

Randy Baines
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Randy,

I have been a tenant at 1331 Selkirk Avenue for almost five years. During this period, several of the repairs have been sub-standard. You replaced the tap in my bathroom sink with a previously used tap, and when the cold water tap is turned on the pipes howl. My bathroom linoleum was also replaced; however, it is a tiny bathroom and there are two seams in the linoleum. These seams are covered by pieces of metal usually used in doorways to join linoleum between rooms, and the linoleum has curled up around the edges. It is clear that water is getting under the linoleum and discolouring it. The bathroom is quite a site with the seams in the floor, a yellow toilet, rusty white tub and a white sink with a hole in it.

I understand that the bathroom will be a large job and that it will not be completed until spring; however, that is not the case with my stove. You brought me a stove that is older, uglier, and less functional than the old one. It is dirty and we cannot get the oven to work. One of the burners has clearly had a heavy object placed on top of it, damaging the burner itself. The silver rings around the burners are rusted which makes them impossible to clean properly. You then proceeded to ask my friend to do the required electrical work, which is an essential improvement on the property for which I pay rent every month, and suggested that he do it without compensation.

I have paid my rent, to you, in full and on time for almost five years now. I have worked very hard to make improvements to my unit. It was in the same state as the others when I moved in; I have painted, built retaining walls, put in a patio, and landscaped both front and back yards. A nice home and yard can make raising children in poverty a little less daunting, and I have worked hard toward that end; however, as my home deteriorates, I recognize that this is a losing battle. There is little point in working to maintain and improve my home, only to incorporate ugly old appliances that don't work properly.

Patty Cornborough
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