

**EXH. SBH-4
DOCKET UE-220701
WITNESS: STACEY B. HALSEN**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**ALEXANDER AND ELENA
ARGUNOV, THOMAS AND HEIDI
JOHNSON, CHAD AND VICTORIA
GROESBECK**

Complainants,

v.

PUGET SOUND ENERGY,

Respondent.

Docket UE-220701

**THIRD EXHIBIT (NONCONFIDENTIAL)
TO THE PREFILED RESPONSE TESTIMONY OF**

STACEY B. HALSEN

ON BEHALF OF PUGET SOUND ENERGY

FEBRUARY 9, 2023

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 7/8/2022 **By:** Savannah Martonik **Type:** Homeowner Update
i have a change order in the works for this :) thank you for updating me!

Date: 7/7/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Upstairs Master - the French Doors need to swing out into the bedroom. If they swing into the bathroom, they will hit both the tub and the vanity. Ryan mentioned I should put this note in this portal so it can be installed properly. It has not been installed yet and it just sitting waiting for the tile to be completed.

Date: 7/7/2022 **By:** Chad Dennis **Type:** Homeowner Update
Thank you for your correspondence. I apologize for your frustration. We share the frustration and are trying diligently to get these remaining items corrected as fast as possible. Ryan Dennis will be visiting the site this afternoon. We are all tag teaming the trades to get commitments on dates. Again, I apologize. Our team will get you further updates by tomorrow, end of day. Thank you for your patience!

Date: 7/7/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
We've spoken or left messages but am writing here as well. NO trim to finish our house. The trim guys you hired will not do our staircase, so we are sitting here with no one to complete our job. We have been told you are looking all around to try to find someone available but it seems there is no one as they are already on job sites. We are going to start looking ourselves to try to locate someone to install our stairs.

Date: 7/7/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
No drywallers again! When are you going to get someone out to finish this job???

Date: 7/6/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
photos of lack of completion

Date: 7/6/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Drywallers were not out 7.5 or 7.6 Both kitchen ceiling and upstairs windows have not been completed.

Date: 7/5/2022 **By:** Ryan Dennis **Type:** Homeowner Update
Good Morning, I spoke to the drywaller and they will be on site today to finish.

Date: 7/3/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Drywallers showed up at 900 am and worked on the kitchen wall and downstairs bedroom. Completed the downstairs kitchen wall repair, but not ceiling and repaired the drywall on ceiling and wall in bedroom. Upstairs, they have not completed repairs, but puttied some small areas. Assuming they will return to complete.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 7/2/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
As of 11am no drywallers on site.

Date: 7/1/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
As requested 1121 AM, no finish carpenters and not drywallers so far. Tile installer is here.

Date: 6/29/2022 **By:** Josh Johnson **Type:** 1.0 Site Visit
Tile trade on site installing tile flooring. Trim carpenter will be out tomorrow until next Wednesday.

Date: 6/24/2022 **By:** Ryan Dennis **Type:** Homeowner Update
Hello, The list of items has been sent to the plumber and we are awaiting response. They are closed on fridays. I will call them again on Monday morning first thing to make sure there are no delays.

Date: 6/24/2022 **By:** Ryan Dennis **Type:** Homeowner Update
Just spoke to Parr windows and they have escalated to management at the manufacturer and should have more information Monday. Based off of that information, we may choose an alternate option to get this done.

Date: 6/24/2022 **By:** Savannah Martonik **Type:** Homeowner Update
I am working to get updates from the plumber on this to make sure they bring everything out and the correct colors for the selections on file.

Date: 6/24/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
I guess another Friday with no work. Seems like no trades work on Friday for Reality as that's been our experience. What about the missing plumbing fixtures? Will those have to be reordered or are they sitting someplace or were the wrong amounts ordered to begin with?

Date: 6/24/2022 **By:** Savannah Martonik **Type:** Homeowner Update
the drywaller has to get a correction price to fix this. i will work to get him back out as soon as possible. i have sent this notice over to jeld wen to get an update and i have notified the plumber of the current issues we have. the countertop company will bring the sinks as they install when they put in the countertops :)

Date: 6/23/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Tile guy was barely here today, hmmm. LVP was completed by installing the missed laundry room Drywall guy came out and worked on his past tasks but not on any of the new issues. Jeld Wen came out to replace the two windows but yet again they brought out the wrong ones!!! One needs replacing as grids were made wrong, the other is cracked (been months on the repair schedule) The last time they also brought the wrong windows, can't seem to get this right.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 5/15/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

On Fri 5/13 I sent this email to Ryan regarding the cabinet install. Opening for dishwasher was 30" as if a range was going in there, should have been standard dishwasher opening next to sink – 24". Not a biggie, they can reset both upper and lower cabinets to correct. Here's the big problem, your design team put my wall ovens along the left side with a 36" gas cooktop butted up next to it. The issue is that the cooktop cannot be up against the combustible wall oven wood side. Your design team should have put the cooktop in the center of that space with cabinets and counter on either side so it's not a fire hazard. This would probably not even pass code but would most definitely be a fire hazard so not an option. Since your design team didn't realize this was a problem, I'm surprised PARR cabinets didn't realize it was a problem. It was the countertop guy that brought it to my attention. Instead, the 36" cooktop needed to be in the center of the 63" space available from wall ovens to pantry. That would have left 27" divided in half or two 12" cabinets on either side of a 36" cabinet. Then you have to refigure how the uppers would be impacted as well. This seems like PARR should have realized this when drawing this plan. I'll attach the plans that show this and one I did that looks like it might work. Tom wants a phone call and wants to chat about how this is going to be resolved. He's in Denver but is available by phone or could set up a teams meeting.

