

EMAIL COORSPONDENCE WITH RECAST INC

PURPLE-LEE; SKY BLUE-RECAST; DARK RED- LEE'S RESPONSE TO RECAST; BLUE-RECAST'S RESPONSE TO LEE
Italic font is Recast Inc. Regular font is Lee

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Aug 24, 2022 at 2:52 PM

Good Afternoon Esther,

Thank you for taking the time to speak with us today.

As per our conversation, please see the attached proposal to legalize the basement as per the inspectors comments. As discussed, you cannot move forward with the village Certificate of Occupancy until this work is completed and inspected. Mark may also have to file additional drawings as well. Our timeframe to complete this work with our current schedule is approx. 5-7 months. We thank you for considering us, however, you will need to use another contractor to complete this work.

Regarding our original contract signed and dated on 5/27/2021, we are complete with all work except the following items for which you will be credited.

Unfortunately, we will not be able to install the Mini-Split on the 3rd floor as this floor is considered an attic and should not be finished / livable. We checked with the buildings department and our HVAC contractor and were told attic space is not allowed to be conditioned as per code, so we will have to give you a credit for this as we cannot complete this work. We apologize for any inconvenience. **(Are you sure you really checked with the building dept? I spoke to the building inspector myself and he told me opposite. It is LEGAL to install a split unit in the attic. You also mentioned about your HVAC contractor. He may or may not know all the rules and regulations about the Village building code and requirements. You said you spoke with the building dept about it. Who is lying?)**

As discussed, we will see you tomorrow to take care of some minor punch-list items.

You will receive the following credits for the Scope of work that we are not able to complete.

- 1. Final Balance in the amount of \$4,691.25 is Credited in Full.*
 - 1. This covers the mini-split system (see attached documents for material costs).*
 - 2. Basement repairs & Touch-ups: i.e. to the fireplace tile, bathroom tile, etc. (we cannot move forward with this until the basement legalization work is complete as per the inspector).*
 - 3. Andersen Storm door in the front of the house. (see attached document for material costs).*

We will see you tomorrow to do a walkthrough.

Lastly, I know the renovation process can be stressful, especially after the terrible experience you had with your previous contractor who severely damaged your home. Overall, everything came out beautifully!!

Thank you Have a great day!

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Wed, Aug 24, 2022 at 4:16 PM

Chris,

All I want is for your company to finish the work as promised. If you do not wish to install a split unit until the permit is closed, I can wait until then. Once the permit is closed, I will reach out to you to install a split unit in the

attic because this is what you agreed to do. The attic is 850sq and 12k btu is not enough for that space, and I am sure you know that too. Last year, I provided Scott with other company's quote for btu. I will show you the company's proposed paperwork tomorrow. The Gold Coast company uses only Mitsubishi and they said we would need at least 24k, but he recommended 36k btu for the attic. I DO NOT want any credit. Please finish the job without the reverse water valve and egress window. Again, there are so much work left to do. I will point them out to you. Please don't forget to bring the contract with you tomorrow.

Things left to do:

water faucet for the backyard

storm doors (Anderson storm door for the front and two regular ones on the side doors)

Anderson window screens for all windows

Basement work as Scott and I have agreed

Basement HVAC work wrap up

Final punch lists (we can go over that tomorrow)

Things to consider re-do: 2nd floor (Please see the floor first and let me know your opinion).

I do wish to end this contract agreement on a good note. I am sure you wish the same. If you do the above and come back to finish the split unit once the permit is closed, we will go our separate way without any hard feelings. If you do not wish to install a split unit then I will have the Gold Coast company come and install it and you just need to pay them directly. When we signed the contract with you, we didn't pay only for materials, but materials and labor. I hope you would understand.

Thank you.

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Aug 24, 2022 at 5:12 PM

Hi Esther,

My previous email was clear. We are not completing any work that is not in accordance with building code.

As far as ending on a good note, that is the goal. There are no hard feelings on our end at all, but this is becoming unreasonable and we are seeking to end our professional relationship with you (I have never agreed to end the contract. Why would I when there are still work need to be done as per contract. Recast cannot end and cease their work just because they do not want to work here anymore. This is why we sign contract BEFORE renovation begins in May 2021. Recast told me over and over again that they will not abandon us. They WILL finish the job. Please keep your promise). This project was supposed to take approx. 4 months with expectations of working toward fixing the previous issues created by the dangerous and shoddy workmanship, code violations, etc. of the previous contractor, who you hired to renovate your house without permits or inspections. We have been delayed in performing our work for almost a year now waiting for you to get materials (They had everything they needed much in advance. Recast relied on their subcontractors to do sheetrock, HVAC, plumbing, electric, etc and when their subcontractors were busy with their own businesses, they delayed coming to my house. We have been passed by weeks after weeks waiting for a subcontractor to come and do one thing and then wait more weeks for another subcontractor to come and do the work), requesting time to receive other quotes or have other contractors come in an supposedly question our work, endless punchlists, not getting back to us, etc.

