

From: (b) (6) Privacy
To: (b) (6) Privacy; Shorewood Heights Manager
Cc: jimmi_serfling@mercergov.org; graf@pinnaclefamily.com; bruce.bassett@mercergov.org; customerservice@kingcounty.gov; secretary@doh.wa.gov; Title VI Complaints
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower
Date: Thursday, June 18, 2015 5:24:15 PM
Attachments: image1.JPG

To Shorewood Heights Manager:

Our shower water and tap water are completely unsanitary and I'm sure by not fixing this you are putting my wife's my new born babies and my life in extreme danger. I have now come to the office 3 times and indicated water issues and attaching a sample of the water captured in a bottle. This is a continuation of the piping and water issue we've notified you since February that resulted in our relocation to a different unit which you refuse to address.

Who is in charge here?

I need this addressed today. But since you've known this I doubt you'll fix this. Who do I escalate this to?

Btw, there is also no notice about the water quality being bad. We've been drinking this water and we did notify you of the chemical odors. You've not fixed this issue.

Do I continue drinking this?

(b) (6) Privacy



On Apr 22, 2015, at 10:16 AM, (b) (6) Privacy wrote:

Hi Chezon,

The fridge works as expected and so does the washer and dryer.

Thank you!

(b) (6) Privacy

From: Shorewood Heights Manager <ShorewoodHeightsMgr@pinnacleliving.com>
To: (b) (6) Privacy
Sent: Wednesday, April 22, 2015 9:34 AM
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower

Hi Ahmad,

I am terribly sorry to hear the issue is continuing. I will let my crew know to not come out on Friday. I'm at a loss, I feel we have tried everything with your water problem. Is the fridge and washing machine better at least?

I hope all else is okay,

Thank you,

Chézon Reynolds

Property Manager

Pinnacle

Shorewood Heights

3209 Shorewood Drive

Mercer Island, WA 98040

O: 206.232.1300 | F: 206.232.7512

ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

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From: (b) (6) Privacy
Sent: Wednesday, April 22, 2015 9:01 AM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower
Previous email should read:

Unfortunately the faucets did NOT fix the situation.

On Apr 22, 2015, at 8:58 AM, (b) (6) Privacy wrote:

Hi Chezon,

I wanted to thank you for installing the faucets in our kitchen and the bathroom. There's still one faucet knob that was scheduled to be installed this Friday for the shower head control.

Based on what we're experiencing the temperature is still varying. So there's no need for the work crew to come this Friday for the install.

Please cancel this work order for Friday.

In the meantime, we'll countdown days until we move out until our lease expires.

Thank you for trying to make the changes for our unit - unfortunately the faucets did fix the situation.

BR,

(b) (6) Privacy

On Apr 9, 2015, at 3:51 PM, Shorewood Heights Manager <ShorewoodHeightsMgr@pinnacleliving.com> wrote:

Hi (b) (6) Privacy

I have the team prepared and scheduled for your work order on Tuesday and they will arrive between 2:30pm and 3pm.

Thank you, hope you're enjoying the sunshine!

Chézon Reynolds
Property Manager
Pinnacle
Shorewood Heights
3209 Shorewood Drive
Mercer Island, WA 98040
O: 206.232.1300 | F: 206.232.7512
ShorewoodHeightsMgr@Pinnacleliving.com
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From: (b) (6) Privacy
Sent: Wednesday, April 08, 2015 5:11 PM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower

Hi Chezon,

2:30 pm on Tuesday next week is fine. Please confirm.

Thx

(b) (6) Privacy

On Apr 8, 2015, at 3:42 PM, Shorewood Heights Manager <ShorewoodHeightsMgr@pinnacleliving.com> wrote:

(b) (6) Privacy

Yes the time frame given allowed for both the fridge and faucets to be replaced at that time.
Please let me know if we can come in for that.

Thank you,
Chézon Reynolds
Property Manager
Pinnacle
Shorewood Heights
3209 Shorewood Drive
Mercer Island, WA 98040
O: 206.232.1300 | F: 206.232.7512
ShorewoodHeightsMgr@Pinnacleliving.com
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From: (b) (6) Privacy
Sent: Wednesday, April 08, 2015 1:04 PM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower
Chezon,

Will they be also replacing the faucets @ that time?

