

1. Accord to Miss
Gib 217

Grahme Walsh

From: Mark Fritz
Sent: Tuesday, June 14, 2011 5:44 PM
To: Grahme Walsh
Subject: Re: Service request - 217 - 3525 Kariya Drive

Screen changed

From: Grahme Walsh
To: Mark Fritz
Sent: Tue Jun 14 14:43:35 2011
Subject: FW: Service request - 217 - 3525 Kariya Drive

Door fixed -- did you take pictures of the screen

From: Rich Rich [mailto:goopieca@hotmail.com]
Sent: Tuesday, June 14, 2011 5:27 PM
To: Grahme Walsh
Cc: customerserviceto
Subject: RE: Service request - 217 - 3525 Kariya Drive

Hi,

Someone came in today and fixed the door lock. OK

but in regards of the screens
The screens is not damage just the covering of it (not sure how to describe it- but thing that protects bugs coming in.) There was a hole rips in it.
Im pretty sure if was mentioned but not sure if it was noted. Can you check the pictures if it was the screens? Just wondering if the description was not clear.
If not then, I guess I have no choice.
Anyways someone there took the screens when they came to fix the door lock. Not sure what they are going to do with it or if its gonig to be returned or fix.

Thanks,

Richie.

Subject: Service request - 217 - 3525 Kariya Drive
Date: Tue, 14 Jun 2011 10:51:28 -0700
From: gwals@amacon.com
To: goopieca@hotmail.com
CC: customerserviceto@amacon.com

Richie:

Amakon received a service request dated June 10, 2011 forwarded from Property Management:

1. Bedroom -- Window Screens -- it was noted as damaged on your PDI:

Please see attached the PDI for your unit -- no mention of the window screen:

Deficiency History Lot:217 Elle - Phase: Elle

Work Order	Order Date	Type	Deficiency Description	Trade	Close Date or Status	Days Open
15Dec10	Customer Service Request	Living Room- heat not working	York Sheet Metal	15Dec10	0	
22Sept10	PDI	GENERAL- NOTE-Front door very dirty -might need to repainted	Amacon Service	28Sept10	6	
22Sept10	PDI	FOYER / ENTRY- WALLS-patch Of wall not finished right of laundry closet - marked	Amacon Service	28Sept10	6	
22Sept10	PDI	FOYER / ENTRY- WALLS: 1-Black mark on wall left of closet where marked	Amacon Service	28Sept10	6	
22Sept10	PDI	FOYER / ENTRY- DOORS-door difficult to lock -needs to be adjusted.	Amacon Service	28Sept10	6	
22Sept10	PDI	LIVING/DINING ROOM- CEILING-hole in bulkhead right of balcony door	Amacon Service	28Sept10	6	
22Sept10	PDI	LIVING/DINING ROOM- WALLS-a few paint t/u where marked.	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS-touch up baseboard & wall left of window - marked.	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS: 1-blue mark left of window - marked	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS: 2-paint t/u right of window	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS: 3-damaged & gap left side of window @ base where marked.	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS: 4-mark above cable jack.	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- WALLS: 5-gap around electrical panel.	Amacon Service	28Sept10	6	
22Sept10	PDI	MASTER BEDROOM- FLOORING-carpet lifting right of entry door	Quality Rugs	28Sept10	6	
22Sept10	PDI	MAIN BATHROOM- DOORS-touch up outer doorframe where marked	Amacon Service	28Sept10	6	
22Sept10	PDI	MAIN BATHROOM- DOORS: 1-paint t/u outer entry door @ top	Amacon Service	28Sept10	6	
22Sept10	PDI	MAIN BATHROOM- TUB-mark on tile top near ceiling -right Side.	Amacon Service	28Sept10	6	
22Sept10	PDI	MAIN BATHROOM- VANITY CABINETS-damage outer left upper side of cabinet where marked.	Cartier Kitchens	28Sept10	6	
22Sept10	PDI	KITCHEN- APPLIANCE-paint on microwave	Amacon Service	12Nov10	51	
22Sept10	PDI	KITCHEN- BACKSPLASH-gaps in grout left& right side below microwave.	Amacon Service	28Sept10	6	
22Sept10	PDI	KITCHEN- WALLS-please check above cabinets for any deficiencies	Amacon Service	28Sept10	6	
22Sept10	PDI	KITCHEN- WALLS: 1-touch up bulkhead above microwave & above cabinets -scratches & nail holes	Amacon Service	28Sept10	6	
22Sept10	PDI	LAUNDRY CLOSET- NOTE-washer/ dryer need to be moved to the left in order to access water Shut off.	Amacon Service	28Sept10	6	
22Sept10	PDI	BALCONY - --door frame dirty-needs to be touched up	Amacon	28Sept10	6	

Construction Performance Guideline

Article Number: 3.4

Condition: WINDOW GLASS AND/OR SCREEN IS DAMAGED

Acceptable Performance/Condition: Window glass and screens shall be free from damage at the time of the PDI.

