



Roof leak

Margit

To: Mike Whittle <mike@ipmflorida.com>

Mon, Aug 27, 2012 at 12:44 PM

Barbara Medeiros <barbara@ipmflorida.com>

Mike,

As a professional, one would think you know how to handle these matters more urgently and have the courtesy to call back. I have only stated the facts and one does not need to resort to intimidation and name-calling as you have done in the past. One does not need sugar if one does his job that we pay him to do and that includes not frustrating homeowners.

My phone number is

Thank you,
Margit

On Mon, Aug 27, 2012 at 11:50 AM, Mike Whittle <mike@ipmflorida.com> wrote:

Margit,

I am fully aware that you don't like me. Don't be so petty and use this to bash me. Grow up.

I have been on the phone with the roofers discussing your leak and the hundred of others.

please email me your phone number to contact you. I will have the roofer contact you.

It amuses me that out of the 100's of properties we manage you are the only one that is continually being obnoxious to me.

Have you ever heard of the expression you get more with sugar than vinegar?

WHO TAUGHT HIM
HOW TO TALK TO
CUSTOMERS??

READ ITEM #6 AND SEE HOW MUCH
SUGAR WHITTLE USES AND HE WAS PAID
BY US!! GO FIGURE!

Once you email me your phone number I will have someone call you. And yes I am sure you left your phone number with Julia but I am mobile at the moment.

if you prefer to hire your own roofer it will be at your own cost and risk.

On Aug 27, 2012, at 11:38 AM, Margit

wrote:

Also, I even told Julia that it was a leak and I said I hope Barbara calls back. Julia says that she will and just say that it is a leak on my voicemail to her. I am surprised that your company, even though it is closed, does not even call me back to inquire as to the extent of the leak and whether it might affect the condo below mine. Do you treat your other properties that you manage like this?

BTW, there are roofers that are willing to fix it asap as they feel it is an emergency.

Margit

On Mon, Aug 27, 2012 at 11:14 AM, Margit

wrote:

When I called your phone number, Julia answered the phone and said that Barbara is not at her desk but she is in the office. Maybe you just closed right after that?? For any emergency