

Grahme Walsh

From: Ed Valencia
Sent: Monday, April 19, 2010 3:10 PM
To: Grahme Walsh
Subject: FW: Eve- unit 607 work order
Attachments: CCF04192010_00000.jpg; Eve suite 607 hardwood concern 004.jpg; Eve suite 607 hardwood concern 001.jpg; Eve suite 607 hardwood concern 002.jpg; Eve suite 607 hardwood concern 003.jpg; Eve suite 607.jpg

Hi Grahme,

I got this e-mail from Property Management today attached is Client Service Request:

As per Ian (client) says that his hardwood was replaced due to a leak. At that time Barwood was going to replaced only half but he requested to replace the whole room, which they did. Also carpet in the bedroom was replaced. Now his argument is that at the time of installation Barwood didn't dry the affected area properly and replace the hardwood really fast. So now he thinks because of the way it was installed water still there, that's why is affecting this new floor.

As per Barwood they first take the wet floor out and sub-floor, dry the concrete then place a new sub-floor and on top the place paper barrier. As per Danny he doesn't believe the customer is right at all, because that would never happen.

Please see pictures attached for more clarification. Kitchen Cabinets and Master bedroom closet mirror handle was adjusted as a courtesy, I mentioned that to him. Also terrace tile must be reported to Property Management to be placed under the T. Audit. Canel is ready to replace it once you let us know.

I need you advise about the hardwood as there is no history involved hardwood changing in the system.

Ed

From: Shanta Maharajh [mailto:shanta@verumest.ca]
Sent: Monday, April 19, 2010 10:16 AM
To: Ed Valencia
Subject: Eve- unit 607 workorder

Hi Ed,

Please see attached workorder, note # 3.
Faxed to your office on April 16- last Friday.

Regards,

Shanta Maharajh
Site Administrator
Verum Est. Property Management Limited

Eve
Phone: (905) 232-2374
Fax: (905) 232-1357

Eden Park
Phone: (905) 276-1908
Fax: (905) 276-9794

- Approved install above at new
paving stone

- Wood floor advised Ed to step up
an appointment w/ Danny @
Barwood. get a written response
from Barwood regarding
procedures

Attn: Ed & Rahul

AMACON DEVELOPMENT**AMACON SERVICE REQUEST FORM**

PLEASE MAIL FAX OR E-MAIL ON LINE

AMACON CONSTRUCTION LTD.

2 HARBOR STREET, TORONTO, ON M5B 1A1

TEL: 905-232-4633 FAX: 905-232-4636 905-232-4633 (Toll Free Amaccon)
(905) 232-4636 CUSTOMER CARE

ATTENTION: CUSTOMER CARE 3515 KAVYA DR.

TEL: 905-232-4633 FAX: 905-232-4636

NAME Ian Hoang SUITE 607DEVELOPMENT NAME ADDRESS 3515 Kavaya DriveRES ID: RES ID: RES ID: RES ID: CITY 416-399-9397DATE OF REQUEST 4/14/10**SERVICE REQUEST:**

1. Since Jan 1/10 no one has yet to come and fix.
2. ① a few cracks in the hardwood floor (living room)
3. ② Kitchen cabinets not straight.
4. ③ patio stone broken on the terrace.
5. ④ mirror door in master bedroom broken.
6. _____
7. Spoken to Rahul and he advise to
8. submit form again to Ed Valencia
9. _____
10. _____