

roberts_earle@hotmail.com

From: Jessica Lundsted <jessica.lundsted@robertthomashomes.com>
Sent: Monday, August 8, 2022 3:59 PM
To: Robert Thomas Homes Service; roberts_earle@hotmail.com; Paul Grabow; Kevin Young; Brennan Ober
Subject: RE: Service Request for 5545 Alvarado Ln N, Plymouth MN

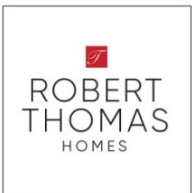
Good Afternoon Earle & Gina,

A work order has been submitted to APV to address the ceiling water spot. They will contact you to coordinate the service schedule.

Let me know if you have any questions.

Have a great day!

Thank you,



JESSICA LUNDSTED, Customer Care Representative

Robert Thomas Homes, Inc.

Office: (952) 322-8784 | Cell: 952-288-4918 | Fax: (952) 322-8785

[Visit Our Website](#)



From: Robert Thomas Homes Customer Care <service@robertthomashomes.com>
Sent: Monday, August 8, 2022 3:39 PM
To: roberts_earle@hotmail.com; Paul Grabow <paul.grabow@robertthomashomes.com>; Kevin Young <kevin.young@robertthomashomes.com>; Jessica Lundsted <jessica.lundsted@robertthomashomes.com>; Brennan Ober <brennan.ober@robertthomashomes.com>
Subject: Service Request for 5545 Alvarado Ln N, Plymouth MN

Earle & Gina Roberts,

Thank you for contacting the Customer Care team at Robert Thomas Homes! A Home Warranty Service Request has been made for your home at 5545 Alvarado Ln N, Plymouth MN 55446. A member of the Customer Care team will be in touch within 1-2 business days.

If this is an emergency-related issue, please refer to the Emergency Service page in the *Home Care & Warranty Guide* received during your New Home Orientation meeting.

Below is the information you submitted as part of your request:

First Name: Earle & Gina
Last Name: Roberts
Home Address: 5545 Alvarado Ln N

City: Plymouth
State: MN
Zip: 55446
Email: roberts_earle@hotmail.com
Phone: 612-396-7290
Home Closing Date: 01/29/2020

Brief description of warranty service request: I had called earlier today to reach out to ask the name of the contractor that installed the roof on our home. We were experiencing a leak in our roof near the outside wall of our kitchen area and were thinking that the installer might best help diagnose the problem. Jessica was able to share that Discount Siding and Roofing (Rob Dubel) had done the install.

After contacting Rob, he promptly visited our house and identified what he thought was the issue that was likely caused by the jacks used to secure the scaffolding used during siding install. He applied a patch using a clear sealant and asked us to monitor the area to confirm whether it was successfully resolved.

Coincident with Rob's visit, Kevin Young from Robert Thomas Homes stopped by (as I had called and left him a voice mail asking the same question I had asked Jessica in case he might know the answer). Kevin explained that since it was likely caused by the siding jacks during construction that it made sense to help resolve the problem. When we asked about the paint color of the ceiling to help resolve the spot that was left on our ceiling, he explained that the ceiling was not painted so the solution was not as simple as that and suggested we enter a service request to help resolve the issue appropriately.

I have attached photos of the ceiling spot. Also, if there might be some blown insulation lying around that I could have, I would be willing to spread it around in my attic to fix up some of the spots that were compressed when I traversed to the spot of the leak to place a bucket to prevent further damage.

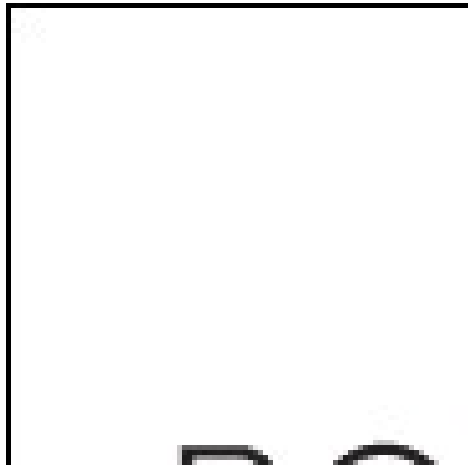
Thanks for your help,

Earle Roberts

Attachments: [Image2.jpeg](#)
[Image1.jpeg](#)

Thank you,

Customer Care
Robert Thomas Homes, Inc.
16972 Brandtjen Farm Drive
Lakeville, MN 55044
service@robertthomashomes.com



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