Warranty: One-Year – Work and Materials

Action: Damaged window glass and screens reported on the PDI Form shall be repaired. If not noted, the homeowner must establish that the damage was caused by the builder.

Remarks: Note any damaged windows or damaged/missing screens on the PDI Form. If not noted, it will be difficult to establish that the damage was caused by the builder. If you cannot assess

damage because the surface of the windows has been obscured from view, this should also be noted on the PDI Form.

The Pre-Delivery Inspection does not show that the damaged to the window screen was recorded on the PDI – therefore as Customer Service has already stated – Amacon will not be replacing the screen.

2. Front Entry Door – difficult to lock – this was mentioned at the time of the PDI – this was completed but Customer Service will reinvestigate and repair as required

Thank you,

GRAHME WALSH

CONTRACTS/ CUSTOMER SERVICE MANAGER, CONSTRUCTION



L I V E W E L L

37 Bay Street, Suite 400,

Toronto, ON, M5J 3B2

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Grahme Walsh

From: Ed Valencia
Sent: Monday, February 14, 2011 3:11 PM
To: Grahme Walsh
Subject: RE: Ellie - Service Request

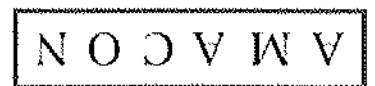
The piece that goes on the door/frame -- latch to lock the door is inside the frame hole. For some reason the screws are loose, I believe the homeowner was trying to remove this piece. Because it doesn't come or move on its own, we never have a problem like this. Anyways Joe is already repaired it, the homeowner can lock the door now.

From: Grahme Walsh
Sent: Monday, February 14, 2011 3:05 PM
To: Ed Valencia
Cc: Moe Santos
Subject: Ellie - Service Request

What is up with 217 and the front door lock?

Locker Room G- #37 -- place top mesh in place -- P3 level

GRAHME WALSH
CONTRACTS MANAGER, CONSTRUCTION



L I V E W E L L

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ELITE
(*)

AMACON

L I V E W E L L

AMACON CONSTRUCTION SERVICE REQUEST FORM

PLEASE FAX TO 416 369-9068

NAME:

Richie Nguyen

TEL:

~~416-230-1886~~
416-230-1886

Cell:

416-230-1886

Project: Elite Door Lock (Front)

Address:

3525 KATYVA DRIVE

e-mail:

knopieca@hotmail.com

TEL:

416-852-6138

SUITE:

217

Permission to enter:

YES ☒ NO ☐

DATE OF REQUEST:

Feb 12, 2011

Once received by an Amacon Customer Care Representative, this form becomes property of Amacon. Your request must be based on the Taron Warranty guidelines - scratches, nicks, dents are not warrantable, unless noted at time of the PDI (Pre-Delivery Inspection). Your request will be reviewed and addressed by an Amacon Representative as soon as a possible. If this is an **Emergency** please contact your concierge immediately at (905) 232-2631 - 24 / hours. If your concern falls under the Common Area Element Warranty Guidelines, please see Property Management to address your concerns or call at (905) 232-2374.

ITEM#	ROOM/LOCATION	DESCRIPTION
1	416-217 Door	Front Door won't lock (want replace)
1		Lock bent inside
		Home owner
		Concierge report

HOMEOWNER SIGNATURE

Richie Nguyen

DATE:

Feb 12, 2011

FILE *

AMACON

L I V E W E L L

AMACON CONSTRUCTION SERVICE REQUEST FORM

PLEASE FAX TO 416 369-9068

NAME:

Richie Nguyen

TEL:

416-230-1886

Cell:

416-230-1886

Project: El Dorado Lock (Front)

Address:

5525 Kariya Drive

e-mail:

rupieca@hotmail.com

BUS. TEL

416-852-6138

SUITE:

217

Permission to enter:

YES ☒ NO ☐

DATE OF REQUEST:

Feb 12, 2011

Once received by an Amazon Customer Care Representative, this form becomes property of Amazon. Your request must be based on the Taron Warranty guidelines - scratches, nicks, dents are not warrantable, unless noted at time of the PDI (Pre-Delivery Inspection). Your request will be reviewed and addressed by an Amazon Representative as soon as a possible. If this is an **Emergency** please contact your concierge immediately at (905) 232-2631 - 24 / hours. If your concern falls under the Common Area Element Warranty Guidelines, please see Property Management to address your concerns or call at (905) 232-2374.

