

AMACON

Wednesday, October 10, 2012

4065 Brickstone Mews
Mississauga, Ontario L5B 0G3

RE: Completed Items on your Service Request "The Residences at Parkside Village" #314.

Dear Jane Yeung,

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 15th, 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

LIVE WELL™

AMACON CONSTRUCTION CUSTOMER CARE REQUEST FORM

THE RESIDENCES AT PARKSIDE VILLAGE (TOWER 1)

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

NAME Jane Young

SUITE #34

TEL 416 880 8886

BUS. TEL —

CELL 416 880 8886

EMAIL april2000@gmail.com

DATE OF REQUEST

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 Tarion 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
Entire	Unit	No heat in unit
	Kitchen	No hook-up / Not plumbed in - Dishwasher No water.

Jane Young
HOMEOWNER SIGNATURE

8th Oct 2012
DATE



October 10th.2012

Re: The Residences #314

Issue: No water in Dishwasher

Response: This item was completed, the valve was repaired which allows water to flow to the dishwasher.

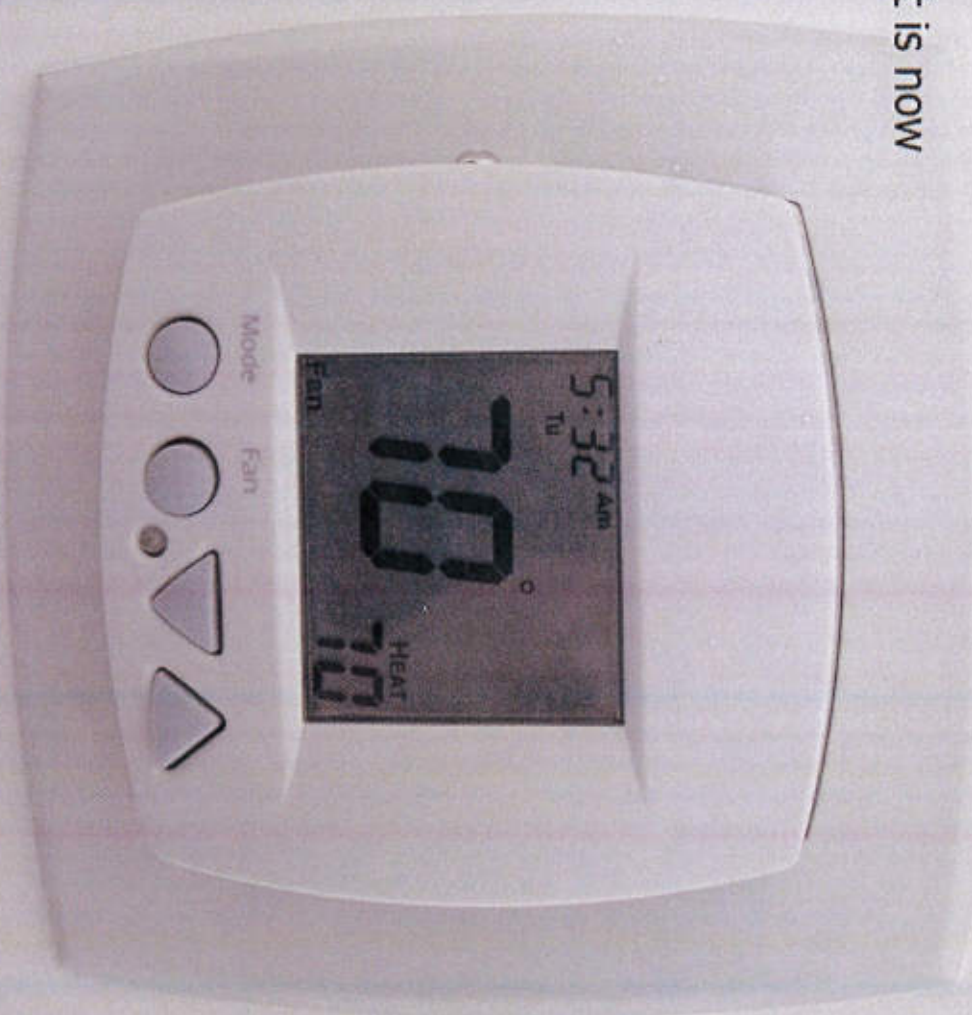
09/10/2012

October 10th.2012

Re: The Residences #314

Issue: No heat

Response: The thermostat is now programmed.



A photograph showing the interior of a dishwasher. The top rack is visible, featuring a grid of metal tines. The bottom rack is also visible, with a spray arm mounted on it. The dishwasher is open, and the door is visible on the right side. The interior is dark, and the metal components appear to be stainless steel.

October 10th. 2012

Re: The Residences #314

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Chantal Andrade

From: Jessie Baguley
Sent: October-09-12 3:10 PM
To: Chantal Andrade
Cc: Sandy Cardoso
Subject: RE: Customer Care Request Forms and Access Agreements

Follow Up Flag: Follow up
Flag Status: Flagged

Suite 212 - As per Customer Care Request Form, the homeowner indicated that faucet in the main bathroom was leaking during regular use and the back of the cabinet below the pipes had experienced some water staining. Sandy and I both went to the unit to inspect and found no evidence of leakage. We filled up the sink with water twice and allowed it to drain, on both occasions there was no evidence of any water leakage. The homeowner had an empty margarine container placed below the pipes with a small amount of water in it, however we can't prove that it accumulated due to the leak.

Suite 314 - As per Customer Care Request Form, the homeowner indicated that there was no heat in the unit and that water was not entering the dishwasher. Sandy and I went to inspect the unit together and found that the thermostat had not been programed and that there in fact was no water entering the dishwasher when it was turned on. Sandy contacted Frank from Lisi Mechanical and he came in and was able to fix the issues; first he fixed the valve that allows water to flow to the dishwasher, then he programmed the thermostat properly to allow heat to enter the unit.

If possible can you please CC Sandy and I when you send the letters to the purchasers just so we know.

Thanks,

JESSIE BAGULEY
Customer Care

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

From: Chantal Andrade

Sent: Tuesday, October 09, 2012 2:15 PM

To: Jessie Baguley

Subject: RE: Customer Care Request Forms and Access Agreements

Hey Jessie,

In an email please let us know what items were completed as well an explanation so we carry forward.

For both units.

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

From: Jessie Baguley

Sent: October-09-12 2:10 PM

To: Chantal Andrade

Subject: Customer Care Request Forms and Access Agreements

Hey,

See attached for access agreements and customer care request forms for suites 212 and 314.