



Veronica Nowlin &lt;veronicalh@gmail.com&gt;

**Fwd: Receipt for Locksmith Services on 24 March**

9 messages

**Chris Nowlin** <chris.m.nowlin@gmail.com>  
To: Veronica Heath <veronicalh@gmail.com>

Mon, Mar 30, 2020 at 6:24 AM

Lock smith receipt

----- Forwarded message -----

From: **Locksmith Services** <noreply@viewinvoice.com>

Date: Tue, Mar 24, 2020, 20:14

Subject: Receipt for Locksmith Services on 24 March

To: &lt;Chris.m.nowlin@gmail.com&gt;

LOCKSMITH SERVICES

03/24/2020 08:13 PM

**Locksmith Services**

424-373-6721

Job Reference #13LRC

**Total Payment****\$118.<sup>11</sup>**

|           |          |
|-----------|----------|
| Subtotal  | \$115.00 |
| Tax       | \$3.11   |
| Job Total | \$118.11 |

**Billed To**

CHRISTOPHER NOWLIN



ending in 0903

**\$118.11**

**Signature**

I, CHRISTOPHER NOWLIN, approve paying the above amount with my Visa ending in 0903 for job reference #13LRC that was done to my full satisfaction.

Thank you for your business.

**HOW WAS YOUR SERVICE?**



Payment processed by Jobox  
888-851-0946

[Unsubscribe](#)

**Veronica Heath** <veronicalh@gmail.com>

Tue, Mar 31, 2020 at 3:59 AM

To: beachcollection@coastlinerea.info

Hello,

My husband, Chris Nowlin, and I are residents at 407 N Broadway, Redondo Beach, Apt 3. Last Tuesday, March 24th, my husband got locked out of our apartment after hours so he called your emergency phone number. The employee over the phone told my husband that your company "doesn't do lockouts". He instructed him to call a locksmith and send you the receipt. Below is the attached receipt for \$118.11. How should I proceed with reimbursement? Should I take it out of my rent payment for April?

Thank you,  
Veronica Heath  
[Quoted text hidden]

**Redondo Beach Luxury Collection** <beachcollection@coastlinerea.info>

Tue, Mar 31, 2020 at 8:10 AM

To: Veronica Heath <veronicalh@gmail.com>

Good morning,

I will look into this and get back to you asap.

Thanks,  
[Quoted text hidden]

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*Gloria Camou*

*Community Manager*

Coastline Real Estate Advisors, Inc.

Office: (310) 750-5133

E-Mail: [beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)

Website: [www.coastlinerea.com](http://www.coastlinerea.com)

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**Redondo Beach Luxury Collection** <[beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)>  
To: Veronica Heath <[veronicalh@gmail.com](mailto:veronicalh@gmail.com)>

Tue, Mar 31, 2020 at 9:22 AM

Hello,

Unfortunately this is resident responsibility and not something we reimburse.

Thank you,

On Tue, Mar 31, 2020 at 3:59 AM Veronica Heath <[veronicalh@gmail.com](mailto:veronicalh@gmail.com)> wrote:

[Quoted text hidden]

[Quoted text hidden]

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**Veronica Heath** <[veronicalh@gmail.com](mailto:veronicalh@gmail.com)>  
To: Redondo Beach Luxury Collection <[beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)>

Tue, Mar 31, 2020 at 10:07 AM

Then why did your employee tell my husband that you guys would reimburse us?? This will be the second lie that your company has told us. What a great way to build trust.

Under the old management company, there was someone onsite that would assist us if anything like this ever happened. And now we are left to fend for ourselves? Unbelievable!

Sent from my iPhone

On Mar 31, 2020, at 9:22 AM, Redondo Beach Luxury Collection <[beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)> wrote:

[Quoted text hidden]

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**Redondo Beach Luxury Collection** <[beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)>  
To: Veronica Heath <[veronicalh@gmail.com](mailto:veronicalh@gmail.com)>

Tue, Mar 31, 2020 at 10:34 AM

I'm not certain who told your husband that we would reimburse for this, or why they would have, but unfortunately that is not accurate. If you know who it was, I can reach out to them. As was the case with the previous management company, if someone is available, typically during business hours, to unlock a door for a resident who has locked themselves out, then we would do so, otherwise this is not an emergency or management's responsibility.

I apologize for any miscommunication's that may have occurred.

Thank you,

[Quoted text hidden]

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**Veronica Heath** <veronicalh@gmail.com>

Wed, Apr 1, 2020 at 5:11 AM

To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Unfortunately, my husband didn't get the name of the person he talked to over the phone. Whoever it was mentioned that he was located in West Hollywood. I'm guessing you could probably go over your records to see who was scheduled to cover the after-hours phone line on March 24th. And with the previous management company, since the property manager was on site, there was always someone available to help out - even after business hours.

I would really appreciate if your employees would give out the correct information in the future. It has been really frustrating dealing with your management company so far. This is the second time that we have been given false information. I really hope that you will be able to better educate your employees in order to avoid any more frustration going forward.

Thanks,  
Veronica

[Quoted text hidden]

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**Redondo Beach Luxury Collection** <beachcollection@coastlinerea.info>

Wed, Apr 1, 2020 at 8:58 AM

To: Veronica Heath <veronicalh@gmail.com>

I appreciate your feedback.

Stay safe and healthy, and have a great day.

Thank you,

[Quoted text hidden]

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**Veronica Heath** <veronicalh@gmail.com>

Wed, Apr 1, 2020 at 9:03 AM

To: Redondo Beach Luxury Collection <beachcollection@coastlinerea.info>

Thanks, same to you.

Sent from my iPhone

On Apr 1, 2020, at 8:58 AM, Redondo Beach Luxury Collection <[beachcollection@coastlinerea.info](mailto:beachcollection@coastlinerea.info)> wrote:

[Quoted text hidden]