

Chantal Andrade

From: Chantal Andrade
Sent: May-25-12 4:16 PM
To: 'Steven'
Cc: Grahme Walsh; Mark Fritz
Subject: RE: Elle #1603 Service Request
Attachments: ACCESS AGREEMENT FOR SERVICE WORK (2012).pdf

Hello Steven,

Thank you very much for responding, please see attached for a permission to access form. I will schedule the inspection for May 29th.2012 between the hours of 9am-3pm. Mark, our Customer Care Representative, will take the necessary photos and will give us a report on the issues you have stated. Once that is completed we will report back to you.

I'm terrible sorry that you found it difficult to deal with Amacon, however, we will look into these issues in a professional and respectable manner.

Regarding the condensation letter, it was sent to the Elle address ,3525 Kariya Dr #1603. We were not notified that you had a tenant residing in your unit, I do apologise if that caused any inconvenience to you.

To ensure this doesn't happen again can you provide me with your current address so I may keep it on file?

Sincerely,

CHANTAL ANDRADE
CUSTOMER CARE



L I V E W E L L

37 Bay Street, Suite 400
Toronto, Ontario, M5J 3B2
Tel. 416.369.9069 X256
Fax. 416.369.9068
Email: candrade@amacon.com
Web. www.amacon.com

From: Steven [<mailto:skatwaroo@yahoo.com>]
Sent: May-25-12 3:35 PM
To: Chantal Andrade
Cc: Grahme Walsh; Mark Fritz
Subject: Re: Elle #1603 Service Request

Good day Chantal

Thank you for the emails and the voicemail this morning.

I do not have a proper photo of the damage and would agree to having it inspected by your rep next week.

The hardwood floor exhibits damage in two areas - by the living room window and by the HVAC. Both look like water damage but a local hardwood installer said that my description of issue may suggest otherwise and best to have it inspected.

The leak under the sink seems slow but should be fixed.

I also noted that when the plates were removed from the electrical outlets in the living room, that it seems 1 - 2 boxes were not mounted properly.

As for the 30 day and 1 year forms: I had not submitted the forms as I found it very difficult to deal with Amacon.

My additional concern would be why did Amacon send the letter about condensation to my tenant last summer? Amacon had made it very clear during occupancy that they would not interact with tenants and that all correspondence would be sent directly to myself? Why was she notified last summer and not myself? My second concern would be when she responded to that letter, she was advised that her response would not be acknowledged as she is only a tenant. My question would be why was I not notified by Amacon at that time? Amacon was aware that I am not insured and had my notice to send all correspondence to my home address (on profile)?

Regards,
SAK

On 2012-05-25, at 8:45 AM, Chantal Andrade <candrade@amacon.com> wrote:

Hello Steven,

Just wanted to touch base with you in regards to your service request and the few questions I had asked in the previously email dated May.23.2012. Please respond by the end so I may incorporate your request in our schedule for this week.

Regards,

CHANTAL ANDRADE
OFFICE ADMINISTRATOR

<image001.jpg>

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Tel. 416.369.9069 X256
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From: Chantal Andrade
Sent: May-23-12 1:42 PM
To: 'skatwaroo@yahoo.com'
Cc: Grahme Walsh; Mark Fritz (mfritz@amacon.com)
Subject: Elle #1603 Service Request

Hello Steven,

We have received your service request dated May 23rd.2012 regarding the following issues.

Kitchen Sink- Slow leak under sink

Living Room- Damage to hardwood floor by window

Living Room- Damage to hardwood floor by HVAC
Living Room- Improper mounting of electrical boxes.

Could you please provide me with more information on the amount of damaged that has occurred to the hardwood flooring and your reasons as to what caused this damage.

After reviewing your file we noticed that no 30 day or 1 year form was submitted to Tarion, and determining your closing date which was August 11.2010 the warranty has expired.

If you are unable to provide me with pictures and or clarification of location, I will be able to schedule our Customer Care Representative for late next week .

Please review your schedule and respond back by Friday May.25th.2012 to allow me to complete my schedule for the upcoming week.

Sincerely,

CHANTAL ANDRADE
CUSTOMER CARE

<image001.jpg>

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