

Feb 21/2012 2012

U. Plonko Mrs.

Grahme Walsh

From: Nauman J [rightchoice44@hotmail.com]
Sent: February-20-12 6:22 PM
To: Grahme Walsh
Cc: customerserviceto; Chantal Andrade; Mark Fritz
Subject: RE: Urgent Request >. RE: Appointment for #1110 elle

* Received from
Home owner
* Feb - send letter
reference item b.1
bath squeaky

Grahme,

I would like to inform you the bath Tub work that was done , it is not fixed still there are some spots that are making sounds.

Please ask your trades people to fix this.

I am still waiting for the rest of work to be done. Those are:

1. Exhaust Fan. - *cleaned the issue - York to be scheduled to investigate*
2. Condensation fixes - *Allen window has reviewed*
3. Cabinet - Mark will review if the required panel is in stock - if customer service has the required stock it will be installed. If not in stock, Cartier Kitchen's will be contacted and the part placed on order. A future date will be provided.

Looking forward for your reply.

Thanks
Muhammad
416-823-8494

From: gwalsh@amacon.com
To: rightchoice44@hotmail.com
CC: customerserviceto@amacon.com
Subject: Re: Urgent Request >. RE: Appointment for #1110 elle
Date: Tue, 14 Feb 2012 00:51:32 +0000

Muhammad:

Thank you for your E-mail - please review the status of the tub and advise accordingly.

I have reviewed the pictures of the tub repair that Mark was so kind as to provide. I have confidence in the repair but take the extra week to review and gain confidence that the repair has resolves your issue with the tub

Thank you

Grahme

From: Nauman J [mailto:rightchoice44@hotmail.com]
Sent: Monday, February 13, 2012 03:40 PM
To: Grahme Walsh
Cc: customerserviceto

Subject: RE: Urgent Request >. RE: Appointment for #1110 elle

Item # 2 & 3 are done. Please give me one more week for Item # 1 to test.

Thanks
Muhammad.

From: gwalsh@amacon.com
To: rightchoice44@hotmail.com
CC: customerserviceto@amacon.com
Subject: FW: Urgent Request >. RE: Appointment for #1110 elle
Date: Mon, 13 Feb 2012 13:44:04 +0000

Muhammad:

I have been informed that the following has been completed:

- 1) The tub has been secured and does not squeak
- 2) The doors above the microwave have been completed – I have reviewed the video footage of the repair
- 3) The exterior caulking has been removed and the area has received touch up paint.

Thank you,

GRAHME WALSH
CONTRACTS/ CUSTOMER SERVICE MANAGER, CONSTRUCTION



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Sent: February-07-12 10:03 AM
To: Grahme Walsh
Subject: Re: Urgent Request >. RE: Appointment for #1110 elle

The bath tub no longer is squeaking!! Also we have taken a video of the doors above the microwave showing that they no longer rub, I fixed the paint can for the paint on the balcony that we will be about to touch up and as well send you pictures of everything that was repaired yesterday

From: Grahme Walsh
Sent: Monday, February 06, 2012 05:21 PM
To: 'rightchoice44@hotmail.com' <rightchoice44@hotmail.com>
Cc: Mark Fritz; Chantal Andrade
Subject: Re: Urgent Request >. RE: Appointment for #1110 elle

The leak at the laundry room - as stated in my last e-mail. The warranty is between the homeowner and Whirlpool. If you want a professional accounting of the leak, feel free to contact Whirlpool directly.

As for the exhaust fan, please advise when the fan has been cleaned and is ready for inspection. A build up of dirt can affect the performance of the fan, once cleaned please advise if this is still any on-going issue and I will advise for a further inspection date for York Sheetmetal.

I understand your reluctance of accepting the fix at the kitchen plumbing - I have been advised that it was fixed but feel free to monitor and advise if the leak re-occurs

Cabinet doors were fixed today - I will advise customer service and they will review this item again.

I will review with customer service in relation to the caulking removal and the status of the paint.

Thank you

From: Nauman J [<mailto:rightchoice44@hotmail.com>]
Sent: Monday, February 06, 2012 04:38 PM
To: Grahme Walsh; Chantal Andrade; Mark Fritz
Subject: RE: Urgent Request >. RE: Appointment for #1110 elle

No my statement are not miss leadings.
Here is the brief justification.

2) Kitchen sink leak - this was fixed on Saturday - or as you rescheduled Sunday.

Yes this is fixed but still under observation. As I notice since day 01. I will have leakage one day and then no leakage for few days then leakage will come back. This is been happening several times.

The plumber who came for fix he was not able to find root cause. What he did he just change the pipe where it was leaking on Saturday morning, I am still not sure that it is fix.

4) Kitchen cabinet doors - these were completed today (Feb. 6)

No, not fixed, still left side door stuck with Micro weave.

6) Removal of excess caulking on window panel on exterior balcony - this was completed today. Amacon removed the excess caulking - your statement of clean and paint.

Yes caulking removed but its also destroyed paint. Only you need to re paint the area where caulking was removed.

7) Exhaust fan

I will make sure next visit exhaust fan clean. You make sure there is no technical problem with the fan.

10) Laundry room leak: at the time of inspection (and those inspection previous) - no leaks were found. It was recommended that the shut off valve be activated during time of non use. If the leak occurs with the washer itself - the warranty is held between the homeowner and Whirlpool. If the machine is leaking please contact Whirlpool directly.

Laundry room has the same issue as Kitchen Leakage. One day no leakage other day I will have flood on the floor. This need to investigate, you can leave this.

