

Text message
2/6/24, 12:20 PM

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I called Steve (the building superintendent) and he said he can stop by to take a look.

Ethan, take a look at this assessment above and let me know if you want to clean that part but you really don't have to. I can have Steve stop by soon. He just asked for a couple. windows of time your available to allow him in. Or, if you provide me the condo door code, I can give to Steve and schedule him when you're not home. your call

2/6/24, 1:26 PM

Ethan Witherup

Ok great, thanks for the info. Let me chat with Katie tonight and see what time would work best.

2/7/24, 4:22 PM

Ok please let me know what works best or how any tweak you make improves the oven. I'd like to help get it fixed and have Steve the handyman ready to come by

2/8/24, 3:23 PM

Ethan Witherup

I'll be home all day tomorrow if he has any availability then. If not it would have to wait as we are busy next week. It's not urgent.

Ethan Witherup

Anytime before 4pm that is

Steve the building handyman is stopping by tomorrow between 1pm and 4pm. He will knock on your 4D door. I'll share Ethan's number with him just in case

Ethan Witherup

Sounds good, thank you.

2/12/24, 10:32 AM

Good morning I'm just touching base with you too. Steve, the handyman, said he took a run at improving the oven and sounded optimistic, but would need you two to let us know if any problems continue not.

Ethan Witherup

We tried to use the oven last weekend and noticed that the problem persisted. He said that he would look into whether he can find a replacement circuit board.

He told me yesterday that he made a small improvement and it could work but might require replacement. He told me those circuit boards are not longer manufactured. In your opinion, is the oven no longer operational? I'm trying to get a clear picture and decide if a new one is required or not

Katie 246 Old City Tenant

To us it seems like it doesn't work as it should but it's hard to tell. It's a matter of it not getting as hot as it should or it randomly switching back to preheat while something is in the oven. We noticed everything we tried to make in the oven was very undercooked though it shouldn't be. We'll test it again tonight and Ethan is going to look at the temperature probe.

Ok thank you for this. I know a broken oven is frustrating. I'll wait to hear back tonight but here to resolve quickly either way

We just want to be certain before making any decisions. We can't have you two without a working oven for long so thank you again for bringing this to our attention.

Katie 246 Old City Tenant

No problem! And no worries at all! We've been alright as the stovetop is still working perfectly. We'll let you know how testing the oven goes tonight.

Melissa

Thank you both for your patience and understanding! Yes definitely keep us posted we want to get it fixed asap for you guys!

If it is determined we need a new one, would it be possible to take some measurements (width, depth, height)

Katie 246 Old City Tenant

Yes of course! We'll get those for you

2/22/24, 8:10 PM

Ethan Witherup

Hey Steve, they installed a new garage door recently and we only received one clicker. Do you have Karen's contact so we can ask for a second one?

Melissa

Hey guys here is her contact info:

Karen Oglesby
(484) 483-2715
karen@cpihome.com

Melissa

How's it going with the oven? Is it still not working?

2/22/24, 9:49 PM

Sorry one other question , did you happen to mail that small package I mistakenly sent to your apartment earlier in the week ? Thank you both!

2/23/24, 1:16 PM

Ethan Witherup

Just sent that package out, should be there in the next couple days. I tried the oven this morning and it worked fine, a couple weird beeps but it got the job done.

Amazing thank you

What was the cost to ship?

Melissa

That's great thank you for the update! Let us know if you need help getting in touch with Karen happy to help with that also!

2/23/24, 2:51 PM

Feel free to either send a Venmo request to me for the shipping costs or feel free to reduce this monthly rent amount by the cost of the shipping and please note that in the Venmo rent payment thank you!

2/24/24, 10:48 AM

Ethan Witherup

It was \$15 for shipping at \$5 for the shipping box. We will reach out to Karen today and let you know. And no problem, happy to help.

\$20 Venmo sent!

3/1/24, 1:26 PM

Katie 246 Old City Tenant

Hi Steve! A couple of weeks ago we found a small cockroach. We just saw another one today. Is there someone we can reach out to to get the apartment treated? Do you have any ideas on how to manage this?

Hi Katie, we saw a couple during our time there as well. They aren't pretty. I will text Steve the same maintenance guy I had stop by previously. He will know. Also, if you run into Lauren who lives directly below you, she doesn't like them either and has tried a remedy or two that I believe worked for her

Ok I have a solution

Steve let me know that the building has an exterminator that comes by once monthly to treat the common areas. They can treat individual units as well.

I am scheduling it for Friday, March 8th. If that date doesn't work for you, we have to wait until next month so I'm hoping you are okay with me scheduling the treatment for Friday. Also hoping either of you can be there at 4D to oversee it.

We will pay for it 100 percent

Your downstairs neighbor just told me they come through the pipes and it's more of a building issue vs issues with the individual units. She said she covers drains when feasible to do so and hasn't seen one since doing so. The higher you go in the building the less of them you see. So if that works for her, plus the spraying taking place on the 8th, you should be all set.

