



To Whom It May Concern,

We are writing to inform you of a new call with status of-

Non-Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-Wyoming

State-MI

Zip-49509

Caller Information:

First Name-

Last Name-

Home Phone-

Reason for Calling:

Problem Description-New move in. Refrigerator does not work.

Call Notes-02/16/2012 - 04:33:52 PM : The tenant Brandon, called to report that his refrigerator does not work. We verified that the fridge is plugged in, dials and controls for the fridge are on, circuit breakers are ok, and that no GFI's have been "thrown". Tenant plugged the fridge into another outlet and it works. The outlet behind the refrigerator is bad. Please call [REDACTED] to coordinate access/repair of outlet/breaker.

Sincerely,
The CSR Team

Night Tenders

Phone: 855-559-5525

Web: www.nighttenders.com



To Whom It May Concern,

We are writing to inform you of a new call with status of-

Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-Canton

State-GA

Zip-30114

Caller Information:

First Name-

Last Name-

Home Phone-

Reason for Calling:

Problem Description-Resident reported no heat on the lower level of the home. There are two forced air systems in this 2005 home. The upstairs one works fine, but the lower level system is blowing cold air. In a 2005 home, the ignition is electronic and not pilot, and if the system is blowing cold air, it is not the thermostat or the blower. Sounds like circuit board or electronic ignition switch.

Call Notes-02/14/2012 - 06:24:53 AM : Resident's 71 year old mother lives in lower level. Temperature is 63°F in home. Trina is on her way to work and mother will be leaving for doctors appointments this morning thus leaving no access for contractor except to obtain key from [REDACTED].

02/14/2012 - 06:24:53 AM : [REDACTED] will go out. Instructed contractor to pick up key from [REDACTED] after 9:00 a.m.

02/14/2012 - 06:26:46 AM : Closing call and leaving follow-up to [REDACTED] to handle during business hours.

Sincerely,
The CSR Team

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To Whom It May Concern,

We are writing to inform you of a new call with status of-

Non-Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-Sacramento

State-CA

Zip-95811

Caller Information:

First Name-

Last Name-

Email-

Home Phone-

Cell Phone-

Work Phone-

Reason for Calling:

Problem Description-Resident called to complain that someone is parking in her spot. Informed resident this is not an emergency situation but I would pass her concern on to the property manager to handle during business hours.

Call Notes-

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The CSR Team

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To Whom It May Concern,

We are writing to inform you of a new call with status of-

Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-Salt Lake City

State-UT

Zip-84116

Caller Information:

First Name-

Last Name-

Email-

Home Phone-

Cell Phone-

Work Phone-

Reason for Calling:

Problem Description-Hot water valve in the bath tube will not close and the water has been running for hours.

Call Notes-01/02/2012 - 10:44:25 AM : There is not a hot water heater in the unit and there is no visible signs of a shut off valve in the unit. There is no water damage or flooding as the water is being contained in the bath tub. I will be calling maintenance to shut off and or replace the valve.

01/02/2012 - 10:44:25 AM : Called and left a message

01/02/2012 - 10:57:38 AM : called back to say he would take care of the problem and call me back once he is finished. This was deemed an emergency because the expenses associated with running and heating the water.

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Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-Grand Junction

State-CO

Zip-81507

Caller Information:

First Name-

Last Name-

Home Phone-

Cell Phone-

Reason for Calling:

Problem Description-Resident reports all drain lines backed up. Problem started with main bath sink about 2 weeks ago that backed up and has been getting worse. Resident has 25' snake and has run snake through lines, but yesterday shower backed up as well and now all drains backed up.

Call Notes-01/02/2012 - 08:09:59 AM : ASAP estimates they will be there between 1 & 3:30. Asked resident to call me back if they have not arrived by 2:00 p.m. This is a regular time charge.

01/02/2012 - 02:39:11 PM : Called resident to follow up. ASAP has not arrived. Called ASAP to check schedule.

Samantha checked with field techs and they are expecting it to be more like 4:30 before they arrive, but ASAP promises they will get there today. Called Eric to let him know the amended schedule.

