

UPLOAD TO
PMS

Grahme Walsh

From: Chantal Andrade
Sent: Monday, January 07, 2013 12:29 PM
To: customerserviceto
Subject: FW: Elle - 807
Attachments: JANUARY 2013.pdf

Elle
807

From: Elle Property Manager PSCC 889 [mailto:pscc889@rogers.com]
Sent: January-07-13 12:07 PM
To: 'Jeff Wong'
Cc: Chantal Andrade
Subject: RE: Elle - 807

Good morning Jeff,

Thank you for your email. I apologize if there has been some confusion regarding warranty items and time lines, I do hope this email can address those for you.

The two items mentioned in your email below (plumbing and windows) are matters that must be first addressed with the Developer as there are two year warranties in place through Tarion. If there is something wrong with the window seal it would fall under the developer to address, up to the second year anniversary of initial suite occupancy. Having said this, please note that during Canadian winters, there will be a significant drop in temperature where the cold exterior air meets the warmer air within your suite, up to several degrees. On a side note, I am curious to know where the fan coil unit is within your suite? There could be something wrong with it. Again, there is a two year warranty for the fan coil system which must be filed with the developer.

The second matter you mention, plumbing under your sink, *may* classify as a 2 year plumbing deficiency that you can address with the developer. If the Developer deems this to not be a warrantable matter, the responsibility to repair would fall under homeowner. As such, you are free to call in any licensed plumber of your choice to address.

In an effort to streamline this for you, I have copied Amacon on this email. In addition, I have attached a copy of our most recent resident newsletter, which may provide additional information for you.

I hope you found this helpful - if you have any other questions, please do not hesitate to contact this office at your convenience.

Kind Regards,

Danielle Casha, R.C.M.
Condominium Manager



Agents for and on behalf of: P.S.C.C. No. 889
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From: Jeff Wong [<mailto:jeffurywong@gmail.com>]

Sent: January-07-13 11:15 AM

To: pscc889@rogers.com; elle.pm@delcondo.com

Subject: Re: Elle - 807

Hi Danielle,

It's been almost a year now and I haven't heard back from anyone regarding our windows. We have bought a room temperature to see if there has been a difference in the rooms and while we have set the thermostat has been set at 23, the bedroom gets as low as 19 degrees. Can someone please come and look into this?

We have also found a leak under our kitchen sink that appears to have been there for a while because there's some stains. Would someone please address this too?

Thanks,

Jeffery Wong
Unit 807

On Sat, Mar 24, 2012 at 2:50 PM, Jeff Wong <jeffurywong@gmail.com> wrote:

Hi Danielle,

I'm following up on this email that I wrote 10 days ago about the windows in our bedroom. Will anyone be coming soon?

We also put in another request to have someone look at the pipes in our bathroom because there seems to be a pretty bad smell coming from the bathroom sink and it doesn't go away.

Also last week or two weeks ago we had someone come in to look at the floor boards in the den closet and they said it would be an easy fix but they haven't come back to do it yet. I'm not sure if that's under you or amacon but do you think you can look into it?

We'd appreciate it if these things were completed soon since our year is coming to end soon and we'd like to make sure that things are taken care of under the warranty.

Thank you.

Jeff

On Wed, Mar 14, 2012 at 12:06 PM, Jeff Wong <jeffurywong@gmail.com> wrote:

Hi Danielle,

I received an email (below) from Amacon stating that they won't be looking into the coldness of our bedroom and that I should contact you for more information regarding this issue. So I just wanted to touch base with you and see what can be done.

Basically the bedroom gets significantly colder than the rest of the apartment, especially at night. We wonder if it's because of all the windows in the bedroom and perhaps there is an issue with them.

We have also noticed a rather unpleasant smell in our bathroom that comes and goes. We will be putting another request to look into this but it's rather strong.

Thanks Danielle,

Jeff

----- Forwarded message -----

From: **Chantal Andrade** <candrade@amacon.com>

Date: Wed, Mar 14, 2012 at 9:54 AM

Subject: RE: Elle - 807

To: Jeff Wong <jeffurywong@gmail.com>

Cc: Mark Fritz <mfritz@amacon.com>, Grahme Walsh <gwalsh@amacon.com>

Hi Jeff,

As per the service request we have received (see attached), Amacon was to only look at Issues #1,2. Mark Fritz will be going to your unit today to inspect the floor boards that are popping up in your den.

However, we are a bit confused when you say the "closet in your den"? I have attached your floor plan to this email please indicate the area in question.

Regarding issue #3 "Room is significantly colder", Please contact Property Management.

Regards,

CHANTAL ANDRADE

OFFICE ADMINISTRATOR

A M A C O N

L I V E W E L L™

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From: Jeff Wong [<mailto:jeffurywong@gmail.com>]
Sent: March-14-12 9:30 AM
To: Grahme Walsh
Cc: Chantal Andrade; Mark Fritz
Subject: Re: Elle - 807

Hello Grahme,

I'm just writing to follow up my previous email. I'd like to know if there will be any more repairs and if there's anything that will be done for the windows. The form was submitted over a week ago so I'm just wondering where it's at right now. Thanks.

Jeff

On Wed, Mar 7, 2012 at 12:37 PM, Jeff Wong <jeffurywong@gmail.com> wrote:

Hi Grahme,

I have submitted the forms and someone has come into the fix the baseboards already. I'm just wondering if anyone will be coming to do the other things listed on the form i.e. the floorboard under the den closet door and the windows in the bedroom that seem to make it much colder in there.

I'm also writing because I came back from a trip on Sunday night to find my apartment really hot at 29 degrees and was surprised because I made sure the heating was off before I left. So, I'm wondering if anyone had come into the apartment to look into the temperature issue and had left the thermostat on all weekend. I would also

like to know what the result of that visit was because It is still significantly colder in the bedroom especially at night.

Thanks,

Jeff Wong

807- Elle Condos

3525 Kariya Dr.

On Wed, Feb 22, 2012 at 7:22 PM, Grahme Walsh <gwalsh@amacon.com> wrote:

Jeff

Please be advise that you will be required to place in writing any concerns or issues that you might have. Please fax it to the Amacon office [416-369-9068](tel:416-369-9068).

Amacon will review the issues at hand and send you a request to access form - this must be filled in and signed prior to any inspection and if required repairs to be carried out.

Please refer to the Tarion Performance Guidelines at www.tarion.com for a synopsis of the warrantable and/or non-warrantable items.

I believe your unit closed March 20 2011.

Once Amacon has received your submitted form, customer service will be contact

Thank you

Grahme Walsh