Please confirm thanks

Katie 246 Old City Tenant

Hi Steve! That is incredibly nice of you! We can be there on the 8th. Thank you so so much for all this info!

Katie 246 Old City Tenant

We'll definitely try out the tip with the drains.

Katie 246 Old City Tenant

We really appreciate all your help!

3/1/24, 4:31 PM

Melissa

Yes absolutely and thanks for reaching out to us!! If Friday 3/8 is a day you guys are home could I schedule our HVAC guys to come and look at the HVAC units to make sure everything is good for summer before it gets too busy! I can call them Monday and see if 3/8 works and get back to you guys with a time!

Katie 246 Old City Tenant

That would be great! 3/8 works for us

Melissa

Awesome!! Ok I will contact them Monday and keep you posted thank you!!

3/2/24, 6:45 PM

Hi guys, I should have a time shortly for Friday for the exterminator. And just a friendly reminder for the March rent due. Enjoy the weekend

Katie 246 Old City Tenant

That's great, thank you so much!! Thank you so much for the reminder! We apologize, as we always want to get it to you on the first of the month. We sent it over via Venmo.

You two are always so exactly on time that I figured it may have slipped your mind. And no problem at all. Never a doubt with you guys

3/4/24, 10:48 AM

Melissa

Good morning!! I just spoke with air master and they will come this Friday 3/8 between 10am-noon to change the air filter and check the HVAC units! If that time doesn't work please let me know and I have them both of your numbers just in case! Thank you so much and we will let you know when the exterminator will be there also!

Katie 246 Old City Tenant

That is perfect timing, thank you!

Melissa

Great!!

3/4/24, 1:25 PM

Heyo! Exterminator arriving between 8am-10am this Friday. We are stacking em' up for y'all Friday! Steve the building handyman is planning to be there but if it, the exterminator has the building code and has done units like yours upon request many times in the past so should be in and out. First time for us, so please let us know how it goes. And no bill to pay in case he asks. Steve the handyman is paying exterminator and we are refunding Steve and mailing Steve a check. All is taken care of!

Katie 246 Old City Tenant

That's really great, thank you so much for this! The timing is all good with us for both of these things. We really appreciate all your help!!

We like helping and glad it is looking good. Have a good week

3/8/24, 9:50 AM

Melissa

Hiiii hope all goes well today with the exterminator and HVAC tune up! If you guys need anything let us know!

Katie 246 Old City Tenant

They both came by and everything looks good! Thanks again for setting everything up for us!

Melissa

Amazing!! So glad it worked out today and thank you for being home to be available to them! Keep us posted and hope you guys have a great weekend!

3/21/24, 8:35 AM

Katie 246 Old City Tenant

Hi Steve and Melissa! I hope you're both doing well. So sorry to come to you again with another issue, but we are now having problems with mice. Yesterday there were a bunch of droppings throughout the kitchen and last night I heard really loud scratching in the ceiling above the kitchen. I'm not sure if this was ever something you dealt with, but it's pretty disturbing! Should we contact someone to get it treated? We have mouse traps but it seems like a bigger issue.

3/21/24, 3:52 PM

Melissa

Hi Katie thank you for reaching out about this! Sorry for our delay in response and Steve and I are going to discuss a plan and get back to you guys!

3/22/24, 10:23 AM

Hello! I have a request into the building superintendent, Steve, for advice on best steps to take regarding the mice you encountered . Wanted to keep you posted. We never experience mice while living there so I haven't solved for it yet. New to me. So I'm learning what other units have done to provide the best recommendations to you both, or to learn about what we can possibly do to pay to service the issue. I'm unsure what works and what doesn't so I'm learning quick and will communicate as I hear. I understand mice are NOT fun to have around so we are 100 percent empathetic on that. Any new updates on new mice sightings or captures with the traps you set ?

3/22/24, 5:41 PM

Hello, the superintendent said he can stop by Monday afternoon or anytime Wednesday of next week.

The solution he presented had some options but he will review with you both and ultimately you have the choice.

First, there is no fume extermination option similar to last time with the bugs we had.

There are the options of putting traditional mouse traps in strategic places that Steve can help with deciding upon (once he learns more while on site next week).

There is also the option he recommended which is to put poison pellets in strategic places where the mouse would die within 24 hours after consuming.

Note the option poison means the mouse dies after it has digested the poison where the body may not be findable, nor removable. This could result in the smell of a dead mouse for a week or less unlike mouse traps that would enable the dead mouse to be removed. That is assuming the mouse dies in an area behind the immediate walls. The superintendent believes they are coming from upstairs and confirm are rare. There is a chance it dies and never returns and you never smell it.

You could also take the additional option to knock on the doors of the tenants above you, and see if they have an issue or could shed some to help guide us.

