

Gordon Reiselt

From: Compadre [compadre@usa.net]
Sent: Monday, October 17, 2011 9:54 PM
To: president@silverhillabq.org; vicepresident@silverhillabq.org
Subject: Fwd: Re: Procedure for filing a damage claim
Attachments: IMG_0427.JPG; RotoRooter Inv_AL179539.pdf

Mr. Reiselt and Mr. Montalbano;

I am forwarding correspondence relating to damages caused to my property at 2004 Lead Ave. SE as a result of the construction project on Lead Ave.

I am hopeful that this information might be useful for property owners that might experience similar problems in the future.

Should any organization members or neighborhood members be interested in reviewing additional photos or discussing the subject, I would welcome your reply response.

Best regards,
David Jones

----- Original Message -----

Received: Mon, 17 Oct 2011 09:07:35 PM MDT
From: "Compadre" <compadre@usa.net>
To: Patti Watson <patti.r.watson@gmail.com>Cc: "Dan Krofcheck" <krofcheck@gmail.com>
Subject: Re: Procedure for filing a damage claim

Patti;

I am not in receipt of an e-mail address for Mr. Patrick Shaw of AUI. Please forward this message to his attention for resolution of this matter.

I have attached pictures showing the substandard workmanship performed by AUI, specifically joining 2 pieces of pipe using bailing wire. I have also attached the invoice that I paid for trouble shooting of the problem on Wednesday evening and Thursday morning (October 12 and 13).

Mr. James Allman, Project Engineer of AUI, has agreed to pay all expenses related to the repair. I request that AUI make immediate reimbursement for my expenses.

Answers to the requisite questions are as follows:

- 1) The damage occurred to the sewer line at my property located at 2004 Lead Ave. SE, Albuquerque, NM
- 2) After installation of a new sewer tie in by AUI, the property sewer line collapsed at the work area.
- 3) Both myself and my plumbing repair contractor (Roto Rooter) believe that the installation was performed in a substandard manner by the following actions:

- A) The rubber boot was attached to the existing property sewer line with bailing wire, instead of a standard steel clamp
 - B) The "bailing wire joint" was reinforced with concrete in an attempt to keep it from failing
 - C) The sewer line collapsed within 12 inches of the sewer line installation made by AUI
 - D) Video inspection of the property sewer line by my repair contractor and representatives of AUI (James Allman and Adrian Quintana) from the house to the collapse area showed no damage or degradation indicating a pre-existing problem
 - E) AUI representative James Allman provided verbal agreement to myself and Roto Rooter to pay for all repair costs.
- 4) Mr. Allman has requested Roto Rooter to send the repair work invoice to his attention for payment directly by AUI. The invoice to be received by Mr. Allman will include details regarding the cause of the damages
- 5) Pictures attached

In addition to the attached invoice in the amount of \$415.16, I request compensation to my tenants for inconvenience and damages caused by the actions of AUI. I request compensation in the amount of \$1,200 to be coordinated with Mr. Daniel Krofcheck (copied above).

Presuming a timely and reasonable resolution of this matter, I am not seeking reimbursement for the following personal expenses and loss:

- 1) Time spent to respond to the initial problem on October 13 and 14
- 2) Time spent to coordinate with yourself and Mr. Robert Galindo of the City Risk Management Division on 14 October
- 3) 4 hours of personal leave from work on Friday, 14 October
- 4) Related Mileage
- 5) Time spent generating this prescribed claim response

Please invite Mr. Patrick Shaw to contact me if there are any questions regarding this claim.

Best regards,
David Jones
Mobile: 505-480-3888

----- Original Message -----
Received: Fri, 14 Oct 2011 02:53:53 PM MDT
From: Patti Watson <patti.r.watson@gmail.com>
To: compadre@usa.net
Subject: Procedure for filing a damage claim

Hello again, Mr. Jones:

Thank you for keeping in touch. As we discussed, the procedure for filing a damage claim is as follows:

To submit a damage claim to AUI, the general contractor for the Lead & Coal Improvements Project, please send a letter to Patrick Shaw, who is the project manager. You can email Mr. Shaw at the address above, but I'd also send the letter via regular mail to:

Mr. Patrick Shaw, Project Manager

AUI Inc.

P.O. Box 9825

Albuquerque, New Mexico 87119-9825

In the letter, please detail:

- 1) The address of the property where the damage occurred
- 2) The type of damage that occurred (specific details)
- 3) Why you think the damage was caused by construction
- 4) If you have already gotten the repair made, a copy of the repair receipt along with a statement from the plumber about what caused the damages
- 5) And, any evidence documenting the damages (photos, etc.)

