THREE LEGGED cat that I have to deal with.

I come home to a notice that someone was in my unit and steam cleaned the carpets?????????? I HAD NO NOTICE. I have not signed any access form. If you would have read my email below you would have known this. Since I have the cat I sure as hell would have like to know what the hell kind of chemicals you were planning on using, maybe you are not aware, but many chemicals are toxic to animals. So now I get to spend my time worrying about this.

Let's just be clear one more time, NO ONE IS TO ENTER MY UNIT FOR REPAIRS UNLESS I HAVE BEEN GIVEN NOTICE 24 HOURS IN ADVANCE.

I hope that I have made myself clear this time. I am so angry. I cannot believe that you would enter my suite without my consent. Mark would have never pulled this kind of crap. He also would have listened to me when I advised that I had the stupid carpet already STEAM CLEANED TWICE, both times the blotches came back. AS I ALREADY ADVISED YOU.

So when the blotches come back, as I know they will, I will advise you. At which time we will set a mutually agreeable time for you to replace the discoloured carpet.

Until then, no one is authorized to enter my suite without my prior knowledge.

· WOW. Very, very unacceptable. A friend was just enquiring about buying at Elle. I will now tell him that I would never consider buying from this builder with there customer services blatant disregard for the occupants requests.

And to Amacon, I am thoroughly disgusted that you have someone working for you now that feels it is somehow okay to enter owners units with absolutely no authorization. And a clear email below stating that I need 24hrs notice.

I can not express enough how truly angry, disgusted and disappointed I am. Truly.

Jennifer Lowerison

Suite 1503 Eve

From: Jennifer Lowerison <jennifer.lowerison@rogers.com>
To: Ed Valencia <evalencia@amacon.com>
Sent: Tue, April 6, 2010 3:14:53 PM
Subject: Re: Red Sticker

See, if I had know why there was a red sticker on my door, I would have left it there.

Please note that I only allow access to my suite if I have been given 24hrs notice. So for any work that needs to be done, I need to be advised 24hrs prior due to my issues with my cat.

Do you know where we stand with the carpet issue?

Jennifer

From: Ed Valencia <evalencia@amacon.com>

To: Jennifer Lowerison <jennifer.lowerison@rogers.com>
Cc: Grahme Walsh <gwalsh@amacon.com>
Sent: Tue, April 6, 2010 10:45:40 AM
Subject: RE: Red Sticker

Good Morning Jennifer,

Thank you for your e-mail. Red stickers are place in suites that requires complete privacy, nobody is allow to go in unless clients are present.

Hope this is ok, if not you can provide us with a permanent entry/permission that allow us to go in if necessary.

Sincerely,

Ed Valencia
Customer Care Representative

<http://www.amacon.com/signature/amacon.gif>

3515 Kariya Drive
Mississauga, Ontario, L5b 0C1
Tel. 905.848.2069
Fax. 905.232.4637
Email evalencia@amacon.com
Web. www.amacon.com <<http://www.amacon.com/>>

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From: Jennifer Lowerison [mailto:jennifer.lowerison@rogers.com]
Sent: Tuesday, April 06, 2010 10:24 AM
To: Ed Valencia; Property Manager
Subject: Fw: Red Sticker

Just wondering if someone can shed some light on the red sticker issue.

Thanks,

Jennifer

----- Forwarded Message -----

From: Jennifer Lowerison <jennifer.lowerison@rogers.com>
To: Property Manager <parvikaur@verumest.ca>; Ed Valencia <evalencia@amacon.com>
Sent: Sun, April 4, 2010 11:46:02 AM
Subject: Red Sticker

I came home on Thursday night to a red sticker on my door. Just to advise, I have removed this sticker as I was not informed why it was put on my door.

Ed, can you advise if the red sticker was in regards to the carpet needing to be replaced? Just as an FYI, I need at least 24 hours notice before any work is to take place in my unit. Also, can you please give an update with what is going on with replacing the carpet due to the large discoloured blobs.

Regards,

Jennifer