

~~SECRET~~ CUSTOMER SERVICE

TRACKING REPORT

[illegible]

Ed Valencia

From: Grahme Walsh
Sent: Friday, December 10, 2010 7:52 AM
To: Ed Valencia
Cc: Moe Santos
Subject: FW: 3706 - Eve - URGENT re work scheduled for tomorrow.

Good Morning:

I did an extensive search in my files, and property management did the same – no records on any leak was discovered. Please arrange with the homeowner a site inspection to verify his claims of water penetration damage. Please document your findings and keep a record.

I am a little suspect that now this issue has been raised but to side on caution and no harm to investigate.

Thanks

Grahme

From: Pamela Goodman [<mailto:pgoodman@verumest.ca>]
Sent: Thursday, December 09, 2010 3:33 PM
To: Grahme Walsh
Subject: RE: 3706 - Eve - URGENT re work scheduled for tomorrow.

Hadi Jisri

This is the owners name, I looked in the file and there is nothing there regarding the flooring or the baseboards. The only issue is a noise from the fan coil unit - May 19/09.

Hope this helps???

Pamela Goodman
Site Administrator
Verum Est Property Management Limited
Eve - PSCC # 853
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From: "Grahme Walsh" <gwalsh@amacon.com>
Sent: December 9, 2010 3:22 PM
To: pgoodman@verumest.ca
Subject: RE: 3706 - Eve - URGENT re work scheduled for tomorrow.

Calibri; panose-1:2 15 5 2 2 2 4 3 2 4;} @font-face {font-family:Tahoma; panose-1:2 11 6 4 3 5 4 4 2 4;} @font-face {font-family:"MS Sans Serif"; panose-1:0 0 0 0 0 0 0 0 0 0;} /* Style Definitions */ p.MsoNormal, li.MsoNormal, div.MsoNormal {margin:0in; margin-bottom:.0001pt; font-size:12.0pt; font-family:"Times New Roman","serif";} a:link, span.MsoHyperlink {mso-style-priority:99;

color:blue;text-decoration:underline;} a:visited,span.MsoHyperlinkFollowed {mso-style-priority:99;color:purple;text-decoration:underline;} span.EmailStyle17 {mso-style-type:personal-reply;font-family:"Calibri","sans-serif";color:#1F497D;} .MsoChpDefault {mso-style-type:export-only;} @page Section1 {size:8.5in 11.0in;margin:1.0in 1.0in 1.0in 1.0in;} div.Section1 {page:Section1;} -->

The balcony railing is going to be fixed tomorrow by L.S.C Railings.

Is the owner Steven - and Ed, Pamela what is the history of this unit - the roof is waterproofed prior to the closings so I am not sure and it does not ring a bell

From: Pamela Goodman [<mailto:pgoodman@verumest.ca>]
Sent: Thursday, December 09, 2010 3:07 PM
To: Grahme Walsh
Cc: parvikaur@verumest.ca; Ed Valencia
Subject: 3706 - Eve - URGENT re work scheduled for tomorrow.

Grahme:

1. The balcony divider has been sheered off and was lying on the balcony, with the owners permission the divider has been put in the suite, to avoid any chance of it falling to the ground. Will the divider be fully repaired tomorrow?
2. According to the owner, Mark has been in the suite to see the damage done to the floors and baseboards from flooding done when the roof was not sealed. He wants to know when the floors and baseboards will be replaced as the unit is for sale and this is hindering the sale of the unit.

The owner is threatening law suite if the work is not completed immediately - FYI.

Thanks Grahme.

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