



Tammy Talpas <tammy.talpas@gmail.com>

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## Fwd: TAMMY TALPAS, Verandah Austin Apt 2924 - New Water Meter Spinning

1 message

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**Tammy Talpas** <tammy.talpas@gmail.com>  
To: Tammy.talpas@gmail.com

Thu, Dec 12, 2019 at 10:34 AM

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

**From:** Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)>  
**Date:** Wed, Aug 7, 2019, 2:16 PM  
**Subject:** RE: TAMMY TALPAS, Verandah Austin Apt 2924 - New Water Meter Spinning  
**To:** Tammy Talpas <[tammy.talpas@gmail.com](mailto:tammy.talpas@gmail.com)>  
**Cc:** Michelle Peterson (Hills) <[manager@verandahatgrandviewhills.com](mailto:manager@verandahatgrandviewhills.com)>, Amanda Roberts (Hills) <[assistant@verandahatgrandviewhills.com](mailto:assistant@verandahatgrandviewhills.com)>

Good morning,

Thank you for your email. You have clearly misunderstood our offer and our intentions. As stated previously, we have tried to address your concerns about the water metering. We have replaced the water meter and you are still dissatisfied with us and our efforts to resolve the issue. As a courtesy to you, due to your continued dissatisfaction we have offered you the opportunity to move to a different community where you will be happier. The decision is yours.

Unfortunately the tone of your email is threatening and you have misstated our position. Consequently, we have asked our attorney to step in and assist us in resolving your concerns. Our attorney will be in touch with you soon.

Thank you,

Bassham Properties | *Resident Care*

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**From:** Tammy Talpas <[tammy.talpas@gmail.com](mailto:tammy.talpas@gmail.com)>  
**Sent:** Tuesday, August 6, 2019 5:06 PM  
**To:** Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)>  
**Cc:** Verandah at Grandview Hills Leasing <[VerandahLeasing@verandahatgrandviewhills.com](mailto:VerandahLeasing@verandahatgrandviewhills.com)>  
**Subject:** Re: TAMMY TALPAS, Verandah Austin Apt 2924 - New Water Meter Spinning

The maintenance team has confirmed, and I have digitally documented them confirming, that the water meter spins when I am not using water. How does that get me kicked out of my home of a decade? This is in no way a rhetorical question. Please carefully consider your written answer.

How is it not your responsibility to ensure that I do not continue to be charged for water I have not used? Further, your lease requires me to report to you any defects in my unit that could cause damage to your property. There is a leak associated with my unit whose source is not obvious to me as its resident, and which your maintenance staff has yet to identify for me.

I can only assume that this means the leak is within the interior walls of this building, which you own. I have done my due diligence in informing you that your property may be rotting from the inside out.

What do you propose to do, other than pretend the problem your maintenance staff has identified and confirmed does not actually exist, and threaten me with leaving my home?

On Tue, Aug 6, 2019, 6:52 PM Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)> wrote:

Good afternoon,

Thank you for your email. We are sorry that you continue to be dissatisfied with your apartment home. Our team at The Verandah has done everything that there is to be done. We have made several checks to ensure that there are no leaks and we have replaced a water meter that was not necessary to replace. There is nothing more that can be done.

If you wish to discuss this further then please contact us at the corporate office, there is nothing more that the on-site staff can do.

Since you are still dissatisfied with the water metering system, we would like to offer you the opportunity to vacate your apartment immediately without notice or early termination fees required. Since this has been an ongoing issue for you and you are still unhappy with the resolution, we strongly encourage you to accept this offer and find a home where you will be content. Please submit your written notice by Monday, August 12, 2019.

Thank you,

Bassham Properties | *Resident Care*

**From:** Tammy Talpas <[tammy.talpas@gmail.com](mailto:tammy.talpas@gmail.com)>

**Sent:** Tuesday, August 6, 2019 3:59 PM

**To:** Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)>

**Cc:** Michelle Peterson (Hills) <[manager@verandahatgrandviewhills.com](mailto:manager@verandahatgrandviewhills.com)>; Verandah at Grandview Hills Leasing <[VerandahLeasing@verandahatgrandviewhills.com](mailto:VerandahLeasing@verandahatgrandviewhills.com)>; [customerserviceLB@realpage.com](mailto:customerserviceLB@realpage.com)

**Subject:** TAMMY TALPAS, Verandah Austin Apt 2924 - New Water Meter Spinning

Good afternoon.

