



Chris Nowlin <chris.m.nowlin@gmail.com>

Our apartment is unlivable

1 message

Veronica Nowlin <veronicalh@gmail.com>

Sun, Sep 12, 2021 at 2:10 PM

To: Gloria Camou <beachcollection@coastlinerea.info>

Cc: Chris Nowlin <chris.m.nowlin@gmail.com>

Hello,

I'm writing in regards to Coastline's horrible mismanagement of the bathroom leak in Apt #3. To recap, I notified you over email on Thursday that you could send someone over on Friday to fix our leak. On Thursday night, the situation escalated and the ceiling underneath the bathroom started to leak downstairs with human waste (it looked and smelled like urine). On Friday, the plumber came to evaluate the leak and stated that he couldn't repair it that day but would come on Saturday to repair it. I called the Coastline office after the plumber left to tell them that the leak was worse and this is an unlivable situation that needed to be taken care of that day. They said they would talk to the plumber and maintenance guys and get back to me, however, no one ever did. This issue should have been resolved on Friday and arrangements should have been made with another plumber to repair the leak that same day.

On Saturday, our ceiling was ripped open to reveal the source of the leak and also revealed a significant amount of mold and rot in the joists making an already unlivable situation worse. I'm currently 7 months pregnant and could not risk exposing myself and my unborn child to mold. My husband and I called your emergency line and they said "hopefully" they could get a hold of someone from your office. Apparently, the best Coastline could do for this emergency was send someone over with a dehumidifier. How was that going to fix the gaping hole in the ceiling, mold, dirt, plaster, and dust left everywhere by the plumbers? Did you expect us to live in these conditions until Monday? That is completely unacceptable!! Therefore, my husband and I were left with no choice but to reserve a hotel room for the remainder of the weekend because it was clear to us that no one from your company cared enough to take care of our emergency on a weekend.

Going forward, we expect the mold to be removed, an engineer to come and assess if the bathroom floor is structurally sound, the ceiling and bathroom cabinet drywall to be repaired, the carpet upstairs to be replaced so there are no exposed nails sticking out, and a cleaning crew (including carpet cleaners) to come and clean all the water damage, dirt, plaster, and dust brought in by the plumbers. If this is not taken care of in a timely manner, we will continue to be renting a hotel room at your expense until all these issues are fixed and will report your company to the appropriate agencies. I have attached a picture of our receipt from the hotel room on Saturday and Sunday nights and expect to be reimbursed for that as well. I have also attached pictures and videos of all the damage to the inside of our apartment so you can see the state of our apartment after the plumbers left on Saturday and how horrible it is.

Please let us know when the above issues will be taken care of, when we can expect to be reimbursed for our hotel room, and how your company will be taking care of our living situation while the apartment is being worked on this upcoming week because my husband and I refuse to risk exposing ourselves and our unborn child to the mold and living hazards left in our apartment.

Sincerely,
Veronica & Chris Nowlin

9 attachments

Summary and room changes

Redondo Pier Inn

Check-in: Sun, Sep 17

Check-out: Mon, Sep 18

Number of nights: 1

Number of rooms: 1

Deluxe Room With 2 Queen Beds

Guests: 2

Number of adults: 2

Number of children: 0

Infants/toddlers: 0

Room: 1

Queen Beds: 2

Includes with this room:

Free Wi-Fi

Free breakfast

Payment details

Total price: \$188.51

including taxes and fees

Important information: Please note that this is a refundable reservation. You will be charged a fee if you cancel or change your reservation within 14 days of check-in. For more information, please see our Terms and Conditions.

image0.jpeg
247K



image1.jpeg
1800K



image2.jpeg
2387K



image3.jpeg
2178K



image4.jpeg
2159K



image5.jpeg
1966K



image6.jpeg
2300K

 **Video.mov**
2032K

 **Video_1.mov**
2729K