My recommendation is the poison, but I don't have a lot of experience with removing mice so I want to give you best options and let you decide and we will schedule whatever is best

Katie 246 Old City Tenant

Hi! Thank you so much for following up with this so much. I know it's not great to hear! Monday afternoon works for me for Steve to come by. If he has a time in mind that would be great as I'll be coming from work in the morning.

I think going with poison traps would be okay. Right now we have some set up in a few cabinets. We cleared out the kitchen two days ago and just noticed one dropping since then.

We can check with the tenants above us and see if they've had any problems. It would be so weird if it was just our unit. We'll keep in touch and let you know any updates. Super weird and hopefully it's just a rare random thing!

3/23/24, 10:57 AM

Melissa

Sounds good! We will confirm with Steve for Monday afternoon and let you guys know!

3/25/24, 11:48 AM

Handyman said Wednesday between 11-1pm but can do a little after 1pm if that's better

*if that's better for you

Katie 246 Old City Tenant

Thank you so much for all your help with this. We appreciate it so much!! Neither of us are available on Wednesday as we'll both be in-person at our offices but is there any chance he's available Friday? Thankfully we haven't had any problems with mice since last week cause we've been super careful and set out traps. It's totally okay with us to have him come a bit later!

Ok he could also come when you aren't home but only if you're comfortable, he will be in and out and we trust Steve but it's your call. I can ask about Friday

Katie 246 Old City Tenant

That's fine with us! Wednesday would work then. Should we get his contact info?

Yes I'll share it

+1 (267) 625-6067

I'll tell him now regarding Wednesday

Katie 246 Old City Tenant

Thank you so much!! This is really helpful.

Confirmed for Wednesday per Steve the handyman

Melissa

Loved "Thank you so much for all your help with this. We ..."

3/27/24, 2:08 PM

Handyman just confirmed job is completed and he feels good about you not having an issue. Mostly because he said mice are rare historically outside of the first floor and sometime the second floor. The higher up you go in floors the less of these things you should have. Though, he didn't rule out that the mice that made their way up are won't return or be seen. It's possible but with the poison he left, he says it works really well and you may or may not have a smell if one dies in a wall where you'd smell it.

Give it a couple weeks to be certain and please let us know if anything pops up

Katie 246 Old City Tenant

Thank you so much!! He texted and let me know as well. It did seem really rare and we haven't seen any sign of them since last week. Thank you again for setting that up for us!

5/28/24, 10:22 AM

Ethan Witherup

Good morning, Steve and Melissa. We are not getting any heat from the dryer when we run any cycle and we are still getting that F1 error for the oven. Did you get any more information about replacement parts for the oven? Hopefully the dryer is a quick fix.

hi Ethan, in late February you said

"I tried the oven this morning and it worked fine, a couple weird beeps but it got the job done." We held off after the handyman made some tweaks. as for the dryer, are you routinely cleaning the dryer's lint trap? it's likely something else wrong but just confirming. i'll call steve the handyman later this morning and set up a drop by asap for both issues to get the assessment from him and move forward with repairs quickly

Ethan Witherup

Yes, there was a stretch of time when we were not getting that error but it has since returned. I have been periodically cleaning the lint trap as well, the dryer has been working without issue until yesterday. Thank you for the quick response.

what are the best times for Steve the handyman to stop by this week? Also, do we have your permission for Steve to enter the condo without anyone being home? That would allow us to schedule around Steve's schedule this week vs. yours and Steves to find a common time

5/28/24, 2:11 PM

steve the handyman is coming by your place thursday after 5pm

Katie 246 Old City Tenant

Hi Steve! That works for us. Neither of us may be home from work yet at that time as we usually get home at around 6. But, he has our permission to enter while we're away. Thank you so much for setting that up!

ok great and you're welcome

6/5/24, 2:40 PM

Sorry for the delay we were tracking down Steve the handyman to get the verdict. He is currently getting the part for the dryer and the oven needs to be replaced so we are coordinating with Steve to get the right oven and shipped to the right spot for him because he is able to receive the shipment, and install

6/5/24, 4:22 PM

Melissa

Hi just spoke with Steve he got the part for the dryer and can install this Friday after 1pm if that works!!

6/5/24, 5:51 PM

Katie 246 Old City Tenant

That's perfect timing for us! Thank you so much for all your help with this and being so quick. We really appreciate it!!

6/7/24, 5:10 PM

Melissa

Hi! Steve the handyman just called me to let me know he couldn't get to the unit today I am so sorry. He said he can come tomorrow or Sunday morning if either of those work please let me know if not let me know what day next week and I'll tell him!

Katie 246 Old City Tenant

No worries! Sunday morning works for us. Thank you!

Melissa

Great thank you he said Sunday 10am ish if that works and is it ok to put you guys on a text so you can communicate if any time changes are needed?