Thx

(b) (6) Privacy

On Apr 7, 2015, at 4:57 PM, Shorewood Heights Manager
<ShorewoodHeightsMgr@pinnacleliving.com> wrote:

Hi again,

Our maintenance team is all off at around 4-4:30, and we will anticipate the work to take around 1.5 hours due to the labor involved with this. Is there possibly an earlier time?

Thank you,
Chézon Reynolds
Property Manager
Pinnacle
Shorewood Heights
3209 Shorewood Drive

Mercer Island, WA 98040
O: 206 232.1300 | F: 206.232.7512
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From: (b) (6) Privacy
Sent: Tuesday, April 07, 2015 4:51 PM
To: Shorewood Heights Manager
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower
Chezon,

Thank you. Next Tuesday 4pm would be best for the fridge & faucet fixes.

Please confirm.

Thx
(b) (6) Privacy

On Apr 7, 2015, at 4:09 PM, Shorewood Heights Manager
<ShorewoodHeightsMgr@pinnacleliving.com> wrote:

H (b) (6) Privacy

We found the rent check, it was applied to the old apartment but we corrected it and its registered in your new one. Sorry for the confusion there!

Chézon Reynolds
Property Manager
Pinnacle
Shorewood Heights
3209 Shorewood Drive
Mercer Island, WA 98040
O: 206 232.1300 | F: 206 232.7512
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ShorewoodHeights.com

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From: (b) (6) Privacy
Sent: Tuesday, April 07, 2015 2:17 PM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy

Subject: Re: (b) (6) Private - Burnt Scalp in the shower

Hi Chezon,

I did drop the rent on Sunday (the 5th) in the mailbox. If for whatever reason you are not able to locate it I can write another one - provided the original is voided.

Please confirm by 5pm.

Thx

(b) (6) Private

On Apr 7, 2015, at 1:36 PM, Shorewood Heights Manager <ShorewoodHeightsMgr@pinnacleliving.com> wrote:

Good afternoon (b) (6) Private

Thank you for letting us into your home earlier today. Just to cover what we went over:

1) Hot water issue: I tested the water temperature issue for myself and while I experienced temperature changes, I did not experience the burning that you and your wife say you endure. However, we have new faucets on order for you, we will contact you once they arrive to schedule a time to install them.

2) Fridge: Out of good faith and to appease your discomfort with your fridge problems, Matt and I can replace your fridge with an entirely new one. Would we be able to schedule a this for next Tuesday, 4/14/2015 since we are fully staffed on that day?

On another note, we do not have a rent check here for you for this month? When were you planning on paying rent?

Thank you again, I hope we can resolve these items for you sooner rather than later.

Chézon Reynolds
Property Manager
Pinnacle
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and any attachment(s) from your system.

From: (b) (6) Privacy
Sent: Tuesday, April 07, 2015 7:08 AM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy
Subject: Re: (b) (6) Privacy - Burnt Scalp in the shower

12 noon today would be perfect. This issue had kept me up all night. Please confirm.

On Apr 7, 2015, at 6:45 AM, Shorewood Heights Manager
<ShorewoodHeightsMgr@pinnacleliving.com>
wrote:

Good morning (b) (6) Privacy

I would like to come and look at these items myself. When is a good time to come by and take a look?

Thank you,
Chézon Reynolds
Property Manager
Pinnacle
Shorewood Heights
3209 Shorewood Drive
Mercer Island, WA 98040
O: 206.232.1300 | F: 206.232.7512
ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

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From: (b) (6) Privacy
(b) (6) Privacy >
Sent: Tuesday, April 07, 2015 6:42:55 AM
To: Shorewood Heights Manager
Cc: (b) (6) Privacy

Subject: Re: (b) (6) Privacy - Burnt
Scalp in the shower
Chezon,

I want this to go on record.

My wife tells me that when she was in the shower yesterday, the water was warm for 5 minutes. She had shampooed her head and had soap in her eyes when the water temperature became scolding hot.

My wife has burnt has scalp due to the varying temperature. It took her a bit of time to find the temperature knob so her scalp is affected.

We are in serious need of this matter being resolved asap. It's been almost 4 weeks and I'm not sure what it takes to fix this but we need professional plumbers to address this issue if your maintenance crew is not up to the job.

