

AMACON

Wednesday, October 10, 2012

4065 Brickstone Mews
Mississauga, Ontario L5B 0G3

RE: Completed Items in regards to your PDI concerns "The Residences at Parkside Village" #315.

Dear Mustafa Khan,

Your satisfaction with your new home is important to us. Our records indicate that the items you had some concerns with have been completed. Amacon would like your confirmation of the completion. A copy of that investigation letter 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 your original list of concerns please note 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 15th, 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

October.10th.2012

Re: Residences #315

Issue: Touch-up paint on bulk head. South West corner on bulk head, chipped corner bead and finger prints.

Response: This item has been completed.





October 10th, 2012

Re: Residences #315

Issue Marks on carpet.

Response: This item has been completed.

October 10th, 2012

Re: Residences #315

Issue Marks on carpet.

Response: This item has been completed.

Tuesday, October 02, 2012

118 Malta Ave
Brampton Ontario L6Y 4C7

Dear Mustafa Khan,

Re: The Residences at Parkside Village #315, regarding PDI Concerns

In regards to your concerns, the deficiencies from your list have been grouped into the following categories:

A. ITEMS TO BE RECTIFIED

Arrangements will be made for the items in this category to be repaired.

B. ITEMS TO BE INVESTIGATED

Items in this category require further investigation by an Amacon Customer Care Representative. Once these items have been investigated; Amacon will advise if the items will be repaired or if they will not be remedied pursuant to the warranty and the rational for such a decision.

C. ITEMS TO BE REVIEWED ON PRE-DELIVERY INSPECTION

*As Amacon is not responsible for regular wear and tear, certain items will **only** be rectified if they were **noted on your original Pre-Delivery Inspection** (i.e. scratches, etc.).*

D. ITEMS THAT WILL NOT BE RECTIFIED

Certain items will not be rectified because they:

- ♦ *Are not warrantable*
- ♦ *Meet or exceed the Industry Standards allowable*
- ♦ *Were caused by a homeowner's failure to follow maintenance procedures, or to mitigate any damage.*

E. ITEMS TO BE DIRECTED TO THE CONDOMINIUM CORPORATION

Exterior areas, such as your balcony, are considered common property. This means that you have the exclusive right to use this area, but it is still considered to be common property. As common property is the property of all owners at Parkside Village, we must receive requests in this regard from the Condominium Corporation as they act on behalf of all owners. Please be assured that the Condominium Corporation will contact us regarding any necessary items.

*Please note that cracks in drywall will only be repaired if they are due to settlement. Drywall deficiencies to be repaired will be left sanded and ready to paint. **Amacon does not repaint.**

A. ITEMS TO BE RECTIFIED

ITEM	LOCATION	DESCRIPTION
1	Touch up paint on bulk head, South west corner on bulk head, Chipped corner bead and finger prints	This item was noted as there was some corner bead damage and finger prints from the installation of the blinds – Amacon will correct this noted deficiency.
2	Marks on carpet	This item was noted as there are some marks at the entrance door and at the west wall located by the fan coil unit – the carpet will be steam cleaned and this item will be corrected. Refer to pictures attached.

D. ITEMS THAT WILL NOT BE RECTIFIED

ITEM	LOCATION	DESCRIPTION
3	Adjust closet doors.....Sticking	There was no noted deficiency with the movement/ sliding of the mirror closet doors. There was "no sticking" of the doors and the doors were functioning as designed. This item has been corrected by Amacon at the time of PDI repairs.
4	Cupboard above fridge. Shelf has writing on it	There was no noted deficiency as the noted writing was not evident. Refer to pictures attached.

Please provide Amacon with a proposed date of Move-In and we will strive to have these items corrected prior to move in.

Secondly,

On closing day the Management is particularly busy with all the requests for key releases and unfortunately cannot spend the additional time with tour requests on that particular day. If you would be so understanding as to accommodate my request that all concerns are to be addressed in writing, I will endeavor to provide you with the correct answers.

Please accept my apology for the status of the unit and at Amacon we strive to provide the best quality Customer care.

Should you have any further questions or concerns please refer to the Parkside Village homeowner's manual that was provided, or contact the undersigned.

