

Jynell Berkshire

Monday, February 25, 2019 at 5:37:31 PM Eastern Standard Time
Madison County, Indiana

Subject: RE: 1313 Eugene St - Oceanpointe
Date: Monday, November 13, 2017 at 6:48:25 PM Eastern Standard Time
From: Mike Orbinpost [REDACTED]
To: ericka [REDACTED]@oceanpointepm.com>
CC: 'Clayton Morris' <[REDACTED]@morrisinvest.com>, 'Natalie Bastin'
[REDACTED]@oceanpointepm.com>, [REDACTED]@oceanpointepm.com <[REDACTED]@oceanpointepm.com>
Attachments: 20171114-1313EugeneSt-letter_from_HealthDept.pdf

Thank you for getting me this lease Ericka. I have been considering how I wanted to respond here, because I still have concerns with how quickly tenant issues are resolved and tracked. As I discussed this with a fellow real estate investor this weekend he asked how my other property was doing, and I told him I hadn't been told of any issues, but then again, I didn't hear about any issues with this property until I started getting letters from the county.

And now the other shoe has dropped. I have received another letter from the county which I am attaching to this email. Apparently the county in addressing the tenants heating complaint also found more than two pages of other violations. Most of which seem like issues which should have been handled in the initial renovation. Cracks in walls, rusty, heating vents, drain problems in bathroom, deteriorated window frames, problems with furnace, electric service box. leaking water pipes. On and on for more than two pages. Now, reviewing the list critically, I could understand how someone might argue that less than a handful of these MIGHT be issues caused by insufficient care by the tenant, but, it is obvious that this house still has serious structural issues.

I'm going to make arrangements to come out for a meeting the end of this month, but I need someone to take a look at this letter from the county and talk to me about how these are going to be addressed.

--Mike Orbinpost

Owner, Red Birch Properties, LLC

----- On Fri, 10 Nov 2017 04:44:59 +0900 [REDACTED]@oceanpointepm.com> wrote -----

Good Afternoon,

I have attached the lease for 1313 Eugene here for you. I was also notified to address the rental amount on this lease. The leasing agent worked with the tenant and actually leased the house for \$100 less than the original rental amount to work with her budget. Oceanpointe accepted this and have actually waived the management fee and added \$30 to keep your income from the property where it should be. So, we have a good relationship with this tenant she just got a little impatient (as some do).

In reference to our time frames on maintenance service for our tenants; it depends on the issue. Originally the tenant called about her furnace when it was 80 degrees outside, at this point it was not a priority so it took longer than she would have liked. If we have emergencies they are handled immediately, if it is an every day work order they get taken care of in order of when they called.

Maintenance for residential properties works a little differently than an apartment complex. Our maintenance is contracted through different workers, they are not on site and able to run over really quick to a unit, and with the amount of properties we manage it make take a week for them to get to someone depending on the priority of their issue. Obviously we handle emergencies (no water, no heat, electrical issues, etc) as swiftly as possible.

Please let me know if you have any other questions or concerns!

Thank you,

Ericka Thomas

Oceanpointe

Office Assistant

[REDACTED]

From: Mike Orbinpost [mailto:[REDACTED]]
Sent: Thursday, November 9, 2017 9:23 AM
To: Clayton Morris [REDACTED]@morrisinvest.com>
Cc: ericka <[REDACTED]@oceanpointepm.com>; Natalie Bastin [REDACTED]@oceanpointepm.com>; [REDACTED]@oceanpointepm.com
Subject: Re: 1313 Eugene St - Oceanpointe

Thank you, Clayton. Are issues that the tenants call in tracked? I'd like to know how long Oceanpointe typically takes to address issues. I don't know the history on this problem, but the letter I got from Mr Hobson was dated 27th of October so I know it had either been long enough, or that the tenant had previously had had a bad experience that they contacted the county. And when Mr Hobson left me the message Wednesday night, he said the issue had still not been resolved, so that is at least a week and a half this issue had not been taken care.

I have never received any messages about the property at 2410 Adams St, so I have assumed that there have been no issues. But now I am concerned that issues might be just not getting addressed. I don't want to be contacted for every little thing, but I want to know if there are problems, and what was done to address them. And now, I'd like to know what kind of turn around time we are providing to the customers.

Thanks,

--Mike Orbinpost

Owner, Red Birch Properties, LLC

----- On Thu, 09 Nov 2017 21:13:08 +0900 Clayton Morris [REDACTED]@morrisinvest.com> wrote -----

Hi Mike,

Ericka can get this solved today and get you on the list to get a copy of your lease. Karen can you also add this to the green book? Natalie will get back to you on this missing rent issue ASAP.

Mike we've had a lot of 'no heat' calls for maintenance because it suddenly went from 80 degrees to 30 degrees and then back up again. A lot of tenants hadn't cycled their furnaces on so for a lot of them they simply need the pilot light relight.

Clayton Morris
President, Morris Invest

[REDACTED]
www.morrisinvest.com

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On Nov 8, 2017, at 10:59 PM, Mike Orbinpost [REDACTED] wrote:

Hello:

I'm starting to run in to a wall here and I am not sure who to contact here. I have been emailing Ericka, but I am not getting all the information I need.

So for starters, 1313 Eugene St. I have received letters from the county, Norm Hobson, about how the heat has been out at this residence. I called and spoke to the telephone service the other day, and I did receive a message, I think that was Tuesday morning saying that Bert said it was taken care of.

Then I got a phone message from Norm last night saying that 1313 still doesn't have heat. Jenn or Jenna called me back this morning saying that Bert says it is all taken care of tenant is happy now, but I would like more information on this. How does a tenant not have a working furnace for so long that they call the county? What is the problem with the furnace and why is our relationship with the tenant so bad?

I still have seen no lease on this property, nor have I seen any money from rent. What is going on and who can I contact about this?

--Mike Orbinpost

Owner, Red Birch Properties, LLC