Date: 5/10/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Possible problem! Checked out what the cabinet installers did and am concerned with the kitchen island. Your electrician did wire an area on the floor or under the floor for the box so my island will have power and my microwave will be able to connect but everything has been covered up and nailed down and there is no power access. The drywallers also covered up the electrical where the double ovens are to connect and Chris had said they would be uncovering that or he would but he's gone now and they failed to do it.

Date: 5/10/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Trim guys are here installing cabinets! The guy from mirrors/shelves/glass doors stopped by and was able to measure for the mirrors and shelves but could not measure for the glass shower doors as the tile has to be installed before he can do that Can we get the tile scheduled ASAP? Once in, he'll come back and measure then order. He said they take a minimum of two weeks to order so hopefully you can speed up the tile process and they can come start with the bathroom shower stalls then move on to other tile areas (flooring, backsplash). That way these doors can be ordered. Thanks ever so much!

Date: 5/9/2022 **By:** Johnson, Thomas & Heidi **Type:**

Yes, we have permanent power and the furnace is on keeping it at I think 65 but water has to get into the house, I guess when the plumbing is installed. Do you guys do that or do we need to get the water into the house? Gas as well, we have the gas lines, propane tank but who gets all that up and running in the house? I guess I just need a specific list of what I'm supposed to do from here out. Thanks.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 5/3/2022 **By:** Chris Tasker **Type:** Homeowner Update
Noted thank you

Date: 5/1/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
In addition to the items Chris listed as not being picked up, there are still about 10 or so giant trusses stacked in our yard that have never been picked up. Will you be collecting these at some point? If not, I guess we'll have to have a giant bonfire, please advise. Thanks!

Date: 4/29/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit
Door's, trim, railing hard wear, lighting and cabinets have been delivered. Exterior trim has not been picked up. Drywall fire tape and mud has not been completed in garage. Painters will begin Monday.

Date: 4/28/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Received a draw request and had some questions about a couple of unfinished areas. The first is with the siders who broke a vent on the west facing wall about 20' up in the air and not easily accessed. We brought it to the attention of the PM who spoke to siders about replacing it. The concern is that birds seem to be flying in and out and have perhaps now built a nest in that area. Second has to do with the drywall guys. They have left material throughout the interior of the house. Large 4x8 sheets are located in an upstairs bonus room and additional debris elsewhere. Extra wood, large pieces 8' plus with nails stacked in the upstairs master bath. I will authorize the draw as their tasks are substantially completed. I have concerns as to who will come out and clear what the trades left behind?

Date: 4/27/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Doors and Trim Package were delivered today.

Date: 4/26/2022 **By:** Savannah Martonik **Type:** Homeowner Update
i will let them know that this needs to be completed.

Date: 4/25/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
The drywall guys will also have to come back as they never finished mudding and taping the garage. Best time for that would be after the cabinets have been installed so they're out of the way.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

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Date: 4/25/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Texture guys were here all day yesterday (Sunday). No texture had been started before that. How do we know the

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

looking for them to interfere with their job. I have a contracted obligation to provide paint for my home which I have had to be more than flexible due to your trade not showing up. Once again, I am squeezed by my painter for a definite date and asking you via portal and additionally through email, as often the portal is not looked at in a timely manner and this is a time sensitive situation. They told me their boss was going to contact me later today and I said no, not to do that. I just needed a heads up my painter could come Monday and was told NO!

Date: 4/13/2022 **By:** Savannah Martonik **Type:** Homeowner Update

i have sent the drywall trade a formal notice for completion. I will upload an updated schedule based on a 4.25 completion.

Date: 4/13/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Drywallers showed up a little after 9am and I talked with the guy in charge on the site today. He said his boss would talk to me later but I insisted on a date they could be finished by as I have to call my painter. I wanted an assurance they would be finished this week and my painter could begin on Mon, the 18th. He said no way, they need another week and have moved my paint date out again to Monday, the 25th. I'm contacting my painter to see what he'll do for me, what additional charges will be coming my way. I do expect you to somehow reimburse me and charge back this trade for their inability to get the job done. I was first told to schedule my painter for Mon 4/11, then the 18th and now the 25th.

