

Michael and Elana Laham  
22426 Porreras  
Mission Viejo, California 92692

2003  
January 16, 2002

Page One of Two

Robert J. Koretoff  
16320 Downey Avenue  
Paramount, CA 90723  
FAX 562-220-1048

SUBJECT: LEAKY TOILET IN MASTER BEDROOM BATHROOM

Dear Robert,

At the beginning of October 2002, 10/29/02, and 11/3/02 we informed you that the toilet in the master bedroom bathroom is leaking water. During a telephone conversation with you at the beginning of October 2002, we told you that the toilet in the master bedroom bathroom was leaking water. We sent you via FAX a notice from the Santa Margarita Water District on 10/29/02 that the water leak source is the toilet. We sent you another FAX on 11/3/02 that the master bedroom bathroom toilet is leaking water. On 12/6/02 we received a FAX from you stating that, "We adjusted the float level in both toilets." In our opinion, this is an insult to our intelligence and we believe it is obvious to anyone that the float level of the toilet has nothing to do with a water leak in the toilet. Thusly, it did not resolve the toilet problem of leaking water.

Therefore, we are writing this correspondence to you to state that if the repair of the water leak for the toilet in the master bedroom bathroom is not made within thirty days, we will exercise our rights under California Civil Code section 1942. We will have a plumber come onto the premises and fix the master bedroom bathroom toilet and we will then deduct the cost - including materials and labor - from our next month's rent. Or, if you like, via your written permission we will consider quitting our lease with you and vacating your property, at which time you will have three weeks to return our security deposit to us, per Paragraph 4 of our lease with you and California Civil Code 1950.5(f).

If you come and fix the master bedroom toilet but it still leaks water, 72 hours after that time, we will have a plumber fix the master bedroom toilet and pass on all costs to you via a deduction in our next month's rent. We are giving you notification of this seventy-two hour time period **now** in the event that it should arise later.

Also, according to our contract with you (**that you love to quote**), we pay \$1900 per month for TWO TOILETS, NOT ONE TOILET. Please see Paragraphs 1 and 3 in our lease with you. After doing some research, we discovered on 1/8/03 that we incurred a monetary loss of \$26.57 during the months of October 2002 and November 2002 because of extra water usage due to the leaking toilet in the master bedroom. If we turn on water to the toilet, we will incur additional monetary loss, because the water bill will continue to include "extra" water usage due to the above leaking toilet. Therefore, since we do not wish to incur any more monetary damage because of the leaking toilet in the master bedroom, we have been forced to shut the toilet in the master bedroom off, and render it unusable, from 11/26/02 until it gets fixed.

Certified Mail

January 16, 2002

Robert J. Koretoff  
LEAKY TOILET IN MASTER BEDROOM BATHROOM

Due to the above leaking toilet problem we have no choice but to request reimbursement from you for the following damages:

- 1) \$26.57 for our monetary loss due to extra water usage on our water bill.
- 2) The sum of \$271.43 for each month of having only ONE TOILET at the rent rate of \$1900/month FOR TWO TOILETS, which constitutes a breach of our lease with you. The above amount is calculated in the following manner: The property we are renting from you has a total of seven rooms. One of them, the master bedroom bathroom, has a sink, shower and toilet. Since one third of the master bedroom - namely the toilet - is not functioning, we deduct one third of one seventh of our rent, which comes to \$90.48/month. You need to reimburse us for these damages.

In addition, it is a gross wastage of precious water in the desert of Southern California that you have not taken care of the leaking toilet problem, which is probably why the Santa Margarita Water District put the tag on 10/29/02 on the front door of your property.

Please find enclosed: documented evidence of our above claim, this does not include video or photograph. Video and photograph can be obtained upon specific request.

- 1) Santa Margarita Water District Customer/Location Consumption History Inquiry - two pages.
- 2) Santa Margarita Water District Water Bills - two separate bills.
- 3) Santa Margarita Water District notice of water leak.

**PLEASE SEND US SIGNED AND DATED VERIFICATION THAT YOU HAVE RECEIVED THIS CORRESPONDENCE. OR DATE AND SIGN THIS CORRESPONDENCE AND SEND BACK A COPY TO US.**

Thank you

Michael Laham

~~EJana~~ Laham

Date: 10-29-02 Time: 10  
Empl. No. 537

While reading your meter, usage was noted as "above average" for your residence. Reviewing your consumption habits, checking your toilets for leaks, irrigation system (cycles and times), will prevent unnecessary water waste and high water bills. Please contact our office for water saving tips and information.

