

Susan Schlossberg

From: Boris Katz [boris@csail.mit.edu]
Sent: Thursday, October 20, 2011 9:58 AM
To: susan@re-sourceinc.com
Cc: cdobberpuhl@comcast.net; natalya@ascent.com; boris@csail.mit.edu
Subject: Re: plumber visit

Susan and Christine,

In her last email, Susan mentioned "previous two plumbers reports", so I thought I'll summarize our experience with plumbers in the past 2 years.

1. On December 23, 2009, Susan left a message on our answering service about a leak in her bathroom. That same day I emailed Susan and suggested that either she contacts Miguel and Jose to schedule an appointment or I could call another plumber, if she prefers that.

Susan hadn't responded to my email.

2. Two weeks later, on January 5, 2010, I sent Susan another email with the same suggestion, and also asking her to let me know what dates/times will work for her for the plumber visit.

Susan responded - "Your plumbing is the problem; not mine."

3. I sent Susan a third email asking her to tell me when she is available in the next few days so that I could schedule an appointment with a plumber in order to investigate the problem.

Susan responded - "I will not allow you access to your plumbing from my unit again."

4. On January 6, 2010, I sent Susan yet another email explaining that in order to identify the source of the leaking problem, a plumber needs access to both apartments.

Susan responded - "Replace the valves in both of your showers. If the leak continues then I will allow access to my unit"

6. On January 19, 2010, Christine sent me an email indicating that Susan was now willing to have the plumber contact her directly. I called Chase & Nolan Plumbing; they are a BBB (Better Business Bureau)-accredited business with a Rating A+.

But when Joe Nolan (a co-owner of Chase & Nolan Plumbing) called Susan asking her permission to examine the leak, she refused.

7. On January 21, 2010, Christine emailed with a name of another plumber that she found who has "excellent reviews" and "that's why he's now getting calls from third-generation customers." Christine also told me that Susan is "fine" with having the new plumber contact her.

8. On January 27, the plumber arrived. He spent some time in both apartments and after that told me that there appears to be an "minuscule" spot on the ceiling of Susan's bathroom. He said that he believes that the spot is not caused by any malfunction in our unit's plumbing. Just in case, he also suggested to take every precaution not to spill any water when we were taking our showers. Which we certainly do.

After that visit, I haven't heard from Susan about any leaking problems in her bathroom for almost 2 years now, until this Tuesday.

It is possible of course that a leak developed which we need to repair, and this is why I scheduled an appointment with a plumber for Monday morning, so that he could examine and evaluate the situation.

I told the office that I am not looking for estimates; rather, if there is a problem that needs to be fixed, I will ask them to fix it.

However if Susan doesn't guarantee that she will allow access to her bathroom, I will cancel the appointment. No plumber will attempt to "fix" a leak without seeing any evidence of a problem.

Boris

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From: "Susan Schlossberg" <susan@re-sourceinc.com>

Date: Wed, 19 Oct 2011 17:58:15 -0400

Boris,

Please do not involve me until you have contracted with a plumber to actually perform the repair. An estimate will not require entry into my unit. This is the same issue we have been having for years. Do the discovery in your unit first. Have the plumber refer to the previous two plumbers reports before you involve me in the process.

Susan

-----Original Message-----

From: Boris Katz [mailto:boris@csail.mit.edu]

Sent: Wednesday, October 19, 2011 4:12 PM

To: susan@re-sourceinc.com

Cc: cdobberpuhl@comcast.net; natalya@ascent.com; susan@re-sourceinc.com; boris@csail.mit.edu

Subject: Re: plumber visit

Susan,

I scheduled an appointment with a plumber for Monday, 10/24, at 10:30am. I made it through his secretary but I'll try to get in touch with him tomorrow and ask him to call your number.

Boris

From: "Susan Schlossberg" <susan@re-sourceinc.com>

Date: Wed, 19 Oct 2011 09:27:36 -0400

Boris,

Have the plumber call me to schedule viewing the water damage after you have

hired the plumber to execute the work. The last two plumbers, who viewed the

exact same area of damage were never hired by you to do the repair work needed to stop the leak. If the plumber needs to see my unit, I will not