Date: 4/12/2022 **By:** Savannah Martonik **Type:** Homeowner Update

i have marked off in schedule that's great news! as we discussed earlier i am sending formal notification to drywall trade for completion and will keep you updated on the completion date for your painter :)

Project Manager: Joshua Charaba 2539266822 **Coordinator:** Savannah Martonik 253-926-0111 **Regional Manager:**

Notes

Date: 4/12/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Garage doors are here and being installed. Delivery of all the electrical fixtures was dropped off and put into garage.

Date: 4/12/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

You said you contacted them and told them they had to finish, no excuses! What did they say? When did they say they would be back? At what point do I need to contact my painting company to tell them they won't be able to start on Mon, the 18th? When will it be too late for your guys to get this wrapped up and dried by Monday? What do I tell my painters? I know my contract with them stipulates a daily penalty for each day past the 18th they cannot start. Yes some snow fell last night but it's on the grass not the roads, weather is NOT an appropriate excuse. They

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

simply do not want to finish our job which makes me wonder if they have another job they'd rather work on. You have allowed them to delay our project for months, not days, or weeks but months!!! They must be finished BEFORE Monday the 18th so it has to be dry and be ready for my painters!

Date: 4/12/2022 **By:** Savannah Martonik **Type:** Homeowner Update

hello! I have reached out to the drywall crew on this and let them know regardless of weather conditions they need to be completed by the 18th, or will be subject to delay costs. i do apologize for the frustration as e are trying to get this done for you as soon as we can.

Date: 4/11/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

They did great up to Friday which was a nice clear day and they were a no-show. They still have some taping to do before they can texture which could have been finished. I was worried with the weather forecast but it looks like for once western WA got it worse than we did. Roads are all clear, the house is warm and I hope they plan on showing up. They only have this week to get this house textured and ready for my painter. Please check with them to make sure they are coming. I'll send a pic.

Date: 4/8/2022 **By:** Savannah Martonik **Type:** Homeowner Update

thank you, this is always nice to hear! we have been trying to get your project moving and finished up as fast as we can for you guys and are so unbelievably excited to see the finished product and to get you guys into your home! you have been absolutely great to work with and look forward to finishing this out with you guys. thank you again for being a great part of our construction team :) have a nice weekend!

Date: 4/8/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Walk through with HO looking at siding & trim at front porch, they were satisfied with siding. Siding checklist has been submitted. Walked through house, Sheetrock is all been installed and taping and mud has begun. Garage still needs to be taped & mud. Garage floor has been poured, checklist submitted. Railing lip has been installed by PM.

Date: 4/7/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Just wanted to add this note. We understand the challenges of building here and appreciate the efforts being made and wanted to THANK YOU for whatever happened this week to get the subcontractors moving. All of the subs that were supposed to be here, have been here. They poured the garage slab yesterday, the drywall subs have shown up both Tuesday, Wednesday and today and are working diligently toward completion. The siders even showed up to complete the ceiling work on the front porch. AGAIN, THANK YOU for your efforts. We look forward to the completion of this project.

Date: 4/5/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
photo

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 4/5/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
2 sections of drywall still need to be completed in order for mudders and tapers to finish.

Date: 4/5/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Mudders and tapers just showed up a few minutes ago. Looks like they are beginning work.

Date: 4/5/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Slab question. Had been told by other PM's there needs to be something to protect posts in garage and that needs to happen prior to pour. One previous PM said he would do it himself but he left before that happened. It has to do with protecting the posts from rotting in the concrete. Tom mentioned it to the slab guy but he wasn't sure if it was something we were doing ourselves. NO! We're not builders and don't know what is needed so please address this prior to them pouring a slab if our posts need to be protected.

Date: 4/5/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Francisco showed up today from Concrete company. Will be pouring slab tomorrow. He wanted to know if we were pouring right up to the furnace. I asked him to speak with Kris.

Date: 4/4/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
No siders or drywallers today so far. 1000 AM

Date: 4/1/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
We really need to get this moving. What is the status of the mud and tape contractor? Why is it taking over a month to drywall, mud and tape. We have a hard date for our painter, 3/18. After that, fines will accumulate. We have a drop dead date on the loan of September 2022. This house has been backfilled since mid June. That was over 240 days ago. The siders started in mid-October then took a sabbatical and still haven't finished. When will they be finished? Drywall installation was finished over 2 weeks ago (save 2 repair areas) when will they be finished? Mud and Taping was supposed to be finished by now but NOTHING has happened. W

Date: 3/31/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Thursday, another no show by the drywall guys. We want our home finished and if your subs won't come back to finish their job and you don't fire them and hire someone else to do the work, we'll need to hire someone to come out and do it. We won't sit here homeless while our home sits unfinished. The HiLine home across the street started weeks ago and has nearly caught up to our progress. They'll soon be moved in while we continue to wait. Please contact us as to what you intend to do to rectify this situation.

