



Josh Wiechman <josh.wiechman@gmail.com>

#1105 Vinyl Replacement Schedule Confirmed

Josh Wiechman <josh.wiechman@gmail.com>

Thu, Nov 9, 2023 at 8:47 AM

To: The Olivian Assistant Manager <theolivianamgr@greystar.com>

Cc: The Olivian Maintenance <theolivianmaint@greystar.com>, The Olivian Manager <theolivianmgr@greystar.com>

I wanted to touch base regarding the reservation plan we discussed. Depending on the specifics of the plan, proceeding with a reservation seems a logical step.

Additionally, I'm seeking an update on the mover logistics. Has there been any information or guidance on the service provided by the Olivian?

Lastly, I would like to inquire about the current status of Olivian's responsibility concerning the water utility bill.

Any information on this matter would be greatly appreciated. Thank you for your attention to these matters. I look forward to your prompt response.

Josh

On Tue, Nov 7, 2023 at 2:51 PM The Olivian Assistant Manager <theolivianamgr@greystar.com> wrote:

Hi Josh,

I am just following up. Since you will have to remove your items in your bedroom as well, we are providing the guest suite on Wednesday, Nov 15th. Please let me know if you would like to book that. Your flooring replacement and carpet replacement will both be on Wednesday, Nov 15th as it will line up with the guest suite.

You can either work in the guest suite as there is WIFI or you are more than welcome to use the screening room. Please let me know which one to book.

Best,

Amanda Skupeika | Assistant Community Manager

The Olivian | 809 Olive Way | Seattle, WA 98101

o 206.340.0809 | f 206.340.1809 | theolivianamgr@greystar.com | theolivianapts.com

From: Josh Wiechman <josh.wiechman@gmail.com>

Sent: Monday, November 6, 2023 6:30 PM

To: The Olivian Manager <theolivianmgr@greystar.com>

Cc: The Olivian Assistant Manager <theolivianamgr@greystar.com>; The Olivian Maintenance <theolivianmaint@greystar.com>

Subject: Re: [EXTERNAL] Re: #1105 Vinyl Replacement Schedule Confirmed

Thank you for the update. As for "before the leak", the flooding only occurred based on the constant running of water due to improper regular maintenance from the property management.

Although the flooding occurred after the billing period, the cause appears to have been occurring for a while.

The increase in the water bill over the average and greater than \$500 is a clear indicator of that improper regular maintenance.

Regards,

Josh

Sent from my iPhone

On Nov 6, 2023, at 6:09 PM, The Olivian Manager <theolivianmgr@greystar.com> wrote:

Hi Josh,

Thank you for reaching out. I understand your frustrations with this situation and we are working as quickly as possible to remedy this for you.

The flooring replacement is requirement in order to complete this repair. As mentioned previously, the flooring in your home is no longer in stock and a full flooring replacement is necessary. Additionally, this evening we received notification from ATI that your bedroom items will also require temporary relocation in order to repair/replace the bedroom carpet. Because of this newest development, we do have our Guest Suite available for temporary accommodation on Wednesday, November 15th. Please confirm that this timeline will work for you and we will proceed with scheduling.

As for the water bill, your most recent utility charges on your ledger are through 9/5/23 which was before the leak. If a service request had not been entered prior to the leak occurring on 9/15/23, it is difficult for our team to determine when the toilet began having issues. If there is additional information you can provide regarding this issue, please let us know.

Lastly, I will be on vacation 11/7 through 11/15. Please continue to communicate with both Amanda and Rob regarding the repair process while I am away. We appreciate your patience and understanding in the meantime.

Best,

Lani Anderson | Community Manager

o 206.340.0809 | f 206.340.1809 | theolivianmgr@greystar.com | theolivianapts.com

From: Josh Wiechman <josh.wiechman@gmail.com>

Sent: Monday, November 6, 2023 2:51 PM

To: The Olivian Manager <theolivianmgr@greystar.com>

Cc: The Olivian Assistant Manager <theolivianamgr@greystar.com>; The Olivian Maintenance <theolivianmaint@greystar.com>

Subject: [EXTERNAL] Re: #1105 Vinyl Replacement Schedule Confirmed

Lani,

The unresolved repairs in my apartment have reached a critical point with nearly two months elapsed. An adjustment to my rent, in line with the Washington Residential Landlord-Tenant Act (RCW 59.18), should be formalized to account for this prolonged inconvenience.

The expectation that I vacate for repairs necessitates that the Olivian coordinate and finance the relocation of my belongings, including arrangements for my dog. I trust that the Olivian will manage these logistics effectively.

Clarity on the alternative accommodation is also needed, particularly one that is pet-friendly to accommodate my dog. The dates proposed by the Olivian for these repairs are contingent upon receiving satisfactory details and arrangements regarding these concerns.

In addition, there is the pressing issue of the excessive water bill, which seems to be a result of faulty maintenance. A rectification of this billing error must be addressed promptly for existing and future billing related.

The confirmation and specifics of these arrangements will determine my agreement with the proposed dates for repair work. Your attention to these matters and a comprehensive response will help ensure that the impact on my home and remote work environment is minimal.

Regards,

Josh

Sent from my iPhone

On Nov 3, 2023, at 5:47 PM, The Olivian Manager
<theolivianmgr@greystar.com> wrote:

Hi Josh,

Thank you for allowing us to come in today along with Tyler from ATI to determine the gameplan moving forward for the necessary water damage repairs in your home. We did confirm that because the vinyl plank flooring in your home is no longer in production and we do not have spare pieces available, the entire floor will need to be replaced. Our restoration vendor, ATI, has scheduled the vinyl replacement and carpet pad stretch for Monday, November 13th. Baseboard install is scheduled for November 15th and 16th.

The contents from the dining/living room area will need to be temporarily relocated before 11/13. You do not need to move any items from your bedroom. We have 3 storage units available for you to use: S503, S504,

and S506. You can begin moving items into those storage units as soon as possible. Once ATI confirms that the necessary repairs in your home have been completed, you will be able to move all of these items back in.

We appreciate your patience while we've been working to have the damage assessed and repairs scheduled. Please let us know if you have any questions in the meantime.

Best,

Lani Anderson | Community Manager

The Olivian | 809 Olive Way | Seattle, WA 98101

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