The new water meter installed in my unit on August 2, 2019 is spinning - logging water usage - when I am not using water. Jonathan Morales and Nathaniel Gonzalez have both confirmed this information to Ken Agnew by phone in my presence. Per Alejandra Weldon and Ryan Hoyle, this information has been communicated by Maintenance Staff to Amanda Roberts (Assistant Manager of The Verandah at Grandview Hills). Ryan Hoyle assured me that Amanda Roberts is on property, and would call me back today, within 15 to 30 minutes of my call to him before 4:30 PM CT. I was just told by Alejandra that Amanda will not speak to me today.

I took off work today to get this documented, troubleshoot, and fixed. I was told by Mr. Morales when he and Mr. Gonzalez left my unit that they would be back with an answer to the problem. No one has communicated ANYTHING to me since they left.

This has been going on for 13 months, and I made you aware of it as soon as I realized it, when my water bill shot off the charts in December. This is intolerable. Please communicate with me IMMEDIATELY.

Respectfully,  
Tammy Talpas  
Apt 2924, The Verandah at Grandview Hills  
[tammy.talpas@gmail.com](mailto:tammy.talpas@gmail.com)

RealPage Account Number 1041611060  
RealPage Resident ID 4910943

On Fri, Jul 26, 2019 at 9:51 AM Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)> wrote:

Good morning,

We do not have that information that you are requesting. The previous utility billing company may be able to provide that, but since we no longer have a business relationship with them they may not. The previous utility billing company was NWP, which is now also owned by RealPage. We are not sure how things were handled with that acquisition. The phone number that we were able to find online is 1-800-590-7355. We were with AUM starting in 2016 and they were acquired by RealPage, but their customer service departments are not fully integrated yet, which is probably why they were not able to provide any info prior to 2016.

The office staff at Verandah will let you know when the meter is in and when they are able to have the maintenance staff install it.

Thank you,

Bassham Properties | *Resident Care*

**From:** Tammy Talpas <[tammy.talpas@gmail.com](mailto:tammy.talpas@gmail.com)>  
**Sent:** Thursday, July 25, 2019 7:56 PM  
**To:** [customerserviceLB@realpage.com](mailto:customerserviceLB@realpage.com); Verandah Office <[leasing@verandahatgrandviewhills.com](mailto:leasing@verandahatgrandviewhills.com)>; Verandah at Grandview Hills Leasing <[VerandahLeasing@verandahatgrandviewhills.com](mailto:VerandahLeasing@verandahatgrandviewhills.com)>; Ryan Hoyle (Hills) <[leasing4@verandahatgrandviewhills.com](mailto:leasing4@verandahatgrandviewhills.com)>; Bassham Properties (Resident Care) <[ResidentCare@basshamproperties.net](mailto:ResidentCare@basshamproperties.net)>  
**Subject:** TALPAS, APT 2924 - Water Use History

Dear Ms. Caroline-Peterson, The Verandah at Grandview Hills Maintenance and Office Staff, and Bassham Properties Resident Care Staff:

Below please find the response from Realpage Utility Management. As you can see, they are unable to provide water usage data prior to the calendar year 2016.

Please forward water use data for my unit (2924, The Verandah at Grandview Hills, Austin TX 78726) from the beginning of my tenancy (2009? 2010?), through the end of December 2015.

Thank you for your prompt attention to this matter.

Thank you also for your efforts to secure, install and activate an accurate, reliable water meter for my unit. I would be grateful for it, especially if it is positioned in a way that it's reading is visible to me. The meter I currently have requires two mirrors, a flashlight, and a cell phone magnifier to read.

All the best,

Tammy Talpas, Apt 2924

The Verandah at Grandview Hills,

Austin TX 78726