Thx

(b) (6) Privacy

On Apr 6, 2015, at 12:33 PM (b) (6) Privacy

(b) (6) Privacy

wrote:

Hi Chezon,

Thank you for the flea fumigation. We're hoping that the unit won't require a second treatment. We'll know in a few weeks.

In addition, we've used baking soda fridge treatment for the past 3 days and we've been in the unit for over 3 weeks - we still have a pungent odor coming from the fridge. Even though we've cleaned it repeatedly. I vomited today just opening the fridge door. We're extremely concerned about our health if this pungent odor

continues. Ideally,
we'd like to swap
this fridge with the
[REDACTED] fridge or
another working
unit.

In addition, I'd like
to pickup my
cleaned vacuum
bag from your
office later today.

Thx
[REDACTED]

On Apr 3, 2015, at
11:21 AM,
Shorewood Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>
wrote:

Hi
[REDACTED]

I am
not
entirely
sure
how
this
process
works,
I will
confirm
his
process
with
you
when
he
arrives
at
3pm
today.

Chézon
Reynolds

Property
Manager

Pinnacle

Shorewood
Heights

3209
Shorewood
Drive

Mercer

Island,
WA
98040

O:
206.232.1300
I F:
206.232.7512

ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

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e-
mail
message
is
intended
only
for
the
named
recipient(s)
above.
It
may
contain
confidential
information.
If
you
are
not
the
intended
recipient,
you
are
hereby
notified
that
any
use,
dissemination,
distribution
or
copying
of
this
e-
mail
and
any
attachment(s)
is
strictly
prohibited.
Pinnacle
and
its
related
and
subsidiary
companies***

*reserve
the
right
to
archive
and
monitor
all
e-
mail
communications
through
its
networks.
If
you
have
received
this
e-
mail
in
error,
please
immediately
notify
the
sender
by
replying
to
this
e-
mail
and
deleting
the
message
and
any
attachment(s)
from
your
system.*

From:

(b) (6) Privacy

(b) (6) Privacy >

Sent:

Friday,
April
03,
2015
11:15
AM

To:

(b) (6) Privacy

Shorewood
Heights
Manager

Subject:

Re:

(b) (6) Privacy

Hi
Chezon,

Can
you
please
verify
the
following:

Will
the
exterminator
for
the
bugs
make
sure
that
after
the
extermination
process
is
complete
that
he
will
actually
then
open
our
windows
to
our
apartment
so
we
don't
come
to
a
highly
fumigated
unit?

Please
confirm.

(b) (6) Privacy

From:

(b) (6) Privacy

To:

Shorewood
Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>

Cc:

(b) (6) Privacy

Sent:

Thursday,
April
2,
2015
6:22
PM

Subject:

Re:

(b) (6) Privacy

Hi
Chezon,

As
mentioned
in
the
previous
email
we'll
leave
the
apt
at
1pm
tomorrow
and
your
work
crew
may
enter
at
that
point.

The
CDC
has
also
discovered
a
new
virus
spreading
through
ticks
or
insect
bites
that
are
killing
people
-
discovered
a
month
ago.

We
hope
that
this
fumigation
will
resolve
this
matter
as

now
we're
extremely
concerned
for
our
health
and
well-
being

-
and
our
life.
If
this
is
an
issue
throughout
the
apartment
complex
the
only
way
to
eliminate
it
is
ensure
that
all
the
units
are
fumigated.

I
also
noticed
that
our
window
screens
(almost
all
of
them)
may
need
to
be
replaced
as
there
are
a
few
holes.
Please
try
to
have

this
fixed
tomorrow
as
well
please.

<http://www.foxnews.com/health/2015/02/20/cdc-discovers-new-virus-in-kansas/>

Please
read
the
above
article.

Best
Regards,

(b) (6) Privacy

On
Apr
2,
2015,
at
1:02
PM,
Shorewood
Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>
wrote:

Good
afternoon,

(b) (6) Privacy

To
replace
your
faucets
we
are
going
to
need
to
place
the
order
for
them.
We
can
place

the
order
for
that
next
week
and
then
we
will
have
to
arrange
a
time
with
you
to
come
in
and
physically
replace
them.

Regarding
your
washer,
we
would
need
to
do
that
earlier
in
the
day
if
you
are
able
to
grant
us
access
for
that
we
can
do
it.
We
need
access
any
time
between
1pm
to
3pm
tomorrow
to
do
the
washer.
As

you
requested,
we
will
be
able
to
swap
it
with
the
washer
from
your
last
apartment.