Today we came to establish/re-establish your water service. Your meter indicated water running inside. Your water has been:

Turned off at the house valve (notice on valve) near your hose bib. **Turn on** yourself.

Turned off at the master valve in the meter box. Please **turn on** yourself.

Turned off at the angle stop. Call customer service. **Do not attempt to turn on yourself.**

While reading your meter, a water leak was detected on your property. Please check for a running/leaking toilet or contact your plumber for further assistance.

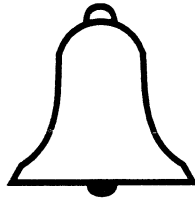
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Thank You For Helping Us To  
Use Water Wisely!**



**SANTA MARGARITA WATER DISTRICT**  
26111 Antonio Parkway  
Rancho Santa Margarita, CA 92688  
Customer Service (949) 459-6420

# Santa Margarita Water District



Account Number  
898550-81585

Billing Date 12/03/02

Customer Name and Service Address

HOW TO REACH US

MICHAEL S. LAHAM  
22426 PORRERAS

949/459-6420  
26111 Antonio Pky.  
Rancho Santa Margarita, CA.

Last Payment Received	11/05/02	Thank You	\$42.90
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**USAGE**

Meter Number	Meter Size	Billing Period	# Days	Usage (ccf)	Prior Year
WD014857991	3/4 INCH METER	10/29/02-11/26/02	28	14	0

<b>PREVIOUS CHARGES</b>	
Unpaid Balance	.00
<b>Balance</b> .....	<b>DUE IMMEDIATELY</b> ..... <b>\$ .00</b>

**CURRENT CHARGES**

Water Base Charge	\$5.74
Water Use Charge	21.74
Power Surcharge	1.40
Sewer	16.17

Please Remit Current Charges by 12/28/02 ..... \$45.05  
10 % Penalty Will Be Assessed On Current Charges If Paid After: 1/07/03

<b>Total Amount Due</b>	<b>\$45.05</b>
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MESSAGE

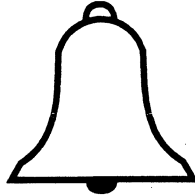
# Santa Margarita Water District

**Account Number**

898550-81585

**Customer Name and Service Address**

MICHAEL S. LAHAM  
22426 PORRERAS



**Billing Date** 1/06/03

**HOW TO REACH US**

949/459-6420  
26111 Antonio Pky.  
Rancho Santa Margarita, CA.

**Last Payment Received** 12/09/02      **Thank You** \$45.05

**USAGE**

Meter Number	Meter Size	Billing Period	# Days	Usage (ccf)	Prior Year
WD014857991	3/4 INCH METER	11/26/02-12/30/02	34	7	0

**PREVIOUS CHARGES**

Unpaid Balance	.00
<b>Balance</b>	<b>DUE IMMEDIATELY</b> \$0.00

**CURRENT CHARGES**

Water Base Charge	\$5.74
Water Use Charge	9.84
Power Surcharge	.70
Base Sewer Charge	8.25
Sewer Use	6.16

Please Remit Current Charges by 1/31/03 ..... \$30.69  
10 % Penalty Will Be Assessed On Current Charges If Paid After: 2/10/03

**Total Amount Due** \$30.69

**MESSAGE**

UT300I01

SANTA MARGARITA WATER DISTRICT CXLIB  
Customer/Location Consumption History Inquiry

11/07/02  
10:27:04

Customer ID: 898550 Name: LAHAM, MICHAEL S.  
Location ID: 81585 Addr: 22426 PORRERAS

Cycle/Route: 11 03 Amount due: \$.00  
Initiation date : 5/14/02 Pending : \$.00  
Termination date: 0/00/00 Customer status: A Customer/Location status: A

Type options, press Enter.

