

804 ML

**Grahme Walsh**

---

**From:** Parvi Kaur [parvikaur@verumest.ca]  
**Sent:** Wednesday, February 02, 2011 12:53 PM  
**To:** Grahme Walsh  
**Subject:** fw: Possible defective toilet

Hi Grahme,

See attached email.

Thank you,

Parvi Kaur  
Property Manager

**Eden Park - P.S.C.C. No. 802**

3504 Hurontario Street, Mississauga, ON, L5B 0B9  
Tel: (905) 276-1908  
Fax: (905) 276-9794

**Eve - P.S.C.C. No. 853**

3515 Kariya Drive, Mississauga, ON, L5B 0C1  
Tel: (905) 232-2374  
Fax: (905) 232-1357

**Elle - P.S.C.C. No. 889**

3525 Kariya Drive, Mississauga, ON, L5B 0C2  
Tel: (289) 521-1199  
Fax: (289) 521-1400

**Email:** parvikaur@verumest.ca

Save a tree...please do not print this e-mail unless necessary.

---

**From:** Yolanda DeSouza <yodesouza@hotmail.com>  
**Sent:** February 2, 2011 9:50 AM  
**To:** parvi kaur <parvikaur@verumest.ca>  
**Subject:** Possible defective toilet

Hi Parvi,

Happy snow day. I hope you got into work safely. I'm off of work today as the schools are closed.

Anyway, below is an email I sent to Ed Valencia regarding my toilet one month ago. If you could kindly read it because I spent a lot of time on explaining my issue with this toilet. However, when I spoke with him a few weeks ago he mentioned that Baba (superintendent) and Lisi were dealing with this issue and that 'Lisi' and Baba said the toilet was working fine. However, the other lady you sent here a few weeks ago (I dont recall her name but she was sent on your behalf on Monday December 27th) said to keep an eye on the toilet and to let you know if I continue to experience problems. Well, the toilet has plugged up on two other occasions since the last time I wrote you the letter (dated Dec. 26th). Again, the flush is sounding weak, and is not flush properly. I

have had to flush twice, and the water return was not coming through causing clogging again. These are the warning signals which happened months ago, and then we had to call a plumber. It is only a matter of time that i could see that this toilet will be unable to flush again. I dont want to go through this headache of calling a plumber, and playing the pass the buck game of who's going to pay! This is not my issue, I am a concerned and responsible home owner who takes care of my things. I am not negligent by clogging my toilet. This toilet clogs with regular use. I'm tired of this, and it's becoming annoying and time consuming.

I know that this is supposed to be a water efficient toilet but doesn;t that defeat the purpose of a water efficient toilet if I have to constantly flush the bowl twice?? I do think there is a defect with this toilet and I know that I will be running into future problems because this is what happened when I initially moved in. If you could read the emails below I sent to Ed Valencia because I think I quite eloquently documented my concerns. I was annoyed when he told me that Lisi and Baba said the toilet was working fine. By the way, on the work order all they said was that the toilet was in working order without any type of explanation as to what they did in my condo. I,m pretty sure all they did was flush the toilet, and lift the lid. As I said to Ed, the reason the toilet was working fine was because I had a plumber clear what ever blockage might have ocured. Now, I am a conscientious homeowner and I wouldn't be negligent by flushing a lot of things down this toilet. Yet, this toilet has plugged again on two occasions since December 26th! I really dont think that Baba or Lisi is taking time to review this annoying toilet issue and that people are trying to pass the 'buck'. I wasn't home the day they came by and I'm almost certain they didn't remove the toilet and look at the plumbing.

Ed said that if it were his issue he would try and get me another toilet but because Baba said it was working fine his hands are tied. Parvi, I trust your decision, and your professionalism just from previous issues I have had with you, and that I will get some direction of how this matter will be dealt with appropriately. I would appreciate it if you could review the emails i have writtten below to ED as you are aware of the issues I've been experiencing. I think it's best I keep a paper trail.

I know that this toilet will give me problems in the near future and I don't want to run into the same problems I did during that Christmas weekend. I really dont think that this toilet should be experiencing flushing problems within ONE month of having been fixed. I am home today if Baba is around. My number is 416 434 8028.

Thanks Parvi, and I look forward to hearing from you.