(b) (6) Privacy

we
do
the
washer
at
this
time
tomorrow
we
can
also
look
at
the
fridge
at
the
same
time.

In
regards
to
the
pests,
the
pest
company
requested
for
preparation,
can
you
please
make
sure
all
the
floors
are
cleared
as
much
as
you
can
for
treatment

and
also
vacuumed.
I
also
called
them
today
to
confirm
that
the
treatment
is
safe
around
your
pregnant
wife
as
long
as
you
are
out
of
the
apartment
for
at
least
2
hrs
after
the
treatment
is
performed.
I
have
them
on
schedule
for
3pm
treatment
tomorrow
to
address
this
issue
for
you.

Please
let
me
know
if
this
will
work
for
you,
I
would
like
to

put
your
issues
to
rest
as
soon
as
possible,

Thank
you,
Chézon
Reynolds

Property
Manager

Pinnacle

Shorewood
Heights

3209
Shorewood
Drive

Mercer
Island,
WA
98040

O:
206.232.1300
I F:
206.232.7512

ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

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***This
e-
mail
message
is
intended
only
for
the
named
recipient(s)
above.
It
may
contain
confidential
information.
If
you
are
not
the
intended
recipient,***

*you
are
hereby
notified
that
any
use,
dissemination,
distribution
or
copying
of
this
e-
mail
and
any
attachment(s)
is
strictly
prohibited.
Pinnacle
and
its
related
and
subsidiary
companies
reserve
the
right
to
archive
and
monitor
all
e-
mail
communications
through
its
networks.
If
you
have
received
this
e-
mail
in
error,
please
immediately
notify
the
sender
by
replying
to
this
e-
mail
and
deleting
the
message
and
any*

*attachment(s)
from
your
system.*

From:

(b) (6) Privacy

<(b) (6) Privacy

Sent:

Monday,
March
30,
2015
11:53
AM

To:

Shorewood
Heights
Manager

Subject:

Re:

(b) (6) Privacy

3pm
on
Friday
works
best.
The
3-
4pm
window
is
fine.
I'm
anticipating
that
the
pest
controller
will
apply
the
treatment
on
Friday
at
3pm
and
I can
use
my
apt
that
night?

Please
confirm.

Thx

(b) (6) Privacy

On
Mar
30,
2015,
at
11:30
AM,
Shorewood
Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>
wrote:

I
would
have
to
call
and
request
a
time
for
him.
I've
seen
him
arrive
as
early
as
9am
on
Fridays,
I
would
just
have
to
ask
him.
Is
9am
on
Friday
too
early
for
Pest
treatment?

Also,
for
the
3pm
appointment
for
my
team,
can
I
give
the
team

a
window
of
3-
4pm
as
all
appointments
are
typically
a
window
of
time
for
the
team.

Thank
you



Chézon
Reynolds

Property
Manager

Pinnacle

Shorewood
Heights

3209
Shorewood
Drive

Mercer
Island,
WA
98040

O:
206.232.1300

I
F:
206.232.7512

ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

Exceeding
Your
Expectations

***This
e-
mail
message
is
intended
only
for
the***

*named
recipient(s)
above.
It
may
contain
confidential
information.
If
you
are
not
the
intended
recipient,
you
are
hereby
notified
that
any
use,
dissemination,
distribution
or
copying
of
this
e-
mail
and
any
attachment(s)
is
strictly
prohibited.
Pinnacle
and
its
related
and
subsidiary
companies
reserve
the
right
to
archive
and
monitor
all
e-
mail
communications
through
its
networks.
If
you
have
received
this
e-
mail
in
error,
please
immediately*

*notify
the
sender
by
replying
to
this
e-
mail
and
deleting
the
message
and
any
attachment(s)
from
your
system.*

From:

(b) (6) Privacy

(b) (6) Privacy

Sent:

Monday,
March
30,
2015
11:26
AM

To:

Shorewood
Heights
Manager

Cc:

Shorewood
Heights

Subject:

Re:

(b) (6) Privacy

Hi
again,

Confirmed.

I
would
like
to
know
if
I
were
to
have
the
pest
control
person
in

my
apartment
-
when
is
the
earliest
he
could
come?
It
would
help
to
know
his
schedule
for
me
to
consider
other
times
please?