Date: 3/30/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
FYI, just received a draw request from you to pay the siders and drywall trades, are you kidding me!!! I rejected the draw! Chris has been great trying his best but is ignored and lied to by the trades. Please escalate this as these

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

trades do not seem inclined to complete their job. Can someone please put some pressure on them to come back and finish. I've been told they've used an excuse of car trouble as to why they can't come out. They need to figure something out or be fired. Please get someone good out here as the texture is so important to get right and can destroy the look of this beautiful home.

Date: 3/30/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

No one here all week. Siders still have work to finish but most important are the drywallers who continue to be a no-show. They were supposed to be here Monday, it's now Wed with no work again. Perhaps it's time to fire this trade and get someone out here asap to mud & tape this house. How long do you plan on letting them ignore this job? We're wasting money heating the house as it just sits there. We have painters contracted to start soon and are very worried.

Date: 3/30/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

On site and know tapers, I was told by the Forman they would be here. I was given a hard date of finish date of 4-11-22. The siders are not on site, PM will call again to finish up job. PM moved all the siding out of the way for the concrete trade to pour slab.

Date: 3/30/2022 **By:** Chris Tasker **Type:** Homeowner Update

I had a discussion with the owner about partial days, there is know excuse for partial days. Thank you

Date: 3/29/2022 **By:** Johnson, Thomas & Heidi **Type:** General Question

Can we get that new schedule. 8 AM here and no one on site.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

Notes

Date: 3/28/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Drywall completion and mud & tape to begin today, Mon 3/28. Concerned as this trade shows up for a few hours in a day. Friday they could have finished the drywall areas but left without completing after being there only a few hours. Today they had not shown up this am but typical for them they arrive late and leave early. They have this week and next to complete job. We'd been given the date of Mon, April 18th for our painter to begin. We have signed a contract with painter trade and will be charged a daily penalty if they cannot start on that date. Please put pressure on the drywallers to have their job complete and to work longer hours in the day to get this finished.

Date: 3/25/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Sheetrockers we're on site placing second layer of rock. 4 more sheets to be placed Monday. Tape and texteris

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

expected to begin Monday. Soffit material was dropped by parr. Looking and will give update on slab and garage door.

Date: 3/25/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit by Coordinator
Thank you for the update

Date: 3/25/2022 **By:** Chris Tasker **Type:** Homeowner Update
Talked with home owner that the Sheetrock repair is being done, and thank you for the garage prep.

Date: 3/25/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
which Chris stated was enough to fix the error. We will have the yard cleaned up today. I have several individuals coming over to assist. The pile in the yard doesnt affect work. We really need a hard date on completion of Mud and Tape. I want to schedule our painter. He is very popular and in high demand. I want him on task so we can get stuff moving. Hes a very good painter, and if we dont get on his schedule, we will lose him. Please dont screw this up for us.

Date: 3/25/2022 **By:** Johnson, Thomas & Heidi **Type:** 1.0 Site Visit by Coordinator
Garage is clean. It has been so for over 10 days. I went over last weekend and made sure it was clean and picked up minimal particles. It is ready for pour. As for the SNOW? It has been gone for over 2 weeks now. Chris has looked at the materials and informed us that the only materials left in the driveway are tongue and groove wood and siding. Are these still needed, or can we dispose? It wasn't clear from your note. I have workers here today cleaning the yard, but the pile in front of the home is not on the driveway and should not prevent ANY WORKERS from completing their job. Lastly, the interior of the home has been ready for taping and mudding for some time, save the wall that was improperly designed. The drywallers are here today remedying this issue. I'm not sure why it took 10 days to get them back out here to fix a problem. Why couldn't they simply have showed up the next day. We heard it was a material shortage, but there were 9 drywall sheets left in the home, w

Date: 3/24/2022 **By:** Savannah Martonik **Type:** 1.0 Site Visit by Coordinator
i will send over an updated schedule in the morning, Chris will be on site for a site visit tomorrow. plan to have garage slab in next week but we need siding material and garbage moved out of the way. we will need the snow removed from the siding material for siders to return as well.

Date: 3/24/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Since it appears no one is showing up this week, can we get an updated schedule for continued construction? I assume we will need to move all the projected dates again. We need this in order to schedule the subs we need to complete painting, water, and waste hookups. Thanks

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

with the others. Now to the really big problem and I know I do not want the fix mentioned below by adding on to the problem, causing more problems that have to be fixed. I'll send pics but may be hard to see. The problem is that there is a half wall of sheer wall along the great room/master bedroom. The sheer wall is on the upstairs only. When they drywalled, they covered that with 1/2" drywall then added 1/2" drywall below that so there are two different thicknesses across the giant expanse of the great room fireplace wall. One side of

Date: 3/18/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Just took another walkthrough. Cracked window on the left side of entry. Drywallers must have hit it with something and cracked it. Will attach pics. You can add that to the other window that they had to reorder yesterday as they brought out the wrong one. Next the entry way coat closet has been wrapped with drywall but this is supposed to have a door per the plans. The led lights in the bonus room were to be 4 in a square pattern but one is not in line with the others. Now to the really big problem and I know I do not want the fix mentioned below by adding on to the problem, causing more problems that have to be fixed. I'll send pics but may be hard to see. The problem is that there is a half wall of sheer wall along the great room/master bedroom. The sheer wall is on the upstairs only. When they drywalled, they covered that with 1/2" drywall then added 1/2" drywall below that so there are two different thicknesses across the giant expanse of the great room fireplace wall. One side of