ITEM#	ROOM/LOCATION	DESCRIPTION
1	#217 Door	Front Door want lock (want replace)
1		Look bent inside

HOMEOOWNER SIGNATURE

[Signature]

DATE:

Feb 12, 2011

Faxed to Amazon Feb 14/11

WUWVH 11/18/15
 6716 217

Grahame Walsh

From: Rich Rich [goopieca@hotmail.com]
 Sent: Tuesday, June 14, 2011 7:37 PM
 To: Grahame Walsh
 Cc: customerserviceto
 Subject: RE: Service request - 217 - 3525 Kariya Drive

Disregard the last email. It has been fixed.

Thanks, !!

Richie

Subject: Service request - 217 - 3525 Kariya Drive
 Date: Tue, 14 Jun 2011 10:51:28 -0700
 From: gwalsh@amacon.com
 To: goopieca@hotmail.com
 Cc: customerserviceto@amacon.com

Richie:

Amacon received a service request dated June 10, 2011 forwarded from Property Management:

1. Bedroom -- Window Screens -- it was noted as damaged on your PDI:

Please see attached the PDI for your unit -- no mention of the window screen:

Deficiency History Lot:217 Elle - Phase: Elle

Work Order	Type	Deficiency Description	Trade	Close Date or Status	Open Days
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15Dec10	Customer Service Request	Living Room- heat not working	York Sheet Metal	15Dec10	0
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22Sept10	PDI	GENERAL-NOTE-Front door very dirty - might need to repainted.	Amacon Service	28Sept10	6
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22Sept10	PDI	FOYER / ENTRY- WALLS-patch Of wall not finished right of laundry closet - marked	Amacon Service	28Sept10	6
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22Sept10	PDI	FOYER / ENTRY- WALLS: [-Black mark on wall left of closet where marked	Amacon Service	28Sept10	6
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22Sept10	PDI	FOYER / ENTRY- DOORS-door difficult to lock -needs to be adjusted.	Amacon Service	28Sept10	6
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22Sept10	PDI	LIVING/DINING ROOM- CEILING-hole in bulkhead right of balcony door	Amacon Service	28Sept10	6
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22Sept10	PDI	LIVING/DINING ROOM- WALLS-a few paint V/U where marked.	Amacon Service	28Sept10	6
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22Sept10	PDI	MASTER BEDROOM- WALLS-touch up baseboard & wall left of window - marked	Amacon Service	28Sept10	6
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22Sept10	PDI	MASTER BEDROOM- WALLS: [-blue mark left of window -marked	Amacon	28Sept10	6
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Thank you,

2. Front Entry Door – difficult to lock – this was mentioned at the time of the PDI – this was completed but Customer Service will reinvestigate and repair as required
- The Pre-Delivery Inspection does not show that the damaged to the window screen was recorded on the PDI – therefore as Customer Service has already stated – Amacon will not be replacing the screen.
- Remarks: Note any damaged windows or damaged/missing screens on the PDI Form. If not noted, it will be difficult to establish that the damage was caused by the builder. If you cannot assess damage because the surface of the windows has been obscured from view, this should also be noted on the PDI Form.
- Action: Damaged window glass and screens reported on the PDI Form shall be repaired. If not noted, the homeowner must establish that the damage was caused by the builder.
- Warranty: One-Year – Work and Materials
- Acceptable Performance/Condition: Window glass and screens shall be free from damage at the time of the PDI.
- Condition: WINDOW GLASS AND/OR SCREEN IS DAMAGED
- Article Number: 3.4

Construction Performance Guideline

22Sept10	PDI	BALCONY - --door frame dirty-needs to be touched up	Amacon Service	28Sept10	6
22Sept10	PDI	LAUNDRY CLOSET- NOTE-washer/ dryer need to be moved to the left in order to access water Shut off.	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- WALLS- 1-touch up bulkhead above microwave & above cabinets scratches & nail holes	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- WALLS-please check above cabinets for any deficiencies	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- BACKSPLASH-gaps in grout left& right side below microwave.	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- APPLIANCE-paint on microwave	Amacon Service	12Nov10	51
22Sept10	PDI	MAIN BATHROOM- VANITY CABINETS-damage outer left upper side of cabinet where marked.	Cartier Kitchens	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- TUB-mark on tile top near ceiling -right Side.	Amacon Service	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- DOORS- 1-paint t/u outer entry door @ top	Amacon Service	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- DOORS-touch up outer doorframe where marked	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- FLOORING-carpet lifting right of entry door	Quality Rugs	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 5-gap around electrical panel.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 4-mark above cable jack.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 3-damaged & gap left side of window @ base where marked.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 2-paint t/u right of window	Amacon Service	28Sept10	6