01/02/2012 - 05:59:57 PM : Called Eric at 4:34 and asked if ASAP had arrived. They have not. Called Samantha who said they tech is still on another job and it has just been a very busy day. Let Eric know the status. Called Samantha again at 5:59 p.m. and they are close. Informed Eric of status.

01/02/2012 - 06:29:27 PM : Talked to Samantha at ASAP. Their crew is on their way now to .

Sincerely,
The CSR Team



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Non-Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address-

Property Address-

City-GRAND JUNCTION

State-CO

Zip-81501

Caller Information:

First Name-

Last Name-

Email-

Home Phone-

Cell Phone-

Work Phone-

Reason for Calling:

Problem Description-Resident reported kitchen sink drain backed up and leaking slightly. Sink is dual basin and one side (side with disposal) is backed up. Disposal runs and sloshes water back up into basin, so clog must be after disposal.

There is a small amount of water on the sink base below the drain. Other side of sink drains fine. Resident is aware that if clog is a result of something they put down the sink, they could be charged for the repair.

Call Notes-

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Web: www.nighttenders.com



To Whom It May Concern,

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Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address- [REDACTED]

Property Address-

City-Redmond

State-WA

Zip-98052

Caller Information:

First Name- [REDACTED]

Last Name- [REDACTED]

Home Phone- [REDACTED]

Cell Phone- [REDACTED]

Reason for Calling:

Problem Description-Resident just returned home from the holidays away and temp in house is about 50°F. Furnace is GFHA located in basement. Thermostat was set at 60°F and is programmable thermostat. Resident is comfortable with programming thermostat but has already diagnosed that the furnace is not igniting. Gas supply is not the problem. Resident also informed me of that prior repairs have been made by home warranty company. Home warranty info is listed. Will call American Home Shield.

Call Notes-01/02/2012 - 01:20:36 AM : Called American Home Shield. They will dispatch a contractor to repair but they will not be able to respond tonight. Call Dispatch number is [REDACTED]. There will be a \$60 fee payable at the time of service. We do not know if T-Square will be open during normal business hours on 1/2/12, so instructed American Home Shield to call the office first to arrange payment of the deductible and if T-Square is not open to call us (NightTenders) back.

01/02/2012 - 10:06:26 AM : Called Paul back to see if he has heard from warranty company vendor and he has not, but he said that Kellie Tollifson had called and is sending Alpha to service. Will follow up with Kellie.

01/02/2012 - 10:13:58 AM : Spoke with Kellie and the home warranty company has dispatched Alpha, so will consider this call closed.



To Whom It May Concern,

We are writing to inform you of a new call with status of-

Emergency

Please review the following call details and take appropriate action-

Reason for Calling:

Problem Description-Edith called to report sewage coming from bathroom toilet and tub. The sewage is spilling from the toilet onto the bathroom floor and also coming from the drain of the bath tub. This is the only bathroom in the home. 2 bed, 1 bath, duplex. Currently being maintained with towels .

Call Notes-01/07/2012 - 03:50:47 PM : Edith was out of town for a few days and came home to sewage backup. Told Edith that I will be contacting a vendor to send out. Edith will be home and gave permission for vendor to contact her.

01/07/2012 - 03:50:47 PM : Left Msg - Awaiting call back. Will call back in 15 mins if no returned call.

01/07/2012 - 04:17:46 PM : Left msg. - no answer. contacting next vendor.

01/07/2012 - 04:20:35 PM : Left msg. - Awaiting call back.

01/07/2012 - 04:42:24 PM : James called to report he is on his way. I requested a follow up call when he is done.

01/07/2012 - 06:52:00 PM : Tenant Kim (Edith's Fiancée) called to report severe carpet sewer damage. The whole hallway, the vinyl and base boards in living room, master bedroom about 2-3 feet, and the entrance to her son's bedroom all have sewer damage.

01/07/2012 - 06:53:42 PM : I called plumber to verify sewer damage on carpet. Plumber James from Watson Rooter said the carpet is saturated and that we need to send an extractor out.

01/07/2012 - 06:57:17 PM : I spoke with Tom from Triple C Care Inc and he has 24 services available. He says sewer damage can be at least \$500 damage to clean up b/c by law they have to tear out the carpet.

