

## Grahme Walsh

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**From:** Chris Chen [charischen77@hotmail.com]  
**Sent:** January-19-12 9:38 AM  
**To:** elle.pm@delcondo.com  
**Cc:** Mark Fritz; Grahme Walsh  
**Subject:** RE: unit 209 / 3525 Kariya dr. - window problem  
**Attachments:** Photo0155.jpg; Photo0156.jpg; Photo0157.jpg; Photo0158.jpg

Hello Mark,

You went to my unit yesterday and check the condition. Please let me know what is the problem and what Amacon will do about it. I talked to you before and in my e-mail also. It happened when the weather was so so cold, the next day morning, I found the ice in my bed room.

You turned on the air-conditioner yesterday, when I came home it was really hot. It is no the way to solve the problem, I will turn on the air-conditioner when I am at home. No one will leave it on, when they go for work. You told me I should always turn on the fan, even I am not home, but it is not the way to solve the problem too. **IT WAS ICE INSIDE MY BEDROOM, THE WINDOW WAS FROZEN.** please see the attached picture.

I called you Monday, Tuesday, Wednesday and left lots of message, I filed another work order on Tuesday. However, I did not have any reply, please help. It will be snow soon in accordance with Weather forecast. My bedroom will be very cold, even I put air-condition on, I could not put the temperature higher than normal, otherwise the den and living room will be very hot and dry.

Please help to fix the window problem ASAP.

Thanks  
Jing Lu Chen (Christina)

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**From:** [pscc889@rogers.com](mailto:pscc889@rogers.com)  
**To:** [charischen77@hotmail.com](mailto:charischen77@hotmail.com); [elle.pm@delcondo.com](mailto:elle.pm@delcondo.com)  
**CC:** [mfritz@amacon.com](mailto:mfritz@amacon.com); [gwalsh@amacon.com](mailto:gwalsh@amacon.com)  
**Subject:** RE: unit 209 / 3525 Kariya dr. - window problem  
**Date:** Mon, 16 Jan 2012 09:28:06 -0500

Good morning Mark,

Can you please see the below email? Please advise Mr Chen of the current status of his work order.

Thank you

**Danielle Casha**, R.C.M.  
Condominium Manager



Agents for and on behalf of: P.S.C.C. No. 889  
ELLE Condominium  
3525 Kariya Dr Mississauga, ON L5B 0C2  
Phone: (289) 521.1199  
Fax: (289) 521.1400  
Email: [elle.pm@DelCondo.com](mailto:elle.pm@DelCondo.com)  
Web: [www.DelPropertyManagement.com](http://www.DelPropertyManagement.com)

Ele 209

Window Condensator

(sent to Allan

Windows for their

Review)

ju



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**From:** Chris Chen [<mailto:charischen77@hotmail.com>]

**Sent:** January-16-12 8:42 AM

**To:** [elle.pm@delcondo.com](mailto:elle.pm@delcondo.com)

**Subject:** unit 209 / 3525 Kariya dr. - window problem

Good morning Danielle,

I filed work order with Amcon/Mark 3 weeks ago. Mark also brought some window guy to check my suite, but after that I did not have any information. Please see the attached pictures I took on Jan. 15 2012 morning in my bed room. The window was frozen, there was ice in side of my bed room. I put my hand close to those part of the window, I could feel the wind come into the room.

Please help to show those pictures to Mark and contact my ASAP (my cell phone# 416 418 0240). I think the window did not seal well and need to work on them.

thanks for your help & have a nice day.

Best regards

Jing Lu Chen (Christina)

## Grahme Walsh

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**From:** Chris Chen [charischen77@hotmail.com]  
**Sent:** January-19-12 9:45 AM  
**To:** elle.pm@delcondo.com  
**Cc:** Mark Fritz; Grahme Walsh  
**Subject:** RE: unit 209 / 3525 Kariya dr. - window problem

hello,

I meant the heater, not air-conditioner.

tk,  
Jing Lu

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From: [charischen77@hotmail.com](mailto:charischen77@hotmail.com)  
To: [elle.pm@delcondo.com](mailto:elle.pm@delcondo.com)  
CC: [mfritz@amacon.com](mailto:mfritz@amacon.com); [gwalsh@amacon.com](mailto:gwalsh@amacon.com)  
Subject: RE: unit 209 / 3525 Kariya dr. - window problem  
Date: Thu, 19 Jan 2012 14:37:54 +0000

Hello Mark,

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Thanks  
Jing Lu Chen (Christina)

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**Danielle Casha, R.C.M.**  
Condominium Manager



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ELLE Condominium  
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Web: [www.DelPropertyManagement.com](http://www.DelPropertyManagement.com)



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Jing Lu Chen (Christina)