

6/30/16

Nick,

I am pretty far beyond merely “disappointed” at this point. Please see pages 3-5 re orange water, not finished pipes. I waited day after day for Kurt to show up – to no avail.

Water

The repair of the torn linoleum prior to repairing/replacing the back door had the predictable result. After being rained on through the space between door and floor, the old linoleum is peeling back and will need repair again *after* the door is replaced/repared. Re the back door sticking/jamming: this situation has, not surprisingly, deteriorated and now the doorknob has to be turned back and forth very quickly several times (resulting in a swollen wrist) though it usually also requires a shoulder slam into the door to get it to release and open.

Back Door

It’s great to have screens on the windows, though when the windows can’t be opened they actually serve little purpose. It gets pretty dang hot in here especially in the south end as the west windows in red bedroom and living room don’t open so there is no cross-ventilation. After a couple hours cleaning every part of the office window I could, I have managed to get that to open/close somewhat more easily, i.e., without risking breakage, though it still appears to be in the track crooked so will not close completely. As you know from your visit on 5/11, other windows do not open at all or will not remain fully open.

Windows



Categories in boxes added
Highlighting added

Water Pressure

It’s good to know that on 5/26 Joseph & Delbert were coordinating about the red carpet/door situation too. However, today is 6/30 and I have heard nothing about that repair. The steps have yet to be replaced – though that was scheduled to be done prior to 4/27. While the water pressure has improved in the sinks, the improvement in the bathtub is minimal insofar as showering is concerned. While I would like to proceed with a washer/dryer, that is not an option given that I do not want an all-orange wardrobe and I don’t know that the pipes have been installed or that the water pressure would be sufficient to operate a washing machine.

Washing Machine/Dryer

There seems to be very little interest in completing the tasks that were to be completed before I relocated and since you were notified of the various problems 5/10. It is now seven weeks since 5/10. I have had to invest several days waiting for Kurt to show up – only to have him neither show up nor let

7 weeks since 5/10 notification

me know that he wasn't going to show up. The orange water necessitated the purchase of gallon after gallon after gallon of potable water for the cats & myself; I have to think that as a responsible professional plumber he did contact you as he said he would on 5/19 and 5/31.

Charter internet connection has been, for the most part most days, intermittent. Two half-days were invested in attempting to establish the cause which remains undetermined. The gas company required the replacement of the meter on this unit and that required another half day of my month. I purchased light fixtures to cover the bare bulbs in the red room, green bedroom, and the outdoor front.

Summary of tasks actually completed: screens; half of torn linoleum. That's it. I remain fairly certain that potable water, functional doors and windows are reasonable expectations.

Given that the situation remains largely unchanged since 4/27 and 5/10, I am nevertheless increasing my rent payment for July to \$225 – half of \$450. Seems appropriate to me. As so much of my time has been invested otherwise over the last seven weeks waiting on plumber, Charter, gas company, etc, I will need a minimum of 48 hours notice to accommodate any repairs. I need to get back to work on my schedule rather than trying to fit my work around everyone else's schedule. That hasn't been working well for me at all.

Joseph texted me earlier today; I don't have his email address. Please let me know via text or email that you have shared this with him prior to any conversation.

The next page begins the texts exchanged with Kurt.

**EMAIL ONLY COMMUNICATION
FROM 6/30 FORWARD**

Sent to Kurt -plumber on Wed May 11, 2016 12:28 PM Message : Just need to know tpday if morning or afternoon tomorrow

No reply

Sent to Kurt -plumber on Wed May 11, 2016 06:46 PM Message : Hi Kurt, are we on for tomorrow morning or tomorrow afternoon? [REDACTED] 612-501-XXXX 952-456-XXXX

No reply; no show

Sent to Kurt -plumber on Fri May 13, 2016 10:03 AM Message : I'm on my way out the door. Cats are loose in the house! I expect to be back by 11:30. [REDACTED] 612-501-XXXX

Reply: Received from Kurt -plumber on Fri May 13, 2016 10:03 AM Message : Ok

Kurt – no show on 5/13

Received from Kurt -plumber on Mon May 16, 2016 03:40 PM Message : What is your schedule like for tomorrow? I am sick today? Think from dust and shit under trailer

Sent to Kurt -plumber on Mon May 16, 2016 04:01 PM Message : Oh no! There is shit under the trailer? I thought there was a septic tank!

Tomorrow morning works for me. I have a required webinar from 9 to 10.

[REDACTED] 612-501-XXXX

Received from Kurt -plumber on Mon May 16, 2016 04:07 PM Message : No poop under trailer will text you when I'm on my way tomorrow

Sent to Kurt -plumber on Mon May 16, 2016 04:09 PM Message : Good to know about the absence of poop.:-)

I'll watch for your text in the morning and see you then. [REDACTED] 612-501-XXXX

Sent to Kurt -plumber on Tue May 17, 2016 12:12 PM Message : It is now afternoon. Do you have an ETA for today? [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Tue May 17, 2016 12:24 PM Message : No ...sorry running way behind , I'll let you know right after this job

Text me when you're 30 minutes from arrival here. [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Tue May 17, 2016 02:56 PM Message : Will be there tomorrow between 10/11 have to put breaks on my work van ,

Sent to Kurt -plumber on Tue May 17, 2016 12:26 PM Message : I need to leave and get some things done.

