



Yunah Lee <leeyunah1227@gmail.com>

---

## Re: Plumbing situation update 11-14-17

1 message

---

**Sabino View Rentals** [vrbo.com/590099](http://vrbo.com/590099) <sabinoview@comcast.net>

Tue, Nov 14, 2017 at 5:56 PM

To: Yunah Lee <leeyunah1227@gmail.com>

Cc: Austen Ketchem <turkeyx24@hotmail.com>

Hi Yunah-

After the plumbers came out, we have an update. More work is needed, unfortunately.

They cleared the initial blockage, but there's something more we have to fix.

The outlet of the septic tank needs to be replaced, and re-sloped, and a new section of leach field installed to future proof.

In the meantime, the plumber said that our enemy is three things:

- 1- Solid waste
- 2- Any paper products in the toilet
- 3- Too much flow at once.

The reason we didn't see this problem before, is that only one or two people stayed in the house at any given time, so the loads were small. I think when everybody was using the system, the water/waste was unable to clear fast enough and so it backed up into the lower bathroom. The new modifications would correct this to allow for unlimited use, but the issue still remains until the next round of work.

Use of the Bidet toilets, including the washing and drying function, will almost eliminate the need for paper. Feminine product should be discarded in the trash (cans are in each bathroom).

I'm trying to get someone out to do the work as early as tomorrow.

I'm terribly sorry about this. There are several options, but it's up to you to decide.

You could stay in the house and try to reduce the "three enemies," while we undergo the final repairs.

I could refund your money for the stay and you could leave the house.

Some other option that you may have!

Please let me know.

Jason

[520-204-7866](tel:520-204-7866)

On Nov 13, 2017, at 7:10 PM, Sabino View Rentals [vrbo.com/590099](http://vrbo.com/590099) <sabinoview@comcast.net> wrote:

Thank you for your understanding!

Will be in touch in the am to document our progress.

Have a good night.

Jason

On Nov 13, 2017, at 7:07 PM, Yunah Lee <leeyunah1227@gmail.com> wrote:

Jason,

I understand your frustration. It was a stressful day for all of us, but I see you have it under control.

We will do everything you mentioned in order to not make things worse from tonight until everything is back to normal.

Hope it can get done with one appointment both for your cost and our convenience as well.

Thanks for your prompt response and reaction.

Good night !

Yunah

On Nov 13, 2017, at 4:57 PM, Sabino View Rentals [vrbo.com/590099](https://www.vrbo.com/590099) <[sabinoview@comcast.net](mailto:sabinoview@comcast.net)> wrote:

Hi Yunah-

First of all, I want to apologize for the inconvenience you all have had related to the plumbing issue.

Last year, we spent \$4000 to upgrade the plumbing from that east bathroom. We improved the grade of the pipes for better draining. We have not had any problems up to this point, as it had passed testing and normal use.

In order to minimize the time without full plumbing function, I scheduled a barrage of appointments. The plumbers who did the repair today are coming out tomorrow morning about 9 AM with camera equipment to help diagnose the situation. They were able to help with the immediate drainage issue. Hopefully that was it. I want to know *why* this happened, however, so it doesn't happen again in the future.

Despite not knowing the precise the diagnosis, I went ahead and scheduled a septic tank drainage (10 am to 1 pm), even though we did this last year (it's normally a three year schedule). Following that, I scheduled a specialized root cutting plumber to come out in case the growth of roots into the system somewhere is causing slow drainage (after 1 pm). Both of these appointments might be canceled depending upon the diagnosis in the morning.

Even though it's much more costly to do things in this manner, I figured it was better to try to get every possibility covered, compared to having people coming out over the next 3-4 days.

In the meantime, it would be prudent to decrease the flow through the system is much as possible. Please hold off on any laundry or using the dishwasher tonight or tomorrow.

Ideally, I'd like to limit all heavy water flow, including showers until we know it's all operating normally.

A caveat to this, is the master bathroom shower (not the bathroom in the hallway, the one connected to the master bedroom). The master shower's drainage goes out to the trees, and not even go through the main plumbing system. Same with the master sink.

Second best would be to stagger shower use so the system has time to drain. As a backup, in case they have to shut off the water for little while, you have passes for the club and pool house showers. Hopefully we won't need to use them!

Again, my apologies.

We will keep you posted as to the developments when they happen tomorrow morning.

Sincerely,

Jason