AMACON

Thursday, October 11, 2012

4065 Brickstone Mews
Mississauga, Ontario L5B 0G3

RE: Completed Items on your Service Request "The Residences at Parkside Village" #307.

Dear John & Marta K. Kert,

Your satisfaction with your new home is important to us. Our records indicate that your Service Request has been completed. Amacon would like your confirmation of the above mentioned completion. A copy of that list is attached. Please review it and confirm that all items listed have been resolved.

If you believe that Amacon has overlooked any listed deficiency from the original Service Request please note the number of the item in the space below. If all items have been resolved, simply sign the acknowledgement.

It is Mandatory that this form be returned either by mail, fax, or email (customercareto@amacon.com) by: **October 16th, 2012**

Your feedback about our service or your new home helps us improve our business.
Please let us hear from you.

Sincerely,

Amacon Customer Care

☐ All homeowner's Service Request items have been resolved.

☐ The following Service Request items still need attention (you need only list the item number.)
_____

Comments
_____
_____
_____
_____

_____   _____
Homeowner   **Date**

AMACON

LIVE WELL™

AMACON CONSTRUCTION
CUSTOMER CARE REQUEST FORM
THE RESIDENCES AT PARKSIDE VILLAGE (TOWER 1)
FAX: (905)-232-4637 & (416)-369-9068

NAME _Marta Plett_   SUITE _# 307_

TEL _____   BUS. TEL _____

CELL _905-510-6301_   EMAIL _____

DATE OF REQUEST _Oct - 11. 2012_   PERMISSION TO ENTER

YES	NO
✓	

Once received by an Amacon Customer Care Representative, this form becomes property of Amacon. Your request must be based on the Tarion 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) 232-6077- 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) 232-8855

ITEM#	ROOM/LOCATION	DESCRIPTION
1.	Livingroom	wall outlet (no power)
2.	Bedroom	— " —
	Plugs are not going in to the wall outlet	

Marta L Plett   _Oct. 11. 2012._

HOMEOWNER SIGNATURE   DATE

October 11th, 2012

Re: Residences #307

Issue: Electrical outlet not working in bedroom.

Response: Amacon Customer Care reset the breaker, and tested the plugs in the bedroom. They are functional.

October 11th, 2012

Re: Residences #307

Issue: Electrical outlet not working in Living Room.

Response: Amacon Customer Care reset the breaker, and tested the plugs in the Living Room. They are functional.

October 11th, 2012

Re: Residences #307

Issue: Electrical outlet not working in Living Room.

Response: Amacon Customer Care reset the breaker, and tested the plugs in the Living Room. They are functional.

10/10/2012

October 11th, 2012

Re: Residences #307

Issue: Electrical outlet not working in bedroom.

Response: Amacon Customer Care reset the breaker, and tested the plugs in the bedroom. They are functional.