Received from Kurt -plumber on Tue May 17, 2016 12:27 PM Message : Ok

No Show on 5/17

Sent to Kurt -plumber on Wed May 18, 2016 10:10 PM Message : Trusting I will see you tomorrow morning by 8 a.m. or so. Have no hot water.:-

Received from Kurt -plumber on Thu May 19, 2016 09:37 AM Message : Leaving Adams now be there about 1/2_ hour

Verbal: Thu May 19 water is still orange

Kurt -plumber on Thu May I'll tell Nick

Received from Kurt -plumber on Sun May 22, 2016 10:45 AM Message : **Did anyone pick up old hot water heater?**

Sent to Kurt -plumber on Sun May 22, 2016 02:28 PM Message : **Nope.** [REDACTED] 612-501-XXXX

Sent to Kurt -plumber on Tue May 31, 2016 07:00 PM Message : **11 days later, the water heater is still in front.** Please make it go away really very soon... Like tomorrow would be good. [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Tue May 31, 2016 07:01 PM Message : **Yes and yes call you before I show up tomorrow mid afternoon**

Showed up in the morning, did not call or text before arriving – reminded him that outdoor water still not connected and water is still orange; he “forgot” about outdoor water connection; said he’d tell you re orange water

Sent to Kurt -plumber on Thu Jun 02, 2016 04:49 PM Message : So, Kurt, when do you plan to return to hook up the outside water and whatever else remains to be done

No reply

Sent to Kurt -plumber on Sun Jun 05, 2016 03:23 PM Message : Please.....when? Just took me 7 trips from bathtub to tomato plants and hot peppers. That's going to get old really fast [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Sun Jun 05, 2016 03:25 PM Message : **Promise to get it hooked up tomorrow I've been out last couple days with my back**

Sent to Kurt -plumber on Sun Jun 05, 2016 06:03 PM Message : Sorry to hear about your back. I've been having some issues myself. Must be going around like the flu. See you tomorrow. Please call or text before you head this way so I know when to expect you.

Received from Kurt -plumber on Sun Jun 05, 2016 06:11 PM Message : Ok

Sent to Kurt -plumber on Mon Jun 06, 2016 02:29 PM Message : Kurt, I need to run a quick errand for the cats. Its 2:30 now, should take about 45 minutes so my ETA back here is 315 330. Call or text to let me know your ETA , thanks. [REDACTED] 612-501-XXXX

Sent to Kurt -plumber on Mon Jun 06, 2016 05:53 PM Message : **spent the day waiting for you... assuming now that you are a no show for today** [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Mon Jun 06, 2016 08:03 PM Message : **Will be here bed ridden for one more day because they will only give me shot, not painkillers**

Sent to Kurt -plumber on Wed Jun 08, 2016 12:47 PM Message : Does this happen to be on your schedule any day this week? [REDACTED] 612-501-XXXX

Sent to Kurt -plumber on Wed Jun 08, 2016 07:34 PM Message : Hey Kurt, The simple courtesy of a reply of some sort would be appreciated. Sheesh. Hope you are feeling better. [REDACTED] 612-501-XXXX 952-45XXXX

Received from Kurt -plumber on Wed Jun 08, 2016 10:36 PM Message : Really sorry, the drugs they have me on for my back knock me out, will see if I can get someone there to get that done, one way or another, I'll make sure it's done by weekend,

No show over weekend – neither him nor "someone"

Sent to Kurt -plumber on Sun Jun 12, 2016 08:50 PM Message : Sure you will. Oh....you didn't.

Sent to Kurt -plumber on Wed Jun 15, 2016 10:30 AM Message : Can you or can't you get this done ?

Received from Kurt -plumber on Wed Jun 15, 2016 12:06 PM Message : Yes I can and will ..but not going to jeopardize re hurting my back .sorry .but doctor says all should be good by Thursday , Friday the latest.

Sent to Kurt -plumber on Wed Jun 15, 2016 12:39 PM Message : Simple courtesy of letting me know that you're not coming when you said you're coming over this last weekend for example would be appreciated. [REDACTED] 612-501-XXXX

Friday at the latest:

Sent to Kurt -plumber on Fri Jun 17, 2016 07:41 PM Message : Clearly simple courtesy is beyond your ability. [REDACTED] 612-501-XXXX

Received from Kurt -plumber on Fri Jun 17, 2016 07:54 PM Message : Rudeness will get you nowhere

Sent to Kurt -plumber on Fri Jun 17, 2016 07:55 PM Message : Its a statement of fact. Rude is telling me that you'll be here Friday at the latest and just not showing up. That's rude. [REDACTED] 612-501-XXXX 952-456-XXXX

Sent to Kurt -plumber on Fri Jun 17, 2016 08:25 PM Message : this morning's water [REDACTED] 612-501-XXXX 952-456-XXXX



I have not heard from Kurt since.

Outdoor water connected on 9/8: 2 days after my letter of 9/3 rec'd 9/6

Sent to Kurt -plumber on [Fri Jun 17, 2016 08:25 PM](#) Message with picture: this morning's water



I have not heard from Kurt since. There is no outdoor water connected.

After 3 clearer buckets, this is the 4th bucket that I watered the tomatoes and peppers with on 6/19:



This is the water over the last several days thru Tues 06 28



Running clearer yesterday and today – tomorrow? No clue.

The toilet tanks and bowls require some sort of cleaner soon or are likely to become – if they aren't already – permanently stained. The usual cleaners have little effect and I don't know what other product to use in the effort given septic tank.