

High Electric Bills

5 messages

Veronica Nowlin <veronicalh@gmail.com>Mon, Aug 30, 2021 at 6:19 PM

To: beachcollection@coastlinerea.info

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

Hi Gloria,

As you are aware, we have been having issues with high electric bills - one in March 2021 that was \$452.93 and again in July 2021 that was \$201.68. Prior to this, we have never had a bill over \$75/month. My husband and I do not feel that we should be responsible for the full cost of these bills as they were due to Coastline's negligence by not conducting routine maintenance at 407 N Broadway. We have determined that these increased bills were due to water leaks that were causing our water heater usage to spike and drive up our electric bills. At the time, we were not aware of these leaks because they were not visible to us. In addition, we didn't know they were linked to the water heater and the spikes in electricity usage, and we are not responsible for the water bills so we were not aware of any increases in those bills in order to notify you sooner. Furthermore, there was also an almost two-week delay from when we contacted you about the water heater (July 2) until it got fixed (July 14th), running up our bill further in July. It is clear that routine maintenance is not being done on this property as my husband and I are home most of the day and rarely see anyone from your company performing routine maintenance or cleaning. In comparison, Ming Management had a maintenance man checking on the property at least 3 times a week, and we never had any issues.

Therefore, we would like to take half the cost of the two high bills (\$327) out of our rent for September because it's clear to us that your negligence in maintaining the property and the delay in responding to our request to fix the water heater led to these high bills. I have attached copies of our bills from March and July as well as copies of our electricity usage for those months. As you can see our usage dropped on March 19th and July 14th after the water leaks were repaired. If you would like to see further documentation or copies of our bills and electricity usage since March, I would be happy to provide this to you.

Sincerely,
Veronica & Chris Nowlin

4 attachments





image2.jpeg
1376K



image3.jpeg
1395K

Gloria Camou <beachcollection@coastlinerea.info>
To: Veronica Nowlin <veronicalh@gmail.com>
Cc: Chris Nowlin <chris.m.nowlin@gmail.com>

Tue, Aug 31, 2021 at 10:27 AM

Good morning Veronica,

I have forwarded your request to my corporate office and will update you as soon as I've heard back.

Thank you.

[Quoted text hidden]

--

Gloria Camou

Community Manager

Coastline Real Estate Advisors, Inc.

Please excuse any typos and/or brevity of this message.

Office: (310) 750-5133

E-Mail: beachcollection@coastlinerea.info

Website: www.coastlinerea.com

For after hours maintenance emergencies please call (310) 281-7701

Gloria Camou <beachcollection@coastlinerea.info>
To: Veronica Nowlin <veronicalh@gmail.com>
Cc: Chris Nowlin <chris.m.nowlin@gmail.com>

Wed, Sep 1, 2021 at 1:21 PM

Hi Veronica,

Your request for a credit of \$327 has been approved and will be reflected in your resident portal once our corporate office has input it into the system.

Thank you.

[Quoted text hidden]

Veronica Nowlin <veronicalh@gmail.com>
To: Gloria Camou <beachcollection@coastlinerea.info>
Cc: Chris Nowlin <chris.m.nowlin@gmail.com>

Wed, Sep 1, 2021 at 3:27 PM

Hi Gloria,

Thank you so much - very much appreciated!

Also, I was wondering if you knew when the retrofitting to the parking area was going to be completed? The letter that was sent out said September 3rd, but it doesn't look like they are close to being done. Just wanted to know when it was OK to park my car in my spot again.

Thanks,
Veronica

[Quoted text hidden]

Gloria Camou <beachcollection@coastlinerea.info>
To: Veronica Nowlin <veronicalh@gmail.com>
Cc: Chris Nowlin <chris.m.nowlin@gmail.com>

Wed, Sep 1, 2021 at 4:46 PM

My pleasure and I apologize for the back and forth with the electrical, it took some time to get the electrician to come out and investigate and since the water heaters are located in the locked garages he didn't check them. I'm glad we were able to get it resolved though!

The last I had heard from the contractors doing the retrofit was that they were awaiting the city inspection to approve the work and allow them to complete it, but I just emailed them asking for an update. I'll let you know as soon as I hear back and if it will go beyond the originally scheduled completion date we will get notices distributed ASAP=)

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