
FAX TRANSMISSION

To: Pratt Hansen Group Inc.
From: Pratt Homes
Subject: Work order Re: Sunnidale Vistas - SUN - 3010 - North York Tile

Message: Item 4172 was on the work order sent originally. Your service man attended this home last week & refused to address the other issues listed here saying they were not on his work order. With the exception of the two cracked tiles, all the concerns are with the grout. He should have taken care of all of the grout issues at that time as the original work order does not specify why the grout needs to be touched up. I inspected the \"stains\" myself and think these dark spots are flaws that were in the product when placed and are not caused by the owner as they are all 1\" or shorter and are found in the grout in all rooms & not concentrated in any area as one would expect had something been spilled on the floor. Please meak another appointment with these owners and resolve these outstanding issues as soon as possible. If you have any questions, do not hesitate to call me at 705-623-8917. Thanks, Wendy



Pratt Hansen Group
Customer Service
Phone: (705) 792-3883
Fax: (705) 792-3893

Work Order

Address: 43 Coulter St. Unit 10 - Barrie
Location: Sunnidale Vistas - Phase: SUN - Lot: 3010
Today's Date: 14Dec10
Contact Name(s): Thelma Munro and Robert Munro
Contact Phone No.: Res: (705) 503-0710 Bus: Bus2: Cell:
Company: North York Tile
Attention: Sebastian Spatola
Telephone: (905) 660-7684
Fax: (905) 660-7687

Please Complete the following items:

| Deficiency Number | Issue | | Appt. Date/Time | Notes |
|-------------------|---|--|-----------------|-------|
| 4172 | Kitchen- Tiles on floor, grouting needs touch ups | | | |
| 4317 | Kitchen- There are 2 cracked tiles in the kitchen. The owner does not have any spare kitchen tiles. Please replace. | | | |
| 4318 | Main Bathroom- REpair grout in main bathroom. It is cracked along several tiles in a line running from the doorway into the room. | | | |
| 4319 | Throughout- There are small dark stains in the grout through out the unit. They appear to have been in the grout when it was placed. Please repoint to remove the darker grout. | | | |

Date Completed: _____ Homeowner Signature: _____

Please schedule service to complete the work described above within two weeks of receipt of this Work Order. It is your responsibility to book your own appointment unless we have included appointment details on this form.

Your Service Person must ask the homeowner to sign this form when the work has been completed. If the owner is not available to sign this Work Order, the person who completes the work should sign and date the form. Fax the completed Work Order to us at 705-735-6991.

In the event that you do not complete this service work within 14 days, Pratt Homes reserves the right to carry out the repairs on your behalf and the labour and material costs may be billed back to you plus a 15% administrative fee.