

Editing Exercise – Claim Message

AFTER

To: Irwin Nelson <inelson@landmark-contractors.com>
From: Deborah Olson <Deborah.Olson@milwaukee-fitness.com>
Subject: Requesting Repair of Poor Shower Installation
Attachments: Estimate_1.pdf, Estimate_2.pdf, Estimate_3.pdf

Dear Mr. ~~Nelsen~~Nelson:

~~This is to inform you that we are very unhappy with your shoddy work!~~ Please redo the work or pay for the repair of tile installation in the remodeling of a shower at our health club facility at 4493 First Street here in Milwaukee.

In a contract signed on April 28₂, you and ~~me~~I agreed that the remodel would involve tile work, for which my company paid \$3,220 when the work was completed on May 5th. Just 2 weeks¹ later, on May 19th, we ~~made the discovery~~discovered that ~~there was~~ some tiles in the south portion of the shower ~~that had~~ sank ~~sunk~~ almost ~~as much as~~ half an inch. This caused the shower floor to be ~~really extremely~~ uneven, and water pooled in the downhill corner and would not flow into the drain. Such pooling of water could eventually ~~led lead~~ to mold and mildew₂. ~~Which which~~ would be ~~not healthy~~unhealthy for customers at our fitness facility.

In our May 21 telephone conversation ~~that we had on May 21~~, you argued at various times that the problem was ~~all a matter~~ in my imagination, that it was ~~a problem that was~~ our fault, and that it was to ~~minor~~ minor to worry about. As a result ~~of this messy problem~~, I have commissioned ~~3~~ three bids to repair the work₂. ~~these~~ These bids range from ~~the amount of~~ \$4,500 to ~~the amount of~~ \$5,530₂, as shown on the ~~inlosed~~ enclosed estimates.

We entered into a ~~good~~ good-faith contract with you₂, and I expected a first-class remodeling job₂. ~~that was~~ first-class. I'm ~~feeling~~ confident that you will want to please your customers¹ and not force them to file in small claims court. Please contact me before June ~~fifth~~ 5 to arrange either (a) to ~~re-pay~~ repay my company the amount to repair the tile or (b) to discuss a plan to retile the job yourself.

Sincerely,

Deborah Olson, Owner
MILWAUKEE FITNESS