Sincerely,
Amacon Customer Care

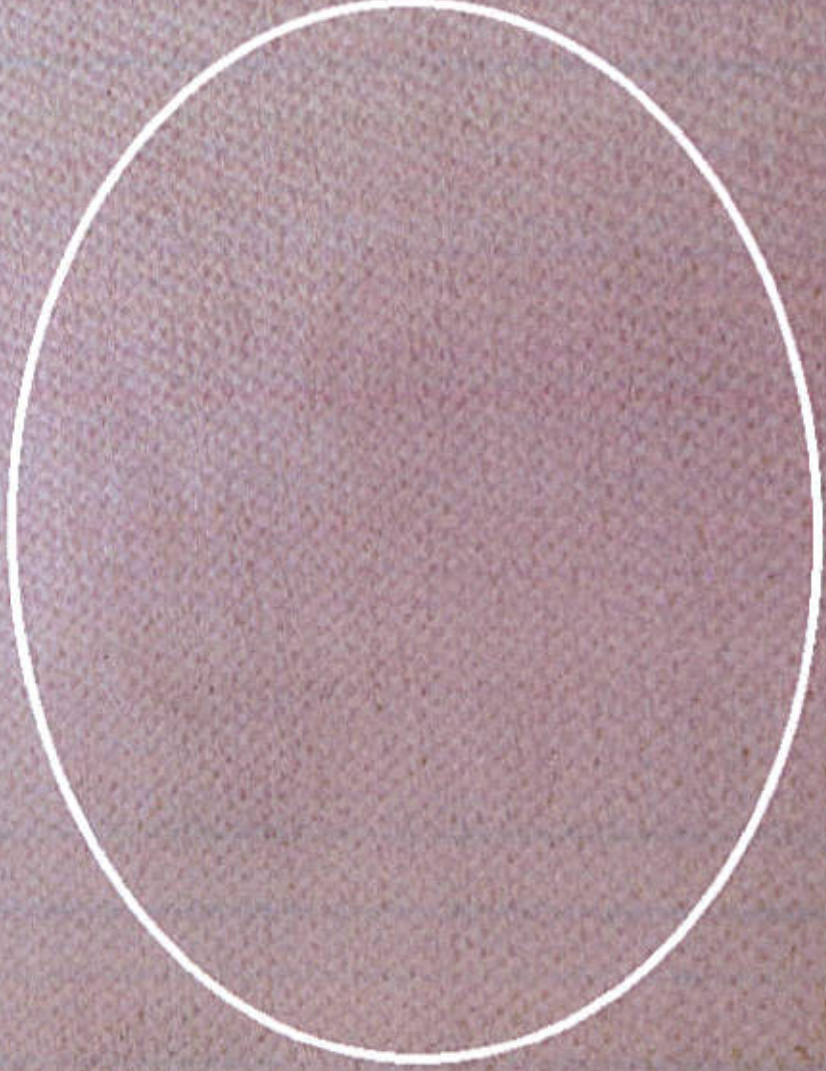


October.2.2012

Re: Residences #315

Issue: Marks on carpet

Response: This item was noted as there are some marks at the entrance door and at the west wall located by the fan coil unit – the carpet will be steam cleaned and this item will be corrected.



02/10/2012

October.2.2012

Re: Residences #315

Issue: Marks on carpet

Response: This item was noted as there are some marks at the entrance door and at the west wall located by the fan coil unit – the carpet will be steam cleaned and this item will be corrected.

02/10/2012

October.2.2012

Re: Residences #315

Issue: Marks on carpet

Response: This item was noted as there are some marks at the entrance door and at the west wall located by the fan coil unit – the carpet will be steam cleaned and this item will be corrected.

02/10/2012

October.2.2012

Re: Residences #315

Issue: Cupboard above fridge. Shelf has writing on it

Response: *There was no noted deficiency as the noted writing was not evident.*

02/10/2012

October 2.2012

Re: Residences #315

Issue: Cupboard above fridge. Shelf has writing on it

Response: There was no noted deficiency as the noted writing was not evident.

02/10/2012