Date: 3/18/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

I'm getting worried this is going to be a serious problem. I had a previous house where past owners had tried to "fix" issues with walls and doubled up on the drywall in places. There were areas where the door jams would not set in correctly and oversized trim that didn't match the other areas had to be used. I most certainly do not want to go down this path that it looks like you're suggesting. First why do we have to have different thicknesses in that two story great room wall? Was there a mistake in your plans? This to me sounds like you're looking for a patch, adding more here and there, then having to pull out the electrical boxes that are now inset too far, followed by having to get your trim guys involved to try to accommodate extra drywall around doors. I do not want this. I want a smooth wall, something was done wrong and that needs to be corrected, not a patch which just causes additional problems for you to address.

Date: 3/18/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Left message with Sheetrock trade about the fix for the 1/2" difference on the fireplace wall. Also a 1/2" fix at the master bedroom door. This is to be the same distance throughout the wall. Meaning we should not have 1/2" differences in the wall from Sheetrock and shear paneling. Electrician said it will not be a issue to pull plug out a 1/2". Setting up a time to meet trim Carpenter and parr to go over takeoff items.

Date: 3/18/2022 **By:** Chris Tasker **Type:** Homeowner Update

Thank you for the update, will get in touch with trade.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 3/17/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Jeldwen came out yesterday to replace the one window that was put in upside down but they realized they ordered and brought out the wrong style (non-vented). They said they would reorder and come back another time.

Date: 3/16/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Great room either side of the fireplace bump out, halfway down the dry wall is thinner by due to the upper having a sheer wall behind it. Looks like they'll need to add another layer of drywall to make it flush.

Date: 3/16/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Great room either side of the fireplace bump out, halfway down the dry wall is thinner by due to the upper having a sheer wall behind it. Looks like they'll need to add another layer of drywall to make it flush.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

Notes

Date: 3/16/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Before drywall

Date: 3/16/2022 **By:** Johnson, Thomas & Heidi **Type:**

Walked through the drywalled house and have some questions. Will send pics of some of the areas of concern but need to be addressed before mud & tap guys come out. Here is a photo of the kitchen area which will have wall ovens on the left side with a cooktop (overhead under cabinet vent fan). The drywallers covered over the entire wall and didn't leave any areas to connect the wall oven and covered up the venting. Is this the process, then cut out the areas where connections are to be made? If so how do you know where they are all covered up?

Date: 3/15/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Siding is approximately 90% done, a little more rap and t&g soffit, fir out of beam in front of front door. Sheetrockers are coming today to clean out garage and house. Informed they intend on starting of taping Wednesday. Garage slab is scheduled to be poured this Friday, possibly Monday. PM cleaned up garbage pile in front of garage.

Date: 3/11/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Inform ciders that beams running into the house need to be same size. Getting all the sheet rockers to clean our garage. Concrete is scheduled to be poured next Friday if missed then Monday. Tampa garage door scheduled to be installed 3-24- 22. Sheet rock inside the house looks to be 99% complete. Taping should start by tomorrow if not by the end of the week. Ciders looked to be 90% complete. Will return to box in post and beams and then wrap. Tongue and groove soffit is going to have to be ordered and should be finished at the same time.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 3/4/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Fixed the door entry to the front room that was not at height. Siders are on site siding front of house, sided 90% of back. Sheetrock has been delivered and stocked in garage and house. Pm picked up remaining clips and hangers from site. Siders might not be here Monday or Thursday. Per there company but will be back, said they should be done next week 3-10-22

Date: 3/4/2022 **By:** Chris Tasker **Type:** Homeowner Update

Thank you for the update

Date: 3/4/2022 **By:** Chris Tasker **Type:** Homeowner Update

Thank you for the update.

Date: 3/4/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Siders were out again today. Finished North side (mostly) of home. Appear to be relocating to West side of home.

Date: 3/3/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Drywall Delivered yesterday and placed inside home and garage! YAY! Siders worked on North side of home completing about 3/4 of it. Still need to know when you want us to connect water?

Date: 3/1/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit

Siders we're on site to start siding, another part of there crew came and took there scaffold to another site. The original crew is going to finish the work. They stated they would be done next week. Sheetrock rock is scheduled to be delivered tomorrow. Plumber is waiting for the ok to hook water to house. Looking into that. Header in house still needs to be raised 1 1/2.

Date: 3/1/2022 **By:** Chris Tasker **Type:** Homeowner Update

Thank you.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

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Date: 3/1/2022 **By:** Chris Tasker **Type:** Homeowner Update

Heidi there was some confusion on this trade, the guy who took his stuff left for another site. The other two who are still here are the siders to finish the job. I have been talking to them and there boss.