(b) (6) Privacy

From:
**Shorewood
Heights
Manager**
<ShorewoodHeightsMgr@pinnacleliving.com>

To:

(b) (6) Privacy

(b) (6) Privacy

Cc:
**Shorewood
Heights**
<shorewoodheights@pinnacleliving.com>

Sent:
**Monday,
March
30,
2015
11:24
AM**

Subject:

Re:

(b) (6) Privacy

Hi
again,

Alright,
so
the
only
items
left
are:

1)

The
fridge
doors

2)
Pest
Control
visit
on
Friday

3)
Pending
hot
water
issue

Just
to
make
sure
I
am
not
missing
anything.

I
will
send
my
team
in
on
Friday
at
3pm.
I
will
send
you
any
prep
paperwork
if
needed
before
Friday
for
the
pests.

Thank
you



Chézon
Reynolds

Property
Manager

Pinnacle

Shorewood
Heights

3209
Shorewood
Drive

Mercer
Island,
WA
98040

O:
206.232.1300

I

F:
206.232.7512

ShorewoodHeightsMgr@Pinnacleliving.com

ShorewoodHeights.com

Exceeding
Your
Expectations

*This
e-
mail
message
is
intended
only
for
the
named
recipient(s)
above.
It
may
contain
confidential
information.
If
you
are
not
the
intended
recipient,
you
are
hereby
notified
that
any
use,
dissemination,
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or
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of
this
e-
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and
any
attachment(s)*

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From:

(b) (6) Privacy

(b) (6) Privacy

Sent:

**Monday,
March**

30,
2015
11:20
AM

To:
Shorewood
Heights
Manager

Cc:
Shorewood
Heights;

(b) (6) Privacy

Subject:

Re:

(b) (6) Privacy

Hi
Chezon,

3pm
Friday
works
best.
The
ceiling
spots
were
confirmed
as
black
mold
spots
which
were
removed
with
Bleach.

I
did
confirm
this
as
black
mold
by
visiting

www.blackmold.awardspace.com

as
well
as

www.inspectapedia.com

among
other
sites
before
I
called

the
office
for
a
work
order.
Both
sites
had
the
exact
black
mold
footprints
as
the
one
found
in
our
ceiling.

Thx


On
Mar
30,
2015,
at
11:03
AM,
Shorewood
Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>
wrote:

That
time
does
work,
but
my
concern
is,
are
you
alright
waiting
that
long
for
pest
control?
I
can
ask
him
to
come
out
earlier

for
you
to
take
charge
of
the
pests
as
soon
as
possible.
Just
let
me
know.

I
truly
hope
this
helps
with
the
water,
so
please
do
let
me
know
if
the
changes
to
the
water
heater
work
or
not.

I
spoke
with
Jose,
we
assessed
the
spots
you
noticed
on
the
ceiling
were
paint
mishaps
and
repaired
this
already.
Could
you
kindly

confirm?

Unless
instructed
otherwise
I
will
arrange
for
the
team
to
take
care
of
this
on
Friday
April
3rd
at
3pm.

Thank
you,

Chézon
Reynolds

Property
Manager

Pinnacle

Shorewood
Heights

3209
Shorewood
Drive

Mercer
Island,
WA
98040

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recipient,
you
are
hereby
notified
that
any
use,
dissemination,
distribution
or
copying
of
this
e-
mail
and
any
attachment(s)
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prohibited.
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its
related
and
subsidiary
companies
reserve
the
right
to
archive
and
monitor
all
e-
mail
communications
through
its
networks.
If
you
have
received
this
e-*

*mail
in
error,
please
immediately
notify
the
sender
by
replying
to
this
e-
mail
and
deleting
the
message
and
any
attachment(s)
from
your
system.*

From:

(b) (6) Privacy

Sent:

**Monday,
March
30,
2015
10:59
AM**

To:

**Shorewood
Heights
Manager**

Cc:

**Shorewood
Heights;**

(b) (6) Privacy

Subject:

Re:

(b) (6) Privacy

**Good
Morning
Chezon,**

**First
and
foremost
thank
you!**

1)
I
will
monitor
the
faucet
temperatures
-
as
of
last
evening
~4pm
the
dishes
had
to
be
washed
with
cold
water
because
of
the
varying
water
temperature.
I
will
be
able
to
tell
you
the
impact
of
the
changes
by
the
end
of
the
week
as
it
takes
a
few
days
of
testing
and
monitoring
the
water
level.