Yolanda

---

From: yodesouza@hotmail.com  
To: evalencia@amacon.com  
Subject: RE: Possible defective toilet  
Date: Tue, 4 Jan 2011 03:10:31 +0000

Hi ED!! Happy New Y ear to you too!! I hope you had a restful break before coming back to deal with bugging clients like me!  Yes, i have had many problems with this toilet. Infact, it is a very uncomfortable feeling. The water level of my toilet is low like i mentioned in the service request. Everytime I go to go to the washroom there is not enough water to keep it clean...it is an unpleasant feeling. I'm traumatized by this toilet as it feels the low water level flush and periodic clogging of this toilet is unerving. I dont mean to be persistant about this issue. The little water is causing a lot of cleaning on a DAILY basis. Also, i can't afford to keep on calling a plumber. I'm not sure how you will deal with this situation but just through regular use of the toilet, Im finding that the toilet chokes.

My plumber also said that highrise buildings that he's installed many of them he had to replace, he worked at the tridel building. I know CRANE is a good company (crane toilet) but he recommended American Standard. I also am aware of one of your employees (not to point fingers...but I understand that Manuella had hers

changed) and i'm convinced that this toilet will plug again because it's happened 3 times, but i complained about the latter two times. Ed, I am pretty sure that when your handyman comes to asses the situation he might obviously think the toilet is fine and functioning well but this is only because i paid a plumber to clear out the toilet.

I know there are different variances with 6 litre flush toilets however i notice with this one the actual flush hole is fairly small which could be creating part of this problem. I also know this is an eco friendly toilet since it's a 6 litre as opposed to a 13 litre and the builder gets a rebate from the city for installing these toilets. I also know there are other 6 litre toilets which provide more flush pressure than the one in my suite/ Bottom line, with the money I paid into this place, I just want tyhe comforts of home. I have no problem having a 6 litre toilet BUT one that provides maximum flush toilets would be ideal. I know that American Standard and/or TOTO make these toilets.

Ed, your assistance with this issue is much appreciated!

Thanks Ed,  
Yolanda

Oh yes , Parvi mentioned that you would be coming in on Tuesday Jan 4th wiht Lisie. She sent me a letter just the other day. I do give you permission to enter my suite 806 since i will be at work. Thanks again!!!

---

Subject: RE: Possible defective toilet  
Date: Mon, 3 Jan 2011 04:17:12 -0800  
From: evalencia@amacon.com  
To: yodesouza@hotmail.com

Good Morning Yolanda,

First of all, Happy New Year. Sorry to hear, that you had experienced this issue without appropriate help. I would contact Lisi Mechanical to informed them of the problem with the toilet. Rest assure that I would do my best to assess this concern and possible have the toilet change. In the mean time I would sent my handyman to assess this issue. Please provide me with access into your unit by replying back to this e-mail and provide us permission to go in.

Again sorry that you going through this predicament and hope to resolve it as soon as my ability allows me.

King Regards,

Ed Valencia

**From:** Yolanda DeSouza [mailto:yodesouza@hotmail.com]  
**Sent:** Sunday, January 02, 2011 2:56 PM  
**To:** Ed Valencia  
**Cc:** parvi kaur  
**Subject:** Possible defective toilet

Dear Ed,

As you are aware, there are some issues with my toilet. To give you background knowledge, my toilet would not flush making it unisaniary for me. As a matter of fact, in some cases I would have to flush twice in order for the toilet to be clean to get FRESH water. I also noticed that the flush water level was very low as well. I then followed procedure by calling maintenance and they sent a plumber (Dec 23rd, 2010) in with a plunger which did not resolve the problem because 3 days (Dec 26th) later the toilet would not flush again! As frustrated as i was, i then recontacted Parvi who indicated that no help would be sent to me until the following monday. This was a big inconvenicne considering i had guests coming over, and i was inconvenienced by not having a TOILET for the better half of the day! I was really disappointed when i was told i would have to pay this out of my own expenses, considering this toilet also gave me problems in the first month of occupancy (Sept 2010) but i did not think it was a big deal because i wasn;t fully transitioned into my living unit. On Sunday, not having a toilet was an inconveninece and so I phoned a friend who is a plumber, and at my own expense this plumber put a snake pipe down the toilet to clear out any blockages. After running the snake down the toilet a couple of times he then tested the flush and he suggested that it could be a defective toilet. Since the return water on the toilet is not as high as it should be. He also mentioned that from time to time there are toilets which are defective and wanted me to advise you of this.

Can you please look into this and let me know. I strongly believe that this toilet is defective as this is a second occurence is such a SHORT time period.

This toilet could not flush with just regular use of the bathroom, this not right. If this is the case, I would request an **elongated** toilet as my plumber requested.

Thank you Ed,

Yolanda