

Grahme Walsh

From: Mark Fritz
Sent: Wednesday, November 11, 2009 10:15 AM
To: Grahme Walsh
Subject: Re: Service Request: 607

Done

-----Original Message-----

From: Grahme Walsh
To: Mark Fritz
Sent: Wed Nov 11 07:11:36 2009
Subject: Service Request: 607

Service Request: 607

Contact: Ian Hoang

Service Request:

Toilet leaking in master bathroom

Permission granted to enter

GRAHME WALSH
CONTRACTS MANAGER, CONSTRUCTION

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Subject: Eve Unit#310

310
AE

Hello Grahme,

My name is Carolynne Sawchuk and I am the owner of unit# 310 at 3515 Kariya Dr. I was given your contact information by Mark Fritz and was advised I should contact you regarding this matter.

On the morning of Friday October 23rd I woke up to see that there was a lot of water build up on my window sills and more condensation on my windows than what I thought was normal. I immediately filled out a work form at the concierge desk and within 15 mins I had 2 representatives at my door to view the problem. I must say I was very pleased at the response time. The one gentleman who worked on the windows pulled apart the window frame to see that the caulking behind wasn't done correctly and of course he resealed the windows in question.

This brings me to the reason for this email. Because of the excess condensation and water build up on the window sills my blinds are now discolored and even show a little bit of rust in the corners. You can see how discouraging this is to me seeing as how we've only been residing here since the beginning of the year and of course the blinds didn't come cheap. I did purchase my blinds as an upgrade through the builder and am requesting that the blinds that have been affected by the water damage be replaced. I would assume that they are still under warranty and seeing as how this was a builder 'defect' so to speak that there shouldn't be any reason why I wouldn't be able to receive new blinds.

Another topic regarding the blinds that I would like to bring up is seeing how these blinds are so easily affected I'm not quite sure why these particular blinds would have been chosen for installation in the first place. I would like to know if there would possibly be another option for the type of blinds that can be installed in place of the ones I currently have. Ones that maybe wouldn't create this problem to begin with.

I appreciate your time and consideration in this matter and I look forward to hearing from you.

Sincerely,

Carolynne Sawchuk

Grahme Walsh

To: Mark Fritz
Subject: RE: Eve Unit#310

Mark:

I need this done so that I can decide - if the blinds are damaged due to condensation and cannot be cleaned - I don't want to have to pay for a new set of blinds???

-----Original Message-----

From: Mark Fritz
Sent: Monday, November 09, 2009 11:21 AM
To: Grahme Walsh
Subject: Re: Eve Unit#310

No not yet I will try to get access

-----Original Message-----

From: Grahme Walsh
To: Mark Fritz
Sent: Mon Nov 09 08:11:14 2009
Subject: FW: Eve Unit#310

Mark:

Have we tried to clean them with damp clothes before I go ahead and have to reorder the blinds for this unit

From: Mike and Carlyne [mailto:mikeandcarolyne@rogers.com]
Sent: Monday, November 09, 2009 11:04 AM
To: Grahme Walsh
Subject: Re: Eve Unit#310
Importance: High

Hi Grahme,

I haven't heard back from you regarding the blinds and just wanted to follow up.

I look forward to hearing from you soon.

----- Original Message -----

From: Mike and Carlyne <mailto:mikeandcarolyne@rogers.com>

To: gwalsh@amacon.com

Sent: Tuesday, October 27, 2009 12:43 PM