

## Grahme Walsh

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**From:** Mark Fritz  
**Sent:** Thursday, April 28, 2011 10:23 AM  
**To:** Chantal Andrade  
**Cc:** Grahme Walsh  
**Subject:** Re: Eve#3501

When do you want me to look?

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**From:** Chantal Andrade  
**To:** Mark Fritz  
**Cc:** Grahme Walsh  
**Sent:** Thu Apr 28 07:21:03 2011  
**Subject:** Eve#3501

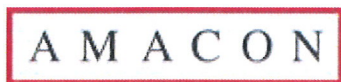
Hello Customer service,

The owner from 3501 Eve called me regarding her entrance door, there is a gap between the frame and the door, and because of that she is getting the air or wind coming in and moving her chandelier. I checked her file she recorded it a couple of times through service requests. She also put it on her 2 year form.

She also having issues with the hardwood floor. She had gotten it fixed before, but the problem is appearing again. I did mention it to her that hardwood floors are only under warranty for 1 year. However, I told her that I would speak to you guys regarding that matter.

Please advise,

CHANTAL ANDRADE  
OFFICE ADMINISTRATOR



L I V E   W E L L

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## Grahme Walsh

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**From:** mfritz1@cogeco.ca  
**Sent:** Thursday, April 28, 2011 10:35 AM  
**To:** Grahme Walsh  
**Subject:** 3501 EVEMississauga-20110428-00034.jpg  
**Attachments:** Mississauga-20110428-00034.jpg

Door is normal home owner installed weather stripping along time ago and ther for voided there warranty through us. They also installed the weather stripping on the hinges Sent on the TELUS Mobility network with BlackBerry