



Ethan Fischer <ethan.f.fischer@gmail.com>

New Work Order Received

10 messages

arrivestreeterville@emailrelay.com <arrivestreeterville@emailrelay.com>

Tue, Sep 2, 2025 at 12:13 PM

Reply-To: arrivestreeterville@emailrelay.com

To: ethan.f.fischer@gmail.com



Greetings Ethan,

Thank you for submitting work order 30540962.

Location: Unit Wide

Problem: Other-HVAC

In the interest of maintaining the health of our community, we have implemented new work order procedures.

You will receive a phone call from our team before your request is processed as we wish to provide you with the opportunity to vacate your apartment home while we attend to your work order. **Please ensure that we have your current primary phone number on file.**

You are also welcome to stay in your apartment home while the work order is completed. We will be happy to arrange social distancing procedures that best meet your preferences.

The technician addressing your work order will be wearing a mask and gloves and will thoroughly wash their hands and disinfect all surfaces before and after the work order has been completed.

Please let us know if there is anything else we may do to provide you with an exceptional work order experience.

Sincerely,
The Facilities Team
Arrive Streeterville

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Ethan Fischer <ethan.f.fischer@gmail.com>

Tue, Sep 2, 2025 at 12:15 PM

To: Sneha S <snehasubramanian2000@gmail.com>

[Quoted text hidden]

Ethan Fischer <ethan.f.fischer@gmail.com>

Tue, Sep 2, 2025 at 12:28 PM

To: arrivestreeterville@emailrelay.com, arrivestreeterville@trinity-pm.com

Hi Facilities Team,

Thank you for the update on Work Order 30540962. I want to clarify that while this work order was originally submitted under "Other-HVAC," the issue is not a routine maintenance matter. The most recent visit addressed only the filter, but left the underlying concern — mold contamination within the HVAC system — unaddressed.

Since that time, I had an independent mold inspection completed. The inspector's report confirmed mold spores present in the HVAC and specifically recommended that the units and ducts be cleaned by a professional HVAC/duct cleaning or mold remediation company, rather than by routine maintenance staff.

As I discussed with Isaiah earlier today, I need to know when management will schedule a licensed contractor to inspect and remediate both HVAC units. Please provide a written update on next steps so I can prepare accordingly. I can share the inspection report and lab results upon request.

Thank you for your attention to this matter.

Best regards,
Ethan
Unit 603A
[Quoted text hidden]

Ethan Fischer <ethan.f.fischer@gmail.com>
To: Sneha S <snehasubramanian2000@gmail.com>

Tue, Sep 2, 2025 at 12:28 PM

work order will not cut it so I sent this
[Quoted text hidden]

Natalie Sannicandro <NSannicandro@trinity-pm.com>
To: Ethan Fischer <ethan.f.fischer@gmail.com>, "arrivestreeterville@emailrelay.com"
<arrivestreeterville@emailrelay.com>, ~Arrive Streeterville <arrivestreeterville@trinity-pm.com>

Tue, Sep 2, 2025 at 12:33 PM

Hi Ethan,

A maintenance technician will be there today to remove the insulation and clean the filter for now. We will need to order new insulation. It would be very helpful if you could send the results. We will look into this and get back to you with a plan. We take these things very seriously and will address any deficiencies.

Thank you,

Natalie Sannicandro

General Manager

Office 312-470-6040

nsannicandro@trinity-pm.com

**Arrive Streeterville**

333 E Ontario Chicago IL 60611

Arrivestreeterville.com



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Ethan Fischer <ethan.f.fischer@gmail.com>
To: Sneha S <snehasubramanian2000@gmail.com>

Tue, Sep 2, 2025 at 12:51 PM

[Quoted text hidden]

Ethan Fischer <ethan.f.fischer@gmail.com>
To: Natalie Sannicandro <NSannicandro@trinity-pm.com>
Cc: Sneha S <snehasubramanian2000@gmail.com>

Wed, Sep 3, 2025 at 10:36 AM

Hello,

I've attached the report. We are most concerned about page 3. The inspector sent this message with it:

"Hi Ethan,

Report from the mold sampling completed Wednesday is attached.

Airborne spore counts are low and at normal levels. The direct sample had mold spores present. We recommend having HVAC units cleaned and the filter material cleaned or replaced.

Please let me know if you have any questions or need anything else.

Thank you

David"

[Quoted text hidden]



600 McClurg - Mold Report.pdf

482K

Natalie Sannicandro <NSannicandro@trinity-pm.com>

Thu, Sep 4, 2025 at 9:46 AM

To: Ethan Fischer <ethan.f.fischer@gmail.com>, "arrivestreeterville@emailrelay.com"

<arrivestreeterville@emailrelay.com>, ~Arrive Streeterville <arrivestreeterville@trinity-pm.com>

Hi Ethan,

Thank you for sending the results over. We have new insulation onsite and would like to replace it today. Do we have permission to enter? I will also be confirming with maintenance the cleaning of the fan coils and filter and what was already completed.

Best,

Natalie Sannicandro

General Manager

Office 312-470-6040

nsannicandro@trinity-pm.com



Arrive Streeterville

[333 E Ontario Chicago IL 60611](#)

Arrivestreeterville.com



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Ethan Fischer <ethan.f.fischer@gmail.com>
To: Natalie Sannicandro <NSannicandro@trinity-pm.com>
Cc: Sneha S <snehasubramanian2000@gmail.com>

Thu, Sep 4, 2025 at 9:48 AM

Yes, they have permission to enter.

And cleaning of the fan coils and filter would be greatly appreciated, thank you.

-Ethan

[Quoted text hidden]

Ethan Fischer <ethan.f.fischer@gmail.com>
To: TCherwin@trinity-pm.com
Cc: Sneha S <snehasubramanian2000@gmail.com>

Tue, Oct 7, 2025 at 11:00 AM

Hi Tim,

Following up after our meeting this morning. Here is the mold report we originally shared with the building.

-Ethan

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482K