01/07/2012 - 06:59:19 PM : Due to damage sounding to be at least \$500 I called Justin from Night Tenders to get his approval to call property manager.

01/07/2012 - 07:00:31 PM : I spoke with Matt Rogers, and he gave me approval to send out Triple C Carpet Care Inc.

01/07/2012 - 07:02:14 PM : Tom from Triple C Care Inc will send out one of his guys. He took tenants name to call her to set up a time frame for tonight.

01/07/2012 - 07:04:11 PM : I called Edith to inform her that Triple C will be calling her asap to set up a time frame.

01/07/2012 - 08:48:08 PM : I called Edith to check up on the carpet cleaning status. Triple C informed Edith that will be there in 15 min. Triple C is has been instructed to please call us back when the job is done for a followup.



To Whom It May Concern,

We are writing to inform you of a new call with status of-

Emergency

Please review the following call details and take appropriate action-

Reason for Calling:

Problem Description-Jose called in to report a leak coming from the the boiler. He noticed this at about 30 minutes ago.

Call Notes-12/25/2011 - 05:11:36 PM : He is currently not home to trouble shoot. His carpet is wet. He will call me back in 10-15 minutes.

12/25/2011 - 05:56:53 PM : Jose called me back and discovered that the leak is not coming from his unit, but from his neighbor's unit above him. He walked upstairs to contact his neighbor. Jose handed his phone over to neighbor. I spoke with neighbor [REDACTED] which is also managed by BMG. Eddie has no phone that I can call him back at. Eddie said that leak is not steady, but dripping. Eddie does not feel the water heater is going to burst. Justin from NT tenders advised that put a bucket to stop leak. Eddie mentioned that he has worked for the water department, and he does know where water valve is and he knows how to shut. Eddie said he will shut off water valve if the leaking gets worse. In the meantime he will contain leak with a bucket. I told Eddie to please find a way to call me back asap if the leak gets worse. I provided Eddie with the Night Tenders phone number. 12/25/2011 - 06:00:11 PM : I called back Jose to thank him for letting his neighbor Eddie use his phone, and informed him that Eddie will contain the leak with a bucket. In the meantime Jose said that is fine, but he also is taking an extra precaution by unplugging his tv/electronics. I told Jose to please call me back asap if Eddie's leaking (upstairs) gets worse.

12/26/2011 - 12:01:09 PM : Mike from Stallion is working today and there is no overtime charge. He will be on site in less than one hour to evaluate the situation. He indicated that it is his understanding that BMG has a \$200 repair limit, and asked if he needed to contact PM for approval. He will evaluate first and call NightTenders back and we will evaluate then if a PM needs to be called.

12/26/2011 - 12:02:04 PM : Jose called back and the leak is getting worse and now has a wet floor in the living room closet.

12/26/2011 - 12:34:18 PM : Called Bowen and explained situation. Stallion estimates cost will be about \$900 to replace because an expansion tank and seismic strapping is now required in this jurisdiction. Stallion is not positive they will be able to get the water heater today but will try if repair is authorized. Bowen authorized.

12/26/2011 - 12:37:20 PM : Mike is proceeding with work. He can get water heater, but heater will cost about \$100 more because normal supplier is closed today.

12/26/2011 - 01:05:17 PM : Brandon estimates he will be on site in approximately one hour to extract water and place fans. Informed Jose of status and asked that he call us back if the water extraction company has not arrived by 2:30 p.m.

12/26/2011 - 02:04:01 PM : Brandon with Venturi is on site now and nearly finished.



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Emergency

Please review the following call details and take appropriate action-

Property Information:

Property Address- [REDACTED]

Property Address-

City-Grand Rapids

State-MI

Zip-49505

Caller Information:

First Name- [REDACTED]

Last Name- [REDACTED]

Home Phone- [REDACTED]

Reason for Calling:

Problem Description-Resident found locked door when he got home. Maintenance arrived today to replace toilet while the resident was there and resident says he forgot to ask the tech to leave the door unlocked. [REDACTED] is now arriving home and doors are locked. Has extra key in garage but cannot open it due to a recent broken shoulder.

