

Tuesday, May-14-13

John Paolo Lainez & Rosalyn Lainez
3525 Kariya Dr #2907
Mississauga Ontario L5B 0C2

Dear John and Rosalyn,

Re: Elle #2907, regarding the submitted 30 Day Form

In regards to your submitted 30 day form, 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 **Elle** 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	Bathroom	Gaps between the baseboard of washroom entrance and the tiles

D. ITEMS THAT WILL NOT BE RECTIFIED

ITEM	LOCATION	DESCRIPTION	REASON
2	Bathroom	The pipe connected to the toilet appears to be out of place. The water doesn't seem to flow properly to the toilet (creates a sound as a result after flushing.	After further review of the video footage no issue was found with the flow of the toilet water. Also as the pipe connection was not noted on your PDI and your 30 day this item will not be repaired.

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

Sincerely,

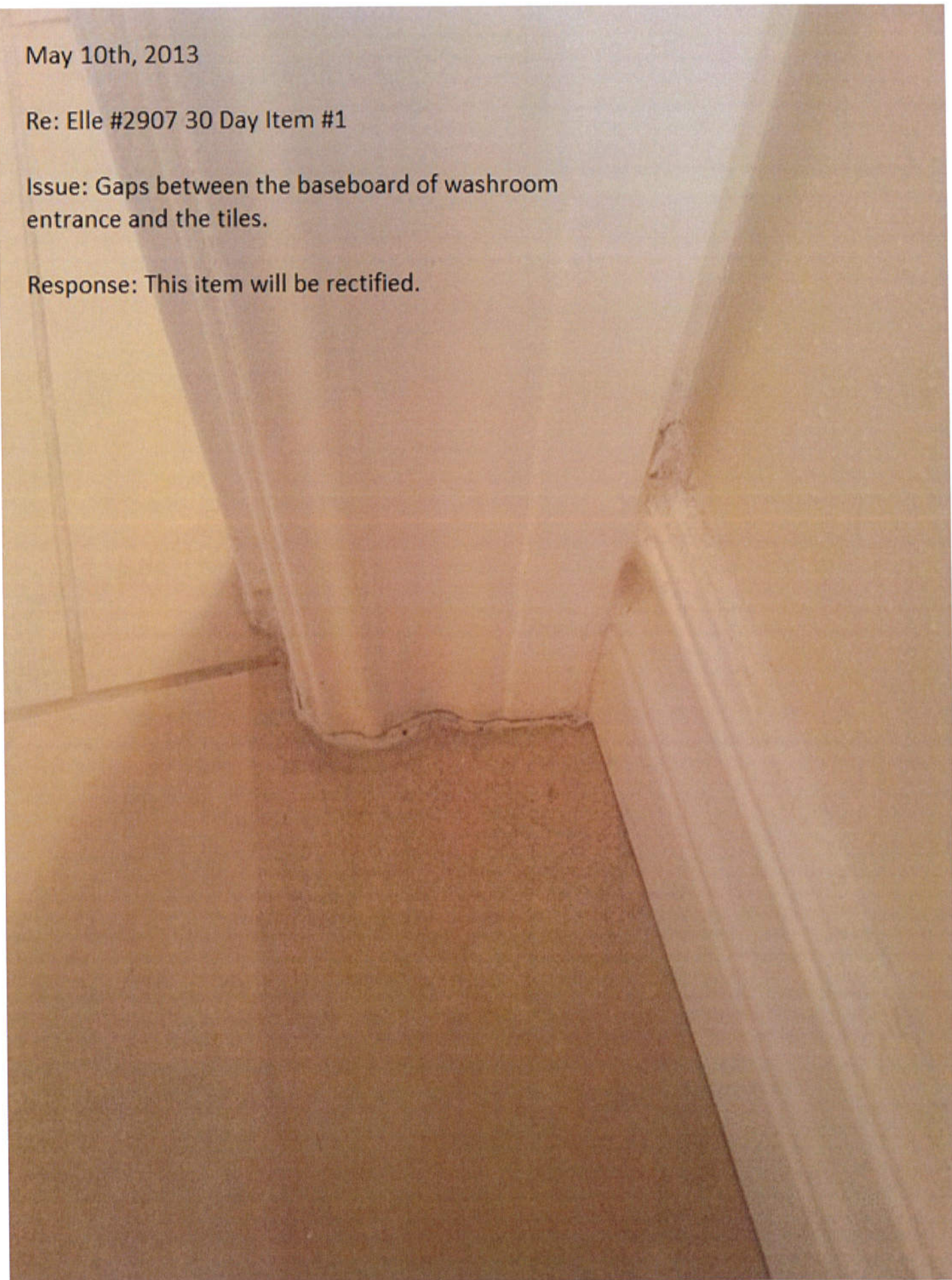

Amacon Customer Care

May 10th, 2013

Re: Elle #2907 30 Day Item #1

Issue: Gaps between the baseboard of washroom entrance and the tiles.

