

AMACON

Thursday, October 11th, 2012

4065 Brickstone Mews
Mississauga, Ontario L5B 0G3

RE: Completed Items on your Service Request "The Residences at Parkside Village" #214.

Dear To Leung Shek,

Your satisfaction with your new home is important to us. Our records indicate that your Service Request has been completed. Amacon would like your confirmation of the above mentioned completion. A copy of that list is attached. Please review it and confirm that all items listed have been resolved.

If you believe that Amacon has overlooked any listed deficiency from the original Service Request please note the number of the item in the space below. If all items have been resolved, simply sign the acknowledgement.

It is Mandatory that this form be returned either by mail, fax, or email
(customercareto@amacon.com) by: **October 16th, 2012**

Your feedback about our service or your new home helps us improve our business.
Please let us hear from you.

Sincerely,

Amacon Customer Care

- ☐ All homeowner's Service Request items have been resolved.
- ☐ The following Service Request items still need attention (you need only list the item number.)

Comments

Homeowner

Date



AMACON CONSTRUCTION CUSTOMER CARE REQUEST FORM

THE RESIDENCES AT PARKSIDE VILLAGE (TOWER 1)

FAX: (905)-232-4637 & (416)-369-9068

NAME KAZIROD JANVSZ SUITE 214
TEL 647-855-4894 BUS. TEL _____
CELL _____ EMAIL _____

DATE OF REQUEST 11.10.2012

PERMISSION TO ENTER

YES	NO
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Once received by an Amacon Customer Care Representative, this form becomes property of Amacon. Your request must be based on the Taron Warranty guidelines - scratches, nicks, dents are not warrantable, unless noted at time of the PDI (Pre-Delivery Inspection). Your request will be reviewed and addressed by an Amacon Representative as soon as a possible. If this is an Emergency please contact your concierge immediately at (905) 232-6077- 24 / hours. If your concern falls under the Common Area Element Warranty Guidelines, please see Property Management to address your concerns or call at (905) 232-8855

ITEM#	ROOM/LOCATION	DESCRIPTION
		HEATING IS NOT WORKING

Karnod
HOMEOWNER SIGNATURE

11.10.2012.
DATE

October 11th, 2012

Re: Residences #214

Issue: Heating not working.

Response: Amacon Customer Care has programmed the thermostat.



Chantal Andrade

From: Jessie Baguley
Sent: October-11-12 11:42 AM
To: Chantal Andrade
Subject: RE: Suite 307 and 214

Suite 214 - As per the Customer Care Request Form, the homeowner indicated that the heat was not working in the unit. I went in the unit while the homeowner was present and showed him how to program his thermostat to activate the heat in the unit. The heat is now running in the unit. I also provided the homeowner with a copy of the thermostat control procedure.

Suite 307 - As per the Customer Care Request Form, the homeowner indicated that there was no power in the living room or the bedroom. I entered the unit myself with the purchaser present and there was in fact no power in the bedroom, but there was power in the living room. I plugged in her alarm clock in both rooms to see whether there was power and the alarm clock turned on in the living room but not the bedroom. Subsequently, a short while later, Sandy and I entered the unit with an electrical tester. We plugged it in to all of the receptacles and it showed that there was power throughout the unit. Even though the breakers were all in their ON positions, Sandy reset them all which ended up solving the issue. There is power in the unit.

JESSIE BAGULEY
Customer Care

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

From: Chantal Andrade
Sent: Thursday, October 11, 2012 11:28 AM
To: Jessie Baguley
Subject: RE: Suite 307 and 214

Okay great,

Can you let me know what you guys did to those two units?

Thanks

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

From: Jessie Baguley
Sent: October-11-12 11:27 AM
To: Chantal Andrade
Subject: RE: Suite 307 and 214

No, I just got back to my desk. I'm doing it right now though.

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

From: Chantal Andrade
Sent: Thursday, October 11, 2012 11:27 AM
To: Jessie Baguley
Subject: RE: Suite 307 and 214

Have these been imputed?

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

From: Jessie Baguley
Sent: October-11-12 11:07 AM
To: Chantal Andrade
Subject: Suite 307 and 214

Hey Chantal,

Attached are Access Agreement and Service Request forms for 307 and 214. All of the issues have already been dealt with today. I'll send the pictures over to you shortly.

Thanks,

JESSIE BAGULEY
Customer Care

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