

Text message
7/28/22, 6:19 PM

Hi John, the plumber is scheduled to arrive tomorrow between 11am-1pm

Ok.

7/29/22, 11:03 AM

Plumber doesnt appear to be here, but I can tell you where its dripping in... under the 4C side bathroom, assuming its similar to mine, just to the right side of the vanity.

Of course the water may be travelling from elsewhere.

Ok they said 11-1pm window to show up.

The plumber will most likely need to access the crawlspace under the bathroom floor if you're not seeing water in your bathroom.

I will let you know. They haven't called me yet

I have to head out shortly, wanted to share my thoughts if they're at all helpful.

7/29/22, 1:06 PM

I just called the plumber who has failed to arrive on time and they have given me a new window of time for 1:45-2:30pm.

Ok no worries. Thanks.

I'm not going to be around so just let me know when things are resolved.

Ok I will keep in touch

7/29/22, 5:07 PM

Hello Steve, hope the plumber was able to get things resolved. I just heard from my insurance and they're requesting some info: a plumber's report, your insurance info and preferred contact info. They didnt say there's a huge rush on these, so when you get a chance. If you'd rather send to my claims specialist directly (State Farm) I'll pass along his info.

My email is jon@eastfallsglass.com

7/31/22, 5:15 PM

The plumber is scheduled to return on Tuesday from 8-9am I will have more info then

Ok. I'm planning to stop in at some point tomorrow, probably early afternoon, will let you know if there's still water coming in.

8/1/22, 3:13 PM

I'm at my unit now, I'm not seeing any water dripping.

Ok that's reassuring. Thanks. I'll report back after plumber appt tomorrow

8/3/22, 9:03 AM

Best Choice Plumbing completely no showed yesterday morning for our scheduled appointment to bring them back in and address the plumbing issue.

We opted to not continue with them. Bad experience start to finish.

I left a voice message for Steven, the building maintenance person. I was advised to go through him and to get a plumber recommendation from him. I'm awaiting a call back from him. Trying to move quick

8/3/22, 3:51 PM

Our new plumber came today. The water gets shut off most likely this upcoming Monday. He said he can provide work report/invoice for any insurance purpose

Ok. The dryout folks are asking about taking back the dehumidifier on Friday. Is there any concern about a leak starting up again or we should be good now that it's being looked at?

He confirmed it's okay and even said we could run water in our master bathroom between now and then but we are opting to not use that bathroom at all until completely fixed so we will not be turning water on above your unit until that time

Sounds good, thanks for getting back.

Correction: the building association just called. They can't do Monday and asked us to schedule the plumber for this Friday, not Monday. Our plumber confirmed. So water shut off and repairs taking place this Friday, NOT Monday

Great!

8/8/22, 12:08 PM

The plumber is sending me the invoice and plumber report tonight fyi

8/9/22, 2:22 PM

Attachment stored in iCloud:
shplumbing_invoice_273.pdf (Attachment)

Not sent

Just emailed you the plumbing invoice just now