Response: This item will be rectified.

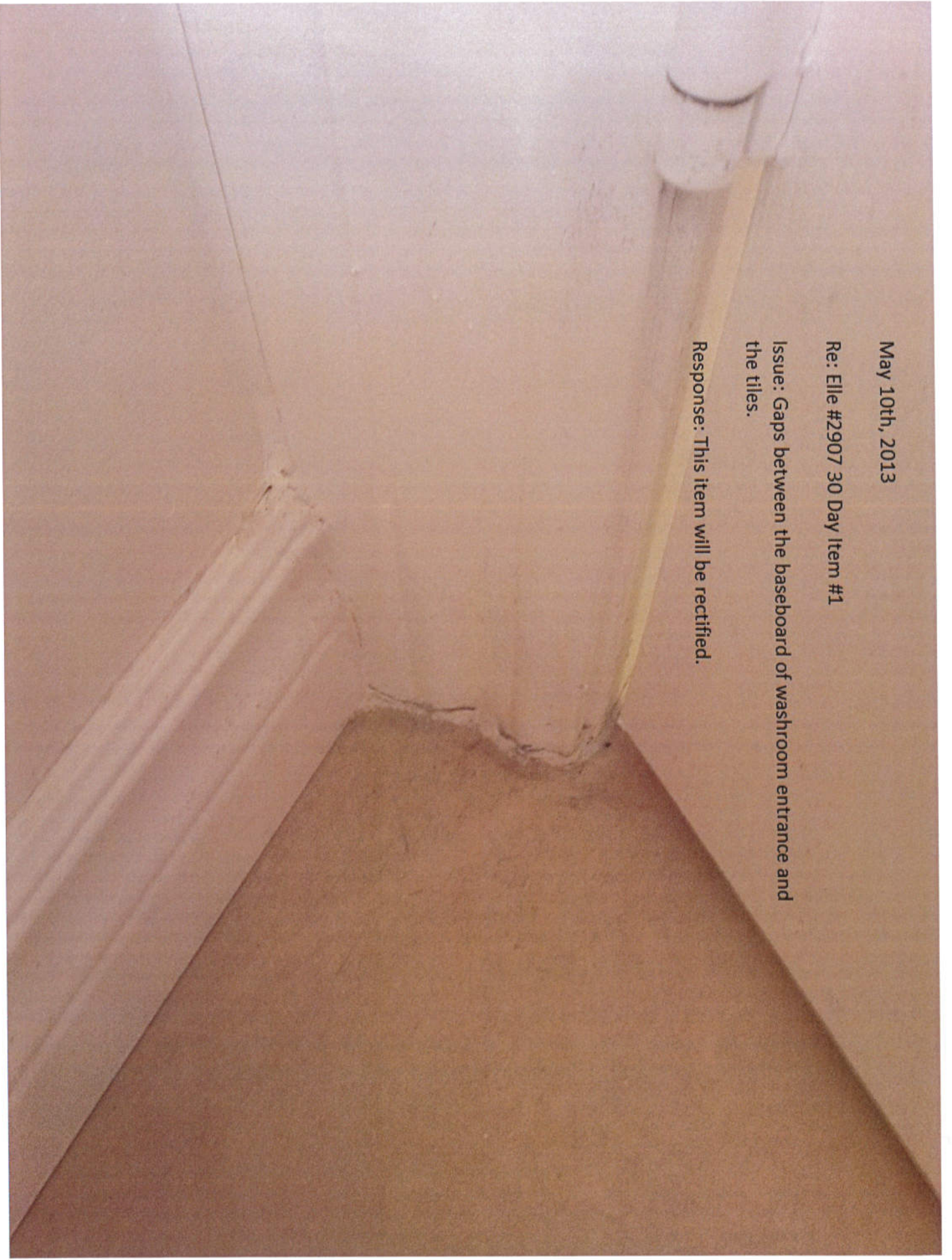


May 10th, 2013

Re: Elle #2907 30 Day Item #1

Issue: Gaps between the baseboard of washroom entrance and the tiles.

Response: This item will be rectified.



May 10th, 2013

Re: Elle #2907 30 Day Item #2

Issue: The pipe connected to the toilet appears to be out of place. The water doesn't seem to flow properly to the toilet (creates a sound as a result after flushing).

Response: After further review of the video footage no issue was found with the flow of the toilet water. Also as the pipe connection was not noted on your PDI and your 30 day this item will not be repaired.