10/10/2012
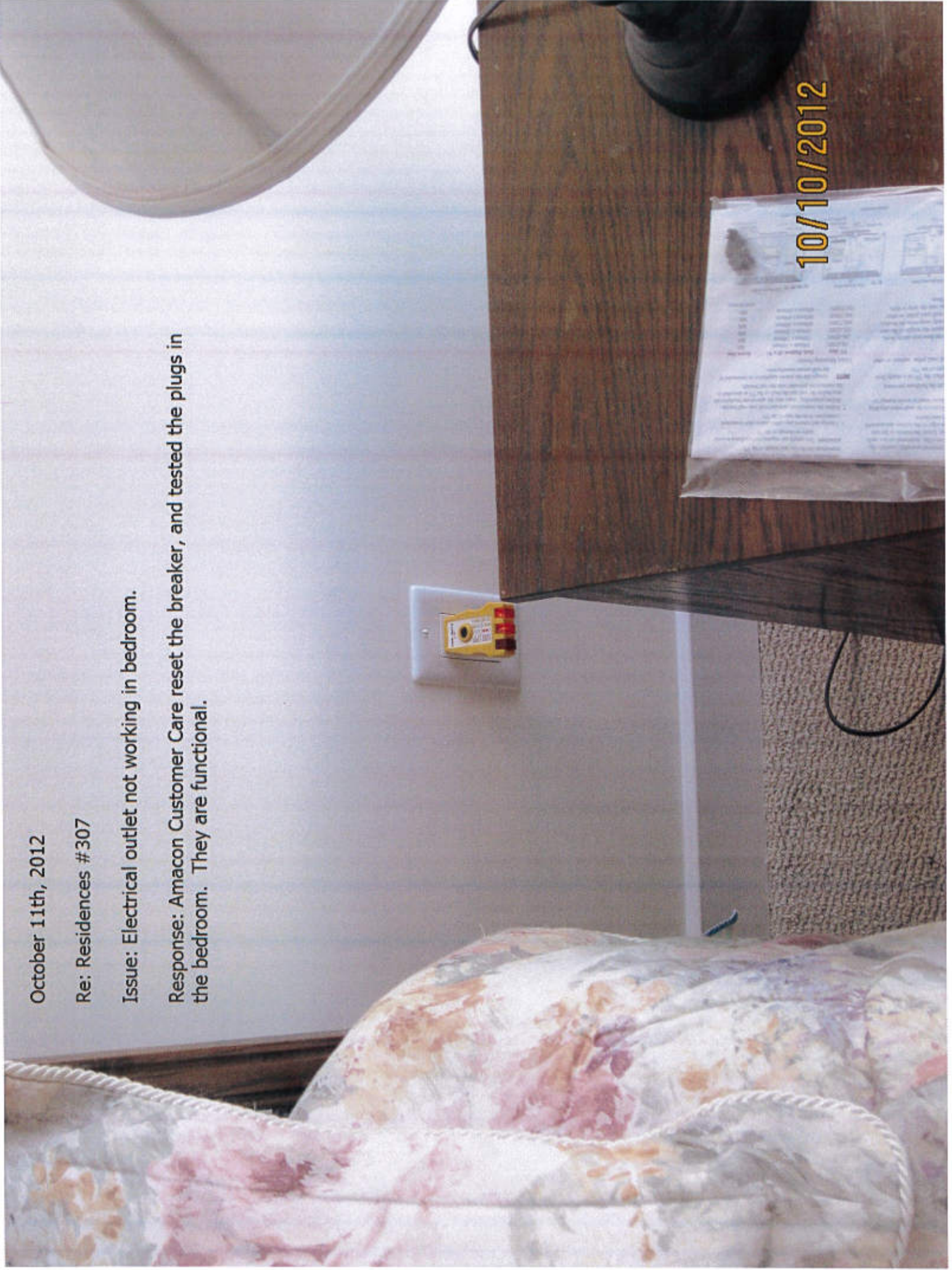
From:	Jessie Baguley
Sent:	October-11-12 11:42 AM
To:	Chantal Andrade
Subject:	RE: Suite 307 and 214

Suite 214 - As per the Customer Care Request Form, the homeowner indicated that the heat was not working in the unit. I went in the unit while the homeowner was present and showed him how to program his thermostat to activate the heat in the unit. The heat is now running in the unit. I also provided the homeowner with a copy of the thermostat control procedure.

Suite 307 - As per the Customer Care Request Form, the homeowner indicated that there was no power in the living room or the bedroom. I entered the unit myself with the purchaser present and there was in fact no power in the bedroom, but there was power in the living room. I plugged in her alarm clock in both rooms to see whether there was power and the alarm clock turned on in the living room but not the bedroom. Subsequently, a short while later, Sandy and I entered the unit with an electrical tester. We plugged it in to all of the receptacles and it showed that there was power throughout the unit. Even though the breakers were all in their ON positions, Sandy reset them all which ended up solving the issue. There is power in the unit.

JESSIE BAGULEY
Customer Care

37 Bay Street, Suite 400
Toronto, Ontario, M5J 3B2
Tel. 905.232.4636
Fax. 905.232.4637
Email: jbaguley@amacon.com
Web. www.amacon.com

-----Original Message-----
From: Chantal Andrade
Sent: Thursday, October 11, 2012 11:28 AM
To: Jessie Baguley
Subject: RE: Suite 307 and 214

Okay great,

Can you let me know what you guys did to those two units?

Thanks

-----Original Message-----
From: Jessie Baguley
Sent: October-11-12 11:27 AM
To: Chantal Andrade
Subject: RE: Suite 307 and 214

No, I just got back to my desk. I'm doing it right now though.

-----Original Message-----
From: Chantal Andrade
Sent: Thursday, October 11, 2012 11:27 AM
To: Jessie Baguley
Subject: RE: Suite 307 and 214

Have these been imputed?

-----Original Message-----
From: Jessie Baguley
Sent: October-11-12 11:07 AM
To: Chantal Andrade
Subject: Suite 307 and 214

Hey Chantal,

Attached are Access Agreement and Service Request forms for 307 and 214. All of the issues have already been dealt with today. I'll send the pictures over to you shortly.

Thanks,

JESSIE BAGULEY
Customer Care

37 Bay Street, Suite 400
Toronto, Ontario, M5J 3B2
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Web. www.amacon.com

transmission errors. For information of extraordinary sensitivity, we recommend that our clients use encryption software when they communicate with us by e-mail.