Please be aware that your damage claim will be evaluated based on pre-construction photos of your property and/or video versus the present condition.

Please let me know if you have any questions or need additional information.

Thanks,

Patti Watson

Cooney, Watson & Associates, Inc.

505-293-2000 office

505-245-3134 direct

505-269-9691 cell



SAVE THIS INVOICE FOR YOUR GUARANTEE
SEE BINDING TERMS ON REVERSE

Roto-Rooter Services
GENERAL OFFICE
731 Rankin, N.E.
Albuquerque, NM 87107
Phone: (505) 299-6464
Fax: (505) 292-9247

DATE OF SERVICE
M 10/13/11

Sub. David
SERVICE TECHNICIAN'S NAME

INVOICE NO.
AL 179539

CUSTOMER NAME: David Jones

JOB ADDRESS: 2004 Lead Ave SE

APT. NUMBER: _____ FEDERAL I.D. #: 20-1974105

CITY: _____ STATE: _____ ZIP: _____ CUSTOMER PHONE NO.: _____ P.O. NUMBER: _____

MODEL # _____ SER # _____ MAKE _____

ESTIMATE
My estimate for performing this work is:

WORK ORDER AUTHORIZATION
I authorize Roto-Rooter to perform the described services and I agree to pay the amounts indicated. I understand that Roto-Rooter is not responsible for broken, sealled, rusted, deteriorated, or lead pipes, fixtures, or clean outs and any damage resulting from cleaning or repairing such lines.

(PRINT NAME) _____ (SIGNATURE) _____

CUSTOMERS DESCRIPTION OF PROBLEM
Trouble shoot main line

TYPE OF WORK		DEPARTMENT / DESCRIPTION	AMOUNT
<input checked="" type="checkbox"/> RESIDENTIAL	<input type="checkbox"/> COMMERCIAL		
PLUMBING WORK	<input type="checkbox"/>		
MAIN SEWER LINE	<input checked="" type="checkbox"/>	* # 979 - # 981 Ran 2-man to attempt to clear	\$ 239.50 (1 hour)
WASHER LINE	<input type="checkbox"/>	- unable to clear -	
KITCHEN SINK LINE	<input type="checkbox"/>	- Charge 2 hours = \$479.00	
LAVATORY LINE	<input type="checkbox"/>		
TUB LINE	<input type="checkbox"/>		
STOOL AUGER	<input type="checkbox"/>	* # 887 Trouble shot main line	1st hour Free
SEPTIC TANK	<input type="checkbox"/>	- unable to get by hard spot	
FLOOR DRAIN	<input type="checkbox"/>	- cable got stuck (a vent)	\$ 148.50
PRODUCTS	<input type="checkbox"/>		
MATERIALS	<input type="checkbox"/>	* Ran camera to locate bad spot - Front street -	(2nd hour T.D.)
OTHER	<input type="checkbox"/>		

ROOTS MUD GREASE LOADED PAPER TOWELS
 GARBAGE CAUSTICS GENERAL FEM. HYGIENE PRODUCTS HANDY WIPES

WARRANTIES: 1 YEAR 180 DAYS 90 DAYS OTHER *Dr. Berling Repair*

CASH \$ _____ CHECK NO. _____ CREDIT CARD AUTH. # _____ NET 30 DAYS (WAC)

NET 30 DAYS FOR WAC-COMMERCIAL CUSTOMERS ONLY
OVER 30 DAYS LATE CHARGE OF 1 1/2% PER MONTH *In the event check is returned, the COMPANY will charge the CUSTOMER A \$30.00 processing fee.

COMPLETION I acknowledge completion of the above described work which has been done to my complete satisfaction.

(PRINT NAME) _____ (SIGNATURE) _____

DISPATCHED TIME	ARRIVAL TIME <i>9:00 AM</i>	COMPLETION TIME <i>11:00 AM</i>	SUBTOTAL <i>\$ 388.00</i>
TESTING <input checked="" type="checkbox"/> PASS <input checked="" type="checkbox"/> SEAL <input type="checkbox"/> METHOD: _____	SERVICE TECHNICIAN'S RECOMMENDATIONS <i>Est = 4500.00 + Tax</i> <i>- to repair upto 5' off sewer line in street area.</i>		DISCOUNTS/ COUPONS
CUSTOMER INITIALS _____			TOTAL
CUSTOMER COPY			TAX <i>\$ 27.16</i>
			INVOICE TOTAL <i>\$ 415.16</i>