Date: 3/1/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

So you're telling me they removed all the scaffolding they just spent two days getting set up, only to remove it to go

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 2/9/2022 **By:** Savannah Martonik **Type:** 1.0 Site Visit by Coordinator
spoke with homeowner to remind of site visit tomorrow - will look forward to meeting on site 1. may need snow removal to give trades access to perform work 2. will get update from sider to see when they will be able to return, currently on hold due to weather 3. drywaller to return in 2 weeks to check in on weather and hopefully get started. with current weather cannot stock drywall 4. h/o has no questions at this time. 5. updated schedule has been uploaded to customer portal and sent to trades.

Date: 2/7/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit
On site called Sheetrockers about getting rock in house, will let me know by the end of the day tomorrow 2-8-22. Insulation and heat is on, all doors are closed of. New temp stairs are at front door. Called framer about two door openings framed low.

Date: 2/7/2022 **By:** Kerry Hamilton **Type:** Homeowner Update
Will take care of on Monday at site visit.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

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Date: 2/4/2022 **By:** Savannah Martonik **Type:** 1.0 Site Visit by Coordinator
pm will be out on site on monday for a site visit - have contacted HVAC trade to set temp thermostat to get heat in home - will need to get drywall back on schedule - will need to touch base with siders to complete - get garage slab on schedule once material out of garage.

Date: 2/4/2022 **By:** Savannah Martonik **Type:** 1.0 Site Visit by Coordinator
pm will be out on site on monday for a site visit - have contacted HVAC trade to set temp thermostat to get heat in home - will need to get drywall back on schedule - will need to touch base with siders to complete - get garage slab on schedule once material out of garage.

Date: 2/4/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Power is on, heater is installed. How do we maintain heat without a thermostat?

Date: 2/4/2022 **By:** Savannah Martonik **Type:** General Question
do we have heat turned on in the home? we will need to confirm this before moving into drywall. this needs to remain at 65 degrees or more for remainder of construction

Date: 1/31/2022 **By:** Chris Tasker **Type:** 1.0 Pictures
Thank you for the update. All exterior walls and exterior ceiling (non accessible ceiling) areas have been caulk,

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 1/19/2022 **By:** Savannah Martonik **Type:** 1.0 Site Visit by Coordinator
insulation currently scheduled for Friday 1.21 drywall to follow next week pending insulation inspection siders to return once snow is cleared and has safe access to complete siding- will see if they can at least finish wrapping house - phase 2 schedule to be uploaded by end of week

Date: 1/18/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
I cleared a 2' perimeter area around the eaves on the 2nd floor. A brief History. Our roof was completed on 11/2. Our siders began work on 12/2. We were informed that the siders were busy. We noted that when the siders first visited that they were "unaware" that this was a 2 story home. We WARNED EVERYONE that siding needed to be done ASAP as we had been lucky with the weather, but that WOULD NOT LAST. Siders finished the downstairs during the first week, then disappeared. We asked what was happening and were told that they would return once they had a lift. We AGAIN WARNED that we were in a tight window for weather. Siders did not return to finish siding until after Christmas. We had received about 22 inches of snow by then. They did minor work and did not return again until last Monday when they said Too Much Snow. My question is, did they expect there would'nt be any snow? How could they? We have hired laborers to move as much snow as is feasible since we received ove

Date: 1/18/2022 **By:** Savannah Martonik **Type:** Homeowner Update
the siders stopped by yesterday and unfortunately there is still too much snow on the house and around to be able to perform the work. i will ask the trade specifically what needs to be cleared for them to complete this.

Date: 1/17/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Because we were told siders would be out today 1/17/22, we hired workers to remove snow and expose siding as well as paths to and around house. In addition, Tom spent Fri and Sat on the roof clearing the snow from the eaves to allow siders to complete. We were told they would be out today and if they continue to be a no-show and we get more snow, it all will be for nothing. We said we needed a firm date and we would hire people to do this which we did.

Date: 1/17/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit
Made site visit today, ciders are not on site. Looking into why the siders are not on site. Homeowner has dug what he could of the snow. Snow pack has basically turned to ice.

Date: 1/13/2022 **By:** Chris Tasker **Type:** 1.0 Site Visit
Talked with Tom about how we can cover the garage door to keep heat in by running the plastic lower or by putting plywood over door and just using the front door. Also talked about when siders would be there to finish siding. Monday the siders informed me they would return. H/O will try to have snow off of siding and roof eaves. Also at lest 2' from house.

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 1/13/2022 **By:** Chris Tasker **Type:** Homeowner Update

Talked with Tom about how we can cover the garage door to keep heat in by running the plastic lower or by putting plywood over door and just using the front door.

Date: 1/11/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

We completely understand the trials of having to deal with weather issues. We do have plastic up but we're concerned it won't allow the home to be warm enough to dry out the drywall. Should we attempt to find a door for this purpose? We are happy to do this, just let us know. As always, please let us know anything we can do to help you along the way. The springtime sounds fabulous for our home to be complete. Thank you so much for getting back to us.

