

# Transmission Report

Date/Time  
Local ID  
Local Name  
Company Logo

1-30-07; 6:43AM  
253 657 3233  
MMA Product Support

This document was confirmed.  
(reduced sample and details below)  
Document Size Letter-S

DATE: JANUARY 30, 2007

Rosilee Hernandez, Business Manager  
Palermo at Lakeland  
7101 Lindsay Ave SE  
Auburn, WA 98092  
Phone 253-939-3722/FAX 253-939-3757

FOR OUR DOCUMENTATION

Notice,

On 1/25/07 you told us that our downstairs neighbors in #107 building #2 wanted to talk to us. What good will it do for us to talk to them when they are still not listening to your, the manager's, request(s) to stop making excessive noise? Also, up until now, you always insisted that it is the manager's job, not our job, to resolve any noise problems that arise between tenants.

On 1/25/07 you told us that our downstairs neighbors are concerned we will make complaints about their expected baby making noise. That does not make any sense since the only complaints we have made to you are about their excessive noise. You specifically told us that loud voices between 10 p.m. and 7 a.m., yelling at any time, loud music or loud television at any time, and bathroom fans or laundry fans being left on continuously are excessive noise, and you specifically told us to make these complaints!

On 1/17/07 you told us that you made a courtesy call to our downstairs neighbors requesting that they not leave the bathroom fan on continuously. And again on 1/18/07 you told us that you made a second courtesy call to our downstairs neighbors requesting that they not leave the bathroom fan on continuously. On 1/22/07 we made our third complaint that both the bathroom and laundry fans are on continuously. To this you told us on 1/25/07, that (a) you spoke to the female downstairs neighbor for the first time on 1/22/07, and that (b) you spoke to the male downstairs neighbor for the first time on 1/25/07, not to leave the bathroom or laundry fans on continuously. This is quite a contradiction you are giving us.

This is now our fourth complaint to you about the bathroom and laundry fans still being continuously left on, and they are being left on when it appears our downstairs neighbors are not even home!

1/24/07 bathroom fan was on from about 7 a.m. to 2 p.m. 1/27/07 - 10<sup>30</sup>pm - 12<sup>00</sup>am (midnight) loud voices bedroom  
1/25/07 bathroom fan was on from about 7 a.m. to 5 p.m. (midnight) bedroom  
1/26/07 bathroom fan has been on since 7 a.m. 1/28/07 - 10<sup>00</sup>pm - (midnight) loud voices bedroom  
1/27/07 bathroom fan has been on since 2 p.m. (midnight) bedroom

We have been honest, straightforward, flexible, and eager to resolve our noise problem in a fair manner for all involved. And we have made it clear to you that we are telling the truth by asking you if you would like to come and hear the noises yourself when our downstairs neighbors are making excessive noise during business hours.

IT IS NOT OUR FAULT THAT OUR DOWNSTAIRS NEIGHBORS MAKE EXCESSIVE NOISE, disregard the lease's rules and ignore your, the manager's repeated requests to stop. Also, it is not our fault that apparently you are not willing to do your job.

Michael and Elena Laban

Total Pages Scanned : 1 Total Pages Confirmed : 1

No.	Doc	Remote Station	Start Time	Duration	Pages	Mode	Comments	Results
1	174	92539393757	1-30-07; 6:42AM	30"	1 / 1	EC		CP 24.0

Notes :

EC: Error Correct RE: Resend PD: Polled by Remote MB: Receive to Mailbox  
BC: Broadcast Send MP: Multi-Poll PG: Polling a Remote PI: Power Interruption  
CP: Completed RM: Receive to Memory DR: Document Removed TM: Terminated by user  
HS: Host Scan HP: Host Print FO: Forced Output WT: Waiting Transfer  
HF: Host Fax HR: Host Receive FM: Forward Mailbox Doc. WS: Waiting Send