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**Interviewer:** Participant 3011; March 7, 2019; scene 2.

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**Interviewer:** Hello, this is Ms. Jones, the landlady.

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**Patient:** Hi, Ms. Jones, uhm.. I don't know if you remember me, uh.. I'm in uh.. apartment number 216. Uhm.. I called last week uhm.. in regards to a leaky ceiling. Uhm.. the problem hasn't, I haven't seen anybody come by to check it out yet, and it's uh.. getting worse uhm.. day by day. Uh.. I just wanted to see if there's any information that you can give me as far as uh.. getting somebody out here to check it out.

**Interviewer:** Yeah, uhm.. well, I'm sorry I haven't had enough time to get over to fix it. I've been very busy.

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**Patient:** Okay, now I understand that, uhm.. I get busy as well, but uh.. my apartment it- it's- it's getting worse, and I have some valuables in my apartment that uh.. will sustain water damage if the problem isn't- isn't fixed soon. Uhm.. I've got a very expensive couch and loveseat, uh.. other things that are really important to me that cost a lot of money, uh.. if you could please get to me uhm.. as soon as possible. Uh.. it's

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very, very important, uhm.. yeah.

**Interviewer:** Well, I hear you. Uhm.. I have a lot of other tenants with problems that are ahead of yours.

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**Patient:** Hmm. Well, not what I wanted to hear. Uh.. gosh, uh.. you know if I have to I can call uh.. a different contractor and have the work done and just deliver the bill to you if uhm.. if that's an option, uhm.. you know it just needs to be done, and my apartment is getting ruined and my things are getting damaged, uhm.. uh.. I just want to take care of the

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matter as smoothly as possible, and uhm.. what would you suggest that I do?

**Interviewer:** Hmm, well, it didn't sound that bad the last time you called. Go ahead.

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**Patient:** Uhm.. well, I was trying not to make it sound really bad, uhm.. but it is very important and- and it has just gotten a lot worse uhm.. over this past week. Uh.. it didn't seem like it was going to be that big of a deal but it turned into one, uhm.. so I just wanted to definitely uh.. bring this to your attention uhm.. that's it's something that needs to be done uh.. as soon as possible, uhm.. if not today. Uh..

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definitely somebody needs to come out to take a look at it by tomorrow.

**Interviewer:** Okay, well, we'll see what we can do.

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**Patient:** Uh-huh.

**Interviewer:** Thank you.

#### End of 3011\_IA\_Scene2.mp3 ####