Call Notes-12/22/2011 - 06:59:18 PM : [REDACTED] was dropped off at home and does not have a vehicle in which to wait.

Temperature is about 29°F but he says he will be fine until someone arrives.

12/22/2011 - 06:59:18 PM : Left message for Paul to see if he wants me to refer resident to a locksmith which is our normal procedure. United has unique instruction to contact maintenance supervisor first.

12/22/2011 - 07:24:50 PM : Called tenant Daniel back to let him know that I had placed the first call to Paul and would be making another call or he would need to call a locksmith. [REDACTED] said he was now inside the house and that someone would need to look at the plexiglass because when he popped it out to get in, it didn't go back in quite right. Advised Mr. Host that if there is damage as a result of his entry, he could be responsible. He said, yes, he understood I needed to say that. He praised United for their service saying that on a scale of 1 to 10 you guys are 9. Once finished with call with [REDACTED], called Paul to ask him to disregard previous message as [REDACTED] was now inside the home. Hope he is the person who is supposed to be inside the house!!



To Whom It May Concern,

We are writing to inform you of a new call with status of-

Emergency

Please review the following call details and take appropriate action-

Reason for Calling:

Problem Description-Tenant called to report water in her basement.

Call Notes-02/19/2012 - 09:07:24 AM : I asked Tenant to identify problem. She refused and demanded we fix this immediately. I explained I want to help, but in order to do that I need to know what the problem is/where it's coming from. She said she did not like being asked questions. She said we should she knows it is her water heater, and that we already have the information.

02/19/2012 - 09:25:50 AM : So I can help tenant out better I checked call log saw she called us 02/04/12 regarding no electricity. I called back and explained we do have record of her call regarding no electricity, but no info on file regarding her water heater. I explained the reason I am asking her questions is because I don't have T-SQUARES info on file. She said TSQUARE serviced her water heater on Friday, but now it's leaking. I explained that we don't have T-SQUARES info regarding that, but I would definitely help her. She refused to do any trouble shooting. Tenant VERY uncooperative. I acknowledged/apologized her frustration. I TRIED to explain that the more info I have the better I can help her by sending out the right person to avoid unnecessary expenses. Still she refused troubleshoot with me, and kept interrupting me. I said once again I need her to understand that she may be charged... she cut me off and said, "I will not being charged, you need to do your job and fix it, and send someone out...that is your job. I am on my way to work". Tenant hung up.

02/19/2012 - 09:34:28 AM : I got permission from my supervisor to dispatch a plumber (plumber seems to be the more logical vendor to dispatch), but first I need to call her a 3rd time, per my supervisor, and ask her more questions. When I called her back she was much more corporative and she apologized to me. She is positive it is her water heater. She is at work and only works five minutes from home to let a plumber in. Her basement has concrete floor, therefore no need to send out an extractor.

02/19/2012 - 09:38:06 AM : Called plumber and got voice recording instructing me to call emergency hotline [REDACTED]

02/19/2012 - 09:51:13 AM : Called Westhill and spoke with Chuck. He will call back to follow-up.

02/19/2012 - 12:02:08 PM : Janet called to report that she decided to "reassess" her situation, and discovered the leak is not coming from her water heater (that she was so confident about earlier). The leak is coming from her bathroom above. I asked her if the plumber has called her yet or shown up. She said plumber has not called. She also said she hasn't left for work yet. Earlier she told me she was at work. I told her that I will contact the plumber and give him an update. I called Chuck. Chuck says he has had his guy Wayne on standby for the past 1 and a half and they have tried to call her so he can be let in (per instruction) b/c she was supposed to be at work. They tried calling her 3 times and left voicemails. He gave me Wayne's cell phone number. I called Wayne and gave him permission to show up since tenant informed me she is at home. Tenant has not been very truthful with the info she has provided me. Earlier she said she was at work (just 5 minutes away) to let the plumber in. Now she told me that she never left for work. She also accused us never calling her back last weekend for her electrical issue (not the case I check call log notes and she was called back on 2/4/12).

02/19/2012 - 12:47:26 PM : Wayne called back. He said it ended up not being a plumbing issue. What happened was they had a rain storm last night and ground water was seeping into the basement. He is going to call T-square tomorrow.