2)
Friday
3pm
works
best
for
both
the
fridge
and
the
pest
control
issues.
Please
confirm
if
that
time
works
best?

Thx.

(b) (6) Privacy

From:
Shorewood
Heights
Manager
<ShorewoodHeightsMgr@pinnacleliving.com>

To:

(b) (6) Privacy

Cc:
Shorewood
Heights
<shorewoodheights@pinnacleliving.com>

Sent:
Monday,
March
30,
2015
9:46
AM

Subject:
Re:

(b) (6) Privacy

Good
morning

(b) (6) Privacy

We
actually
turned
the
temperature
down
10
degrees
lower.
Since
your
emails
from
this
weekend,
my
team
has
turned
it
down
another
8
degrees
bringing
the
hot
water

to
120
degrees
for
the
entire
building
since
your
building
has
to
share
a
single
hot
water
tank.
Originally
it
was
set
to
138
and
we
have
now
turned
it
down
a
full
18
degrees.

In
regards
to
the
bugs,
my
pest
control
service
comes
out
every
Friday,
I
could
have
him
take
a
look
in
your
home
if
you
like.
I

know
you
require
appointments
for
all
work
need
in
your
apartment
home.
All
my
team
is
aware
of
your
specifics
and
we
have
to
ensure
our
appointments
are
met
with
your
requests.

When
would
you
like
us
to
come
in
and
take
a
look
at
the
fridge
and
pests?
We
are
doing
our
best
to
address
the
hot
water
issue,
and
all

three
of
my
trained
staff
say
it
has
nothing
to
do
with
the
faucets,
the
temperature
will
still
come
out
the
same
regardless
of
faucet
change.

Thank
you,

Chézon
Reynolds

Property
Manager

Pinnacle

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mail
communications
through
its
networks.
If
you
have
received
this
e-
mail
in
error,
please
immediately
notify
the
sender
by
replying
to
this
e-
mail
and
deleting
the
message
and
any
attachment(s)
from
your
system.

From:

(b) (6) Privacy

Sent:
Saturday,
March
28,
2015
6:43
PM

To:
Shorewood
Heights
Manager

Cc:
Shorewood

Heights;

(b) (6) Privacy

Subject:

(b) (6) Privacy

Hi
Chezon,

We
had
a
work
order
for
our
fridge
(has
obnoxious
odor
since
day
1
+
bad
doors
+
makes
noises)
and
our
faucets
-
the
faucets
have
no
proper
temperature
control.
I've
put
in
a
work
order,
called
the
office
4
times,
and
indicated
to
the
work
crew
that
my
hands

have
been
SCOLDED
WITH
HOT
WATER
NOW
8
TIMES.

The
repairs
were
supposed
to
be
done
last
Tuesday,
it
was
postponed
to
Yesterday,
then
the
repair
crew
told
me
the
office
will
call
be
yesterday
so
they
can
fix
it
today.
No
one
has
called
us
yet.

No
fixes
have
been
made
to
the
hot
water
faucets.

In

addition,
our
unit
has
so
many
fleas/bugs
that
we
need
it
to
be
properly
terminix
type
solution.

Shorewood
is
in
violation
of
the
lease
agreement
because
the
unit
is
not
being
repaired
and
is
not
sanitary
and
has
major
health
issues.
It
even
had
mold
on
the
roof
which
we
requested
be
cleaned.

I'm
attaching
the
picture
of
the
bugs

that
exist.

Please
fix
this
asap
(tomorrow)
otherwise
This
is
a
violation
of
my
lease
agreement
on
your
end.
I'm
paying
rent
and
Shorewood
must
provide
me
a
safe
place
to
live
in.

(b) (6) Privacy

A solid black rectangular redaction box covering several lines of text.

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notified
that
any
use,
dissemination,
distribution
or
copying
of
this
e-
mail
and
any
attachment(s)
is
strictly
prohibited.
Pinnacle
and
its
related
and
subsidiary
companies
reserve
the
right
to
archive
and
monitor
all
e-
mail
communications
through
its
networks.
If
you
have
received
this
e-
mail
in
error,
please
immediately
notify
the
sender
by
replying
to
this

**e-
mail
and
deleting
the
message
and
any
attachment(s)
from
your
system.**

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