L I V E W E L L

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Web. www.amacon.com

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Grahme Walsh

To: goopieca@hotmail.com
Subject: Service request - 217 - 3525 Kariya Drive

Richie:

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1. Bedroom – Window Screens – it was noted as damaged on your PDI:

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22Sept10	PDI	FOYER / ENTRY- WALLS: 1-Black mark on wall left of closet where marked	Amacon Service	28Sept10	6
22Sept10	PDI	FOYER / ENTRY- DOORS-door difficult to lock-needs to be adjusted.	Amacon Service	28Sept10	6
22Sept10	PDI	LIVING/DINING ROOM- CEILING-hole in bulkhead right of balcony door	Amacon Service	28Sept10	6
22Sept10	PDI	LIVING/DINING ROOM- WALLS-a few paint t/U where marked.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS-touch up baseboard & wall left of window - marked.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 1-blue mark left of window -marked	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 2-paint t/u right of window	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 3-damaged & gap left side of window @ base where marked.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 4-mark above cable jack.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- WALLS: 5-gap around electrical panel.	Amacon Service	28Sept10	6
22Sept10	PDI	MASTER BEDROOM- FLOORING-carpet lifting right of entry door	Quality Rugs	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- DOORS-touch up outer doorframe where marked	Amacon Service	28Sept10	6

15Dec10	Customer Service Request	Living Room- heat not working	York Sheet Metal	15Dec10	0
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L I V E W E L L

37 Bay Street, Suite 400,
Toronto, ON, M5J 3B2

GRAHME WALSH
CONTRACTS/ CUSTOMER SERVICE MANAGER, CONSTRUCTION

Thank you,

2. Front Entry Door – difficult to lock – this was mentioned at the time of the PDI – this was completed but Customer Service will reinvestigate and repair as required

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Remarks: Note any damaged windows or damaged/missing screens on the PDI Form. If not noted, it will be difficult to establish that the damage was caused by the builder. If you cannot assess damage because the surface of the windows has been obscured from view, this should also be noted on the PDI Form.

Action: Damaged window glass and screens reported on the PDI Form shall be repaired. If not noted, the homeowner must establish that the damage was caused by the builder.

Warranty: One-Year – Work and Materials

Acceptable Performance/Condition: Window glass and screens shall be free from damage at the time of the PDI.

Condition: WINDOW GLASS AND/OR SCREEN IS DAMAGED

Article Number: 3.4

Construction Performance Guideline

22Sept10	PDI	MAIN BATHROOM- DOORS: 1-paint t/u outer entry door @ top	Amacon Service	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- TUB-mark on tile top near ceiling -right Side.	Amacon Service	28Sept10	6
22Sept10	PDI	MAIN BATHROOM- VANITY CABINETS-damage outer left upper side of cabinet	Cartier Kitchens	28Sept10	6
22Sept10	PDI	KITCHEN- APPLIANCE-paint on microwave	Amacon Service	12Nov10	51
22Sept10	PDI	KITCHEN- BACKSPLASH-gaps in grout left& right side below microwave.	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- WALLS-please check above cabinets for any deficiencies	Amacon Service	28Sept10	6
22Sept10	PDI	KITCHEN- WALLS: 1-touch up bulkhead above microwave & above cabinets - scratches & nail holes	Amacon Service	28Sept10	6
22Sept10	PDI	LAUNDRY CLOSET- NOTE-washer/ dryer need to be moved to the left in order to access water shut off.	Amacon Service	28Sept10	6
22Sept10	PDI	BALCONY- --door frame dirty-needs to be touched up	Amacon Service	28Sept10	6

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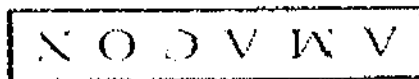
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AMACON CONSTRUCTION SERVICE REQUEST FORM

PLEASE FAX TO 416 369-9068

L I V E W E L L



NAME:

Richie Nguyen

TEL:

416 230 1886

Cell:

416 230 1886

Project:

Address:

3525 KARAHA Drive 217

e-mail:

guyana@hotmail.com

BUS. TEL

416 852-6134

SUITE:

217

DATE OF REQUEST: June 10, 2011

Permission to enter:

YES	☒
NO	☐

Once received by an Amazon Customer Care Representative, this form becomes property of Amazon. Your request must be based on the Amazon Warranty Guidelines - scratches, nicks, dents are not warrantable, unless noted at time of the PDI (Pre-Delivery Inspection). Your request will be reviewed and addressed by an Amazon Representative as soon as possible. If this is an Emergency please contact your concierge immediately at 889-521-1313-24 / hours. If your concern falls under the Common Area Element Warranty Guidelines, please see Property Management to address your concerns or call at 889-521-1199

ITEM#	ROOM/LOCATION	DESCRIPTION
1	Bedroom (Windows)	Windows screens, want if replace, there is bunch of rips. It was noted in the PDI but never replaced
2	Front Door Locks	Locks are hard to lock up.
		checked the followings:
		1 - The screen needs to change.
		2 - The door latch - Female plate needs to file wider

HOMEOOWNER SIGNATURE

Richie Nguyen

DATE:

June 10, 2011

17/06/11
849
John

Make
Call to
1-800-849-8498
Due 10/2011
pm inspection
Handover

Outstanding Deficiencies Elle - Phase: Elle - Lot: 217

Date Reported	Type	Number	Deficiency Description	Trade	Assigned	Add Appointment	Trade Date
22Sept10	PD1	1	GENERAL - NOTE-From door very dirty -might need to repainted.	Amazon	Add	NoAppt.	
22Sept10	PD1	2	FOYER / ENTRY - WALLS-patch Of wall not finished right of laundry closet -marked	Amazon	Add	NoAppt.	
22Sept10	PD1	3	FOYER / ENTRY - WALLS: 1-Black mark on wall left of closet where marked	Amazon	Add	NoAppt.	
22Sept10	PD1	4	FOYER / ENTRY - DOORS-door difficult to lock -needs to be adjusted.	Amazon	Add	NoAppt.	
22Sept10	PD1	5	LIVING/DINING ROOM - CEILING-hole in bulkhead right of balcony door	Amazon	Add	NoAppt.	
22Sept10	PD1	6	LIVING/DINING ROOM - WALLS-a few paint t/U where marked.	Amazon	Add	NoAppt.	
22Sept10	PD1	7	MASTER BEDROOM - WALLS-touch up baseboard & wall left of window -marked.	Amazon	Add	NoAppt.	
22Sept10	PD1	8	MASTER BEDROOM - WALLS: 1-blue mark left of window -marked	Amazon	Add	NoAppt.	
22Sept10	PD1	9	MASTER BEDROOM - WALLS: 2-paint t/u right of window	Amazon	Add	NoAppt.	
22Sept10	PD1	10	MASTER BEDROOM - WALLS: 3-damaged & gap left side of window @ base where marked.	Amazon	Add	NoAppt.	
22Sept10	PD1	11	MASTER BEDROOM - WALLS: 4-mark above cable jack.	Amazon	Add	NoAppt.	
22Sept10	PD1	12	MASTER BEDROOM - WALLS: 5-gap around electrical panel.	Amazon	Add	NoAppt.	
22Sept10	PD1	13	MASTER BEDROOM - FLOORING-carpet lifting right of entry door	Rugs	Add	NoAppt.	
22Sept10	PD1	14	MAIN BATHROOM - DOORS-touch up outer doorframe where marked	Amazon	Add	NoAppt.	
22Sept10	PD1	15	MAIN BATHROOM - DOORS: 1-paint t/u outer entry door @ top	Amazon	Add	NoAppt.	
22Sept10	PD1	16	MAIN BATHROOM - TUB-mark on tile top near ceiling - right side.	Amazon	Add	NoAppt.	
22Sept10	PD1	17	MAIN BATHROOM - VANITY CABINETS-damage outer left upper side of cabinet where marked.	Kitchens	Add	NoAppt.	
22Sept10	PD1	18	KITCHEN - APPLIANCE-paint on microwave	Amazon	Add	NoAppt.	
22Sept10	PD1	19	KITCHEN - BACKSPLASH-gaps in grout left & right side below microwave.	Amazon	Add	NoAppt.	
22Sept10	PD1	20	KITCHEN - WALLS-please check above cabinets for any deficiencies	Amazon	Add	NoAppt.	
22Sept10	PD1	21	KITCHEN - WALLS: 1-touch up bulkhead above microwave & above cabinets -scratches & nail holes	Amazon	Add	NoAppt.	
22Sept10	PD1	22	LAUNDRY CLOSET - NOTE-washer/ dryer need to be moved to the left in order to access water shut off.	Amazon	Add	NoAppt.	
22Sept10	PD1	23	BALCONY - --door frame dirty-needs to be touched up	Amazon	Add	NoAppt.	

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