A real professional person visit required to assess the issue.

Thanks

Muhammad

From: gwalsh@amacon.com
To: rightchoice44@hotmail.com; candrade@amacon.com; mfritz@amacon.com
Subject: Re: Urgent Request >. RE: Appointment for #1110 elle
Date: Tue, 7 Feb 2012 00:15:09 +0000

Muhammad;

I have reviewed your e-mail:

The agreed upon fixes were:

- 1) Install backer rod and caulking at exterior flashing on the curb at the exterior portion of the accessible balcony. This has to be scheduled with Allan Windows, a future date will be advised.
- 2) Kitchen sink leak - this was fixed on Saturday - or as you rescheduled Sunday
- 3) Tub surround: this was begun today - access hole was created at the exterior of your unit - tub was investigated and repaired as required. Shimmed and spray foam - Mark will return tomorrow to see if the repair worked.
- 4) Kitchen cabinet doors - these were completed today (Feb. 6)
- 5) Cabinet - Mark will review if the required panel is in stock - if customer service has the required stock it will be installed. If not in stock, Cartier Kitchen's will be contacted and the part placed on order. A future date will be provided.
- 6) Removal of excess caulking on window panel on exterior balcony - this was completed today. Amacon removed the excess caulking - your statement of clean and paint caulking was never discussed and was not pointed out on my visit. Therefore any reference to clean and paint caulking is misleading, never agreed to and will not be completed.
- 7) Exhaust fan: As discussed on our meeting, the exhaust fan was dirty upon inspection - this could be a contributing factor on your complaint. York Sheetmetal will be scheduled at their next service date to review the status of the fan. Please be advised that the exhaust fan must be clean and free of obstructions at the time of inspection.
- 8) Interior trim at right side of bathroom - this item was completed today (Feb.6)
- 9) Balcony door stopper: as discussed at the time of our meeting - I informed you that no balcony door stopper have been installed and the window shop drawings do not call for door stopper. I agreed to further investigate - the window manufacturer does not provide balcony door stoppers and they are not required by the Ontario Building Code - as is this issue is resolved and completed.
- 10) Laundry room leak: at the time of inspection (and those inspection previous) - no leaks were found. It was recommend that the shut off valve be activated during time of non use. If the leak occurs with the washer itself - the warranty is held between the homeowner and Whirlpool. If the machine is leaking please contact Whirlpool directly.

This summarizes the meeting held at your apartment, Feb. 3 2012

From: Nauman J [<mailto:rightchoice44@hotmail.com>]
Sent: Monday, February 06, 2012 03:36 PM
To: Chantal Andrade; Mark Fritz; Grahme Walsh
Subject: RE: Urgent Request >. RE: Appointment for #1110 elle

Chantal,
Attached is the signed access permission form. I am still waiting for your letter that shows fixes to be done that we were agreed on Friday Feb 3rd, 2012.

I can remind you,

Condensation fixes.
Balcony Door stopper.
Wood works for the Cabinet under Kitchen sink.
Kitchens sink water leakage.
Bathroom Tub sound.
Kitchen cabinet doors stuck above Microwave.
Laundry room water leakage.
Wash room exhaust fan.
Clean & Paint Caulking on Balcony.

Thanks

Muhammad
416-823-8494

From: candrade@amacon.com
To: rightchoice44@hotmail.com; gwalsh@amacon.com
CC: mfritz@amacon.com
Subject: RE: Urgent Request >. RE: Appointment for #1110 elle
Date: Mon, 6 Feb 2012 13:20:35 +0000

Hi Muhammad,

Please see attached for the a permission to access form, this is for the work that will be performed on your unit.

Regards,

CHANTAL ANDRADE
OFFICE ADMINISTRATOR



37 Bay Street, Suite 400
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From: Nauman J [<mailto:rightchoice44@hotmail.com>]
Sent: Saturday, February 04, 2012 1:09 PM
To: Chantal Andrade; Grahme Walsh
Cc: Mark Fritz
Subject: Urgent Request >. RE: Appointment for #1110 elle

Graham

Thank you very much for visiting my unit yesterday. I would like to inform you that since last night my kitchen has continuous water leakage.

I have informed Mark & building management and Mark has arranged Plumber visit.

As per Mark information, plumber was supposed to come from 11:30 AM to 12:00 PM. It is now 01:00 PM and I am still waiting for the plumber.

The reason of my email is that, to request you to escalate this as this is an urgent issue to address.

Please and have a good week end.

Muhammad
Elle Unit # 1110
416-823-8494

From: candrade@amacon.com
To: rightchoice44@hotmail.com
CC: mfritz@amacon.com; gwalsh@amacon.com
Subject: RE: Appointment for #1110 elle
Date: Thu, 2 Feb 2012 15:48:55 +0000

Hello Muhammad,

Grahme and Mark will not be able to meet with you on the weekend, due to prior arrangements. They will only be available to meet with you this Friday.

For future reference, please note our office number below if you wish to contact Mr. Walsh for any reason.

Regards,

CHANTAL ANDRADE
OFFICE ADMINISTRATOR



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From: Chantal Andrade
Sent: Thursday, February 02, 2012 10:34 AM
To: 'rightchoice44@hotmail.com'
Cc: Mark Fritz; Grahme Walsh
Subject: Appointment for #1110 elle

Hi Muhammad,

I have made an appointment for tomorrow at 12:00pm, for Grahme and Mark to meet you at your suite.

Regards,

CHANTAL ANDRADE
OFFICE ADMINISTRATOR



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