1=Select 5=View detail 6=Display comment codes

Opt	Code	Type	Date	Service Reading Consumption	Actual Demand	Days	Meter Number	Est CD	Cmnt CD
-	WD	REG	10/29/02	13.00	.00	34	014857991		02
-	WD	REG	9/25/02	7.00	.00	28	014857991		
-	WD	REG	8/28/02	6.00	.00	29	014857991		
-	WD	REG	7/30/02	6.00	.00	33	014857991		
-	WD	REG	6/27/02	6.00	.00	29	014857991		
-	WD	REG	5/29/02	2.00	.00	15	014857991		
-	WD	INT	5/14/02	.00	.00		014857991		

F3=Exit F5=Print history F6=Meter inventory F7=Meter svc info  
F8=Pending/history trans F9=Budget trans F24=More keys

UT305I01

SANTA MARGARITA WATER DISTRICT CXLIB  
Consumption History Inquiry

11/07/02  
10:28:44

Customer ID: 898550 Name: LAHAM, MICHAEL S.  
Location ID: 81585 Addr: 22426 PORRERAS

Service/Seq . . . . . : WD 000 WATER DOMESTIC  
Reading date . . . . . : 10/29/02  
Days . . . . . : 34  
Type . . . . . : REG  
User ID . . . . . : PAULC  
Meter reader . . . . . : RG RICHARD GLOVER  
Comment code . . . . . : 02 LEAK DETECTED  
Estimate code . . . . . :  
Meter number/Size . . : 014857991 34  
Use of meter . . . . . : REGULAR

Rdg	Comp	Description	Reading	Billing Multiplier	Consumption
CCF		HUNDRED CUBIC FEET	1706.00	1.0000	13.00

F3=Exit F10=View 2 F12=Cancel F18=Meter reader comments

\*\* COMMUNICATIONS REPORT \*\*

AS OF JAN 16 '03 08:33 PAGE.01

C17 SE GROUP BLD 41A

TOTAL PAGES

TOTAL TIME

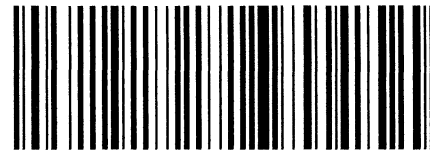
SEND : 0014  
RECEIVE : 0000

SEND : 00'07"13  
RECEIVE : 00'00"00

DATE	TIME	TO/FROM	MODE	MIN/SEC	PAGES	CMD#	STATUS
01	1/16 08:23	5622201048	EC--S	03"40	07	18	OK
02	08:29	5622201048	EC--S	03"33	07	19	OK



LAHAM  
22426 Pórreras  
MISSION Viejo, CA 92692



7002 2410 0005 8939 5515



U.S. POSTAGE  
PAID  
LAGUNA HILLS, CA  
92653  
JAN 16, 03  
AMOUNT

\$4.00



- No Such Street  Number
- Not Deliverable As Addressed
- Unable To Forward
- Moved Left No Address
- Vacant

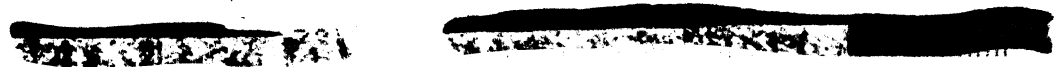
Certified Mail

Robert Kestoff  
76330 Searcy Ave.  
Paramount, CA 90723-5500

RETURN RECEIPT  
REQUESTED

FIRST CLASS

NC  
J 1/15  
1/23  
2/11



7002 2410 0005 8939 5515

PARAMOUNT CA 90723

\$0.83

\$2.30

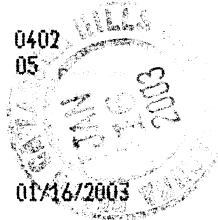
\$1.75

\$0.00

\$4.88

0402  
05

01/16/2003



ROBERT KORETOFF

16320 DOWNEY AVE

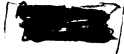
PARAMOUNT, CA 90723-5500

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

ROBERT KORETOFF  
16320 DOWNEY AVE.  
PARAMOUNT, CA  
90723-5500



2. Article Number  
(Transfer from

7002 2410 0005 8939 5515

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

X

- Agent
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type

- Certified Mail  Express Mail
- Registered  Return Receipt for Merchandise
- Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

UNITED STATES POSTAL SERVICE



First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

*SEND TO:*

*MICHAEL AND ELANA LAHAM  
22426 PORRERAS  
MISSION VIEJO, CA 92692*