Date: 1/11/2022 **By:** Chad Dennis **Type:** Homeowner Update

Good Afternoon Mrs. Johnson, Thank you for using the customer portal. The bomber door/garage access is door is delivered with the interior doors and trim. We have had other customers put up plastic or cover the opening with a foam panel. The garage door is scheduled for 1/24/2021 but that is subject to change based on availability. Garage Doors are apparently a hot commodity and have been extremely hard to get! With regards to timeline, unfortunately the weather is not being kind! it has resulted in i-90 being closed several times and the pass being unpassable. We appreciate the site being cleared as much as possible and we will encourage our trades to venture out based on safety. Overall the home is a little behind than our typical expectation but it is considerably faster than the national average for a custom build and we will do everything possible to get it completed as soon as possible! We are currently estimating completion around the end of March to the middle of April d

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

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Date: 1/9/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Back when our doors were delivered and installed, we did not have a fire door that went from the house to the garage. While the furnace is in, it cannot be used to warm up the house while we have an opening. We have requested this via email and spoken to various people about this but haven't heard anything on this. We're about to start drywall but how can that be done without heat in the house, the mud won't dry? We wonder if we should go buy a door ourselves and install in so we can keep the home warm so trades can complete their work. Please let us know if you can't get us a door asap and we'll pick one up and install it. We did do what we could by stapling plastic sheeting over the opening but we must have a door.

Date: 1/6/2022 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Need to discuss the timeframe with the house completion. We're concerned about all the delays and how that will

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

make up visit this Friday- insulation on schedule for 1.10 * had to be adjusted due to weather. framing inspection passed per county

Date: 12/30/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Some new snow pics!

Date: 12/28/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Just an FYI, our home is dried in. Our driveway is accessible and is plowed daily. The Garage Doors, nor entry door to the garage have been installed. Our garage slab hasn't been poured. Siding finished about half of the home (fortunately it was the ground floor). We have protected the siding in the driveway. Furthermore, the home has been wired with electrical and HVAC is installed. We have about 18 inches of snow on the roof, but the interior is dry and can be heated once insulation and door to garage is installed. No leaks, or other issues, but we do have fans on the ready. I have purchased space heaters to help in the cold weather and are available in the interior of the home to whomever needs them.

Date: 12/20/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Driveways are plowed and access to interior and exterior of home is available. Purchased two standing 1500w heaters on 12/18 to keep the interior warm.

Date: 12/16/2021 **By:** Chris Tasker **Type:** 1.0 Site Visit
Went out to site, lots of snow. Nothing has changed since last visit. Siders will be back on site when snow permits for travel.

Date: 12/16/2021 **By:** Chris Tasker **Type:** Homeowner Update
Hi Tom and Heidi, there should be a thermostat bulb for 65 degree temp control if not it is probably because we need to wait for sheet rock to be placed. . I would suggest not turning the heat on until we sheet rock, the heat will just escape out the openings. Thank you.

Date: 12/13/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Can we get a new schedule?

Date: 12/13/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
Any idea on when the siders will be back? They've completed the lower level of the house. I also understood they would be the ones to install the pretty wood underside of my vaulted back porch. Don't have wood for that either, told that would be done later by the siders. Also told siders would fix the mismatched front posts and get those looking nice and uniform. Garage doors never did come Garage cement pour – guy called me a month ago and said it would be about 2 weeks but never heard back from him Date for sheetrock? Fireplace guy needs to know as

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

he's trying to schedule a time to come back and finish his vent work. Not sure about throwing out all the tyvek paper all over the inside of the house as they may still be planning on using that.

Date: 12/11/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

As of Friday, we have permanent power to the house. Can we use it? There is no thermostat yet, is there a way for us to turn on the furnace and warm up the house space? If not, when does Americool come back and finish that?

Date: 12/11/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

As of Friday, we have permanent power to the house. Can we use it? There is no thermostat yet, is there a way for us to turn on the furnace and warm up the house space? If not, when does Americool come back and finish that?

Date: 12/2/2021 **By:** Chris Tasker **Type:** Homeowner Update

Thank you Heidi for the update. The electrical has been inspected and passed. The Seiter is out on site do you start the siding. This should stop the leaks inside the house. HVAC should be there Friday December 3 for repairs.

Date: 12/2/2021 **By:** Chris Tasker **Type:** Homeowner Update

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Date: 12/2/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

This is regarding my previous comments: Electrician did his required wiring even though the venting still needs to be done in that downstairs master. He also caulked the area of concern and placed some kind of tape up where he believes the leak is coming from because he wanted to pass inspection and couldn't wait for the siders to get to that area. Anyway seems to be all sorted now.

Project Manager:Joshua Charaba 2539266822**Coordinator:**Savannah Martonik 253-926-0111**Regional Manager:**

Notes

Date: 12/2/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update

Electrical passed inspection. PSE now to hook up permanent power but had a couple of questions regarding the heat pump: 1) What is the heat pump's LRA 2) What is the tonnage

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 11/22/2021 **By:** Chris Tasker **Type:** General Question
Thank you Tom and Heidi, I will be looking into this.

