

David Ross

From: David Ross
Sent: Friday, May 5, 2023 1:56 PM
To: Nancy Solomon
Subject: RE: broken irrigation head due to snow plow damage

Hi Nancy,

I am so afraid that this email is going to come across poorly, but it needs to be said. I would very much like to meet with you so we can discuss and work through any confusion or concerns.

I have politely on many occasions requested, in writing, that we meet on-site to conduct an end of season walkthrough. This request has gone unanswered by you for weeks. Only within that last day or two, after I essentially begged you for a reply, did you state that I can meet with a board member next week. At that point, it will be the middle of May. This is a poor decision and will almost certainly leave a bad taste in people's mouths as this should have been done in the beginning of April. The association attorney had even written in the contract that you would conduct a walkthrough with us. Why have you refused to respond until now?

We have repaired and provided photographs of the noted damages to you on more than one occasion. One of these repairs was an irrigation head for which you provided an address and location. This was repaired almost immediately upon receipt of notice.

Today, without notice or warning, you provide us with an invoice, paid for by a resident for an irrigation repair where we have no record of the damage being reported to us. Did you provide notice of the damage? Where was the damage located? Was the damage caused by physical damage or did the head simply break from wear and tear? There is no description of the location. A \$200 bill to replace a rotary head without providing notice does not seem reasonable.

Is it customary for a resident to contact a vendor to perform repairs on common grounds? Is it customary for a resident to go around the property manager for services on common grounds? Is Gregory Baron a member of the Board of Trustees?

Each and every time you have contacted me, or anyone from the company, we have jumped and provided immediate response to your inquiry, request or concern. The communication in return has not been reciprocated. I have many emails sent to you for which no response was provided. One question that you have still failed to answer is whether or not you received the packets of information you requested from me. They were printed in color, and hand delivered to your office for review. I have asked at least 4 times if you received them and even emailed an electronic copy.

At the end of the day, yes, I'll send the resident a check for this inflated invoice of \$200 to replace a rotary head. However, you and I both know that this is not reasonable.

Warmest Regards,
David P. Ross

Ranked in the Top 100 Snow Removal Companies in North America

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From: Nancy Solomon <nsolomon@wilkingrp.com>
Sent: Friday, May 5, 2023 1:00 PM
To: David Ross <david.ross@Paramountfacilities.com>
Subject: broken irrigation head due to snow plow damage

Hi David,
Please see invoice for repair to broken irrigation head.
Please reimburse Greg directly.
Thanks!

Nancy Solomon, CMCA
Community Account Manager
Wilkin Management Group
1655 Valley Rd., Suite 300
Wayne, NJ 07470
201-560-0900 x 4509

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