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Fax

Forward

to:

Michael & Elana Laham

Fax #:

425-965-8590

From:

Michelle Williams

Date:

1/12/2010

Pages incl. cover: **3**

Subject:

Account Set-up 10710 NE 10th St #714



January 12, 2010

Michael & Elana Laham
10710 NE 10th St. 714
Bellevue, WA 98004

Ref: Account Set-up

Dear Mr. & Mrs. Laham,

Thank you for your inquiry about your utility billing services. By way of introduction, ista North America is a utility billing Service Company. We provide the services of metering and billing of energy, water and other ancillary costs to owners and/or managers of apartment and condominium communities from coast to coast.

Per our records I am able to verify for you that ista is in the contractual stage with Ashton Bellevue (aka Vue, The). Once all requirements have been met, accounts will be set up for the residents of this community. You are not late and there will be no late fees, due to the fact none of the residents' accounts have been set up. There are no bills to send you copies of at this time. The bills for the residents go out all at the same time. Your account will automatically be set up for you and at that time bills will begin to go out to the residents.

We appreciate the opportunity to respond to your inquiry.
Should you have additional questions please feel free to contact our Resident Relations Department at 1-800-823-1468

Sincerely,

Michelle Williams
Resident Relations Dept.
ista North America

January 12, 2010

ISTA
7825 Baymeadows Way, Suite 300B
Jacksonville, Florida 32256
Phone 800-823-1468 Fax 904-312-5199

To Whom It May Concern,

In the Utility and Service Addendum of our Lease Agreement, section 1a) states, "Water service to your apartment and costs will be paid by you directly to the water service provider(s)". According to Danielle, at extension 12229, resident relations representative at ISTA, whom we spoke to on 9/4/09, no water account has been set up at Ashton Bellevue for either Michael Laham or Elana Laham. Danielle also told us that we are NOT allowed to set up our own water bill account; Ashton Bellevue, our landlord, has to set up our water bill account for us. It has been over as month already, yet we have not received any water bill. So how are we supposed to pay our water bill(s) when Ashton Bellevue does not set up our water bill account with you, the water utility provider?

We do NOT want to be late in our water bill payments. We have contacted the management of Ashton Bellevue several times regarding setting up our water bill account, and they have not responded. Therefore, would you please set up our water bill account for us?

Also, will you please send us our water bill(s) via fax to 425-965-8590 so that we can pay them in a timely fashion?

Michael Laham and Elana Laham
10710 NE 10th Street #714
Bellevue, WA 98004

Washington VVE LP

Sent to: Ashton

Hanover

ISTA

FAX (VIA)

9/6/09	9/14/09	9/14/09
10/13/09	10/13/09	10/13/09
11/16/09	11/16/09	11/16/09
12/14/09	12/14/09	12/14/09
1/12/10	1/12/10	1/12/10