Date: 11/22/2021 **By:** Chris Tasker **Type:** General Question
Thank you Tom and Heidi, I will be looking into this.

Date: 11/21/2021 **By:** Johnson, Thomas & Heidi **Type:** General Question
Need to know when siders will be out. Had been told they were due out last week but did not come. I am trying to schedule the guys doing the porch around the siders as they are going to install ledger board where my composite decking will go up to the siding. Electrical supposed to come back Mon. They need to finish asap so I can call power company. My septic installer won't come until we have permanent power and we're getting worried about freezing ground and them not being able to dig out.

Date: 11/18/2021 **By:** Chris Tasker **Type:** 1.0 Site Visit
Met homeowner at build site. Started framing checklist. Found a few issues to finish. Will TSV trade to finish.

Date: 11/18/2021 **By:** Chris Tasker **Type:** 1.0 Pictures
Pictures

Date: 11/17/2021 **By:** Savannah Martonik **Type:** Change Order Request
I do apologize we were unable to provide the advice to purchase a gas furnaces for your area. unfortunately we aren't always aware of what certain jurisdictions require as to products against the weather. i am glad we got this change order in place to accommodate future plans if you do need a gas furnace later on. Carrie is actively working on your change order. I also just spoke with he electrician and he plans to be out Wednesday to finish the rough ins for your project as I know you mentioned wanting to speak with him regarding placement of some of the electrical items.

Date: 11/12/2021 **By:** Johnson, Thomas & Heidi **Type:** Change Order Request
More concern about the all electric HVAC. I chatted with Americool and the lady there told me even though they order the unit for our size house it WILL NOT keep us warm and toasty in very cold temps. OMG, if that's so, why, oh why did you even offer an all-electric furnace for us knowing where we live and the temps we'll be exposed to. That's why all our neighbors have what they call a gas back up. If the people that you hired for our unit say it will not work in very cold temps, that needs to be rectified asap. Her specific words were, it WILL NOT keep you WARM AND TOASTY. If you want that then you'll need a gas back up furnace". Of course we'll want to be warm and toasty in our dream home in the middle of winter. I must say I am shocked that we'll now have to have a change order and pay to have this sub par unit removed and what we actually need for our area replaced all at a substantial cost to us. You build homes in these areas, you are the experts. We relied on your knowledge an

COMMUNICATION BETWEEN BUILDER (REALITY HOMES, INC) AND HOMEOWNERS-Thomas & Heidi Johnson (10/14/21-8/12/22)

Date: 11/12/2021 **By:** Johnson, Thomas & Heidi **Type:** Change Order Request
Will the electric furnace work in very cold temps or will we freeze?

Date: 11/12/2021 **By:** Savannah Martonik **Type:** Homeowner Update
after speaking with he regional manager the most cost effective option would be to add rough in for future use, or option #2 would be to swap out the appliance's themselves but that will be more costly. i have attached a change order request form - please fill out with your request and send to me via email :)

Date: 11/12/2021 **By:** Johnson, Thomas & Heidi **Type:** Homeowner Update
This has to do with the gas vs electric HVAC and water heater. What to do??? Obviously we would have loved to have gas but perhaps that ship has sailed. I just want to make sure nothing is slowed because of us. Here's how we see this: Choice #1 - switch out to gas on both without causing any delay Choice #2 - just add gas lines and stub out so if we hate the all electric, it will be sort of easy to replace at a later date, (mainly if we freeze and can't keep the house warm enough). Choice #3 - do nothing and continue with the electric HVAC and water heater.

Date: 11/11/2021 **By:** David Tamez **Type:** 1.0 Site Visit
Hello Heidi, The fans are going to help tremendously. As far as rain coming into the windows. That will be minimal and isolated. But the fans are a great idea.

Date: 11/11/2021 **By:** Johnson, Thomas & Heidi **Type:** Change Order Request
Came back to the property and had a conversation with the HVAC guys. They are putting in an ELECTRIC SYSTEM as well as an ELECTRIC water heater. Back when we selected our options we selected an 80 gal upgrade for a water heater. We have always had gas and evidently this was not caught. Spoke with all my neighbors up here and all have said the gas HVAC is needed for our colder climates as we need to have the extra heat capacity the gas provides. The installer confirmed that with me as well. He said they can add the gas lines and switch this out and it shouldn't cause much if any delay. We realized this when our propane guy informed me the large tank we had planned on was not needed as our home didn't have the gas requirements for it and I was shocked and found all this out yesterday. Can we get the ball rolling on this switch out? Would it be easier to switch from the 80 gal electric water heater to a gas tankless? Please help as I don't know who to ask and don't want it to cause

Project Manager: Joshua Charaba 2539266822 **Coordinator:** Savannah Martonik 253-926-0111 **Regional Manager:**

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