You are being credited as a good faith effort to put you in a good position to continue with your house as you see fit (The only left over balance is \$4,600 and this amount is not even enough to cover the work they supposed to finish such as a heat pump, 3 storm doors, backyard water faucet, repair the 2nd floor staining job, basement work, and bunch of punch list to complete the job) . The credit you're receiving covers all materials, equipment,

labor, and building materials (If \$4,600 is enough to cover for materials, equipment, labor, why not complete it because other contractors have told me that in order to complete leftovers jobs you did not finish, it would cost approx. \$40,000 to \$50,000). I just showed you the costs of the two major items you are being credited for. Your credit is over \$4,600 which more than covers the costs of materials and labor. We are also completing a walkthrough to address any valid punchlist items. We are hoping to come to an agreement tomorrow, however, continually insisting something isn't done, or done good enough, or needs to be redone, or you thought it was included so we need to pay or install, etc. or insisting we perform illegal alterations to the home are not going to be considered.

Responses to Comments

Mini-Split - 12k BTU is perfectly acceptable for the 3rd floor. You may work with anyone you choose at your own risk to install this item. The 3rd floor is an attic space and is not supposed to be in a finished livable condition as it is now. We did not know this was an attic space that was illegally finished at the time of our initial walkthrough. - You will be credited for this work.

water faucet for the backyard - Completed and passed final plumbing inspection (They did not fix this. The project manager, Scott M, and the owner of the company did not know this job was not completed).

storm doors (Anderson storm door for the front and two regular ones on the side doors) Andersen front door is credited -- All other storm doors were removed during contract signing on 5/21/2021 as per your request. This discussion was had multiple times, it was memorialized in writing on our contract. These are not part of our original signed contract and discounted with your payments of 5%. You agreed to this at contract signing.

Anderson window screens for all windows - Agreed. Scott will be coming by tomorrow to install.

Basement work as Scott and I have agreed - Finished basement needs to be legalized as per inspector - We are not completing any work that is in accordance with building code -- You will be credited for this work.

Basement HVAC work wrap up - HVAC is complete -- Inspection Passed. HVAC in the basement is complete.

Final punch lists (we can go over that tomorrow) -- Agreed - Yes we will complete a walkthrough to review punch-list items and hopefully come to an agreement.

Thank you Have a great day!

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Wed, Aug 24, 2022 at 5:26 PM

We will discuss tomorrow. We will hire someone else to remove the basement bathroom completely, sealed so we will not install a bathroom in the basement ever again. We are not doing the reverse water valve and egress window and legalize the basement bathroom. There is more cost one thing after another. If the town wants the basement demolish completely, we will do so.

There is no water faucet in the backyard. We had our old faucet and still not working.

Please finish all leftover work. If the town wants us to demolish the entire basement, you don't need to do any work in the basement, but if they are happy with just demolish the bathroom, please do the basement work you have agreed to do.

I do not mind having other HVAC to give us their opinion if 12K BTU would work or not. Again, I gave Scott an estimate from the Gold Coast. If other companies say 12K BTU would work, I would like for you guys to install it AFTER permit is closed. This is all based on the town. We rather knock down the bathroom. (I only suggested this

because I completely believed Chris when he said, 'attic is not allowed to be conditioned as per building code and it is illegal to install a split unit in the attic.' It was their suggestion to wait until permit gets closed and then install a unit. I only repeated what they told me first about wait until permit gets closed and then install a unit in the attic. But, as I said, after I spoke with the building dept, I was told that it is completely legal to have a split unit installed in the attic).

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Aug 24, 2022 at 5:50PM

Hi Esther,

Yes, we will discuss tomorrow, however, please see my comments below as they are final. Thank you

We will discuss tomorrow. We will hire someone else to remove the basement bathroom completely, sealed so we will not install a bathroom in the basement ever again. We are not doing the reverse water valve and egress window and legalize the basement bathroom. There is more cost one thing after another. If the town wants the basement demolish completely, we will do so. *No. We are not completing any work that is not in accordance with building code. You can call us when the basement is legalized and we will come and give you a proposal for any work you request. -- You will be credited for this work.*

There is no water faucet in the backyard. We had our old faucet and still not working. *Final plumbing inspection has passed and all work has been completed* (this is not true. They did not even attempt to fix the backyard water faucet) *You can show us this during the walkthrough tomorrow.*

Please finish all leftover work. If the town wants us to demolish the entire basement, you don't need to do any work in the basement, but if they are happy with just demolish the bathroom, please do the basement work you have agreed to do. *No. We are not completing any work that is not in accordance with building code. You can call us when the basement is legalized, and we will come and give you a proposal for any work you request. -- You will be credited for this work.*

I do not mind having other HVAC to give us their opinion if 12K BTU would work or not. Again, I gave Scott an estimate from the Gold Coast. If other companies say 12K BTU would work, I would like for you guys to install it AFTER permit is closed. This is all based on the town. We rather knock down the bathroom. *No. We are not completing any work that is not in accordance with building code. Please stop asking us to perform illegal work (I am not asking them to perform any illegal work. They are saying this to pull themselves out).* *You may work with anyone you choose at your own risk to install this item. The 3rd floor is an attic space and is not supposed to be in a finished livable condition as it is now. We did not know this was an attic space that was illegally finished at the time of our initial walkthrough (They are lying. They knew exactly how it was being used. They went up to the attic multiple times back in 2018 and 2021).* -- *You will be credited for this work. Talk to you tomorrow. Thanks.*

HVAC Filter Replacement - Walkthrough Inspection

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Sun, Aug 28, 2022 at 9:54 PM

Good Evening Esther,

As discussed, just a reminder Sean will be there tomorrow between 9am - 11am for the HVAC. Thank you. Have a good night. Sincerely,

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Mon, Aug 29, 2022 at 7:52 AM

Dear Chris,

I have not received the document that you were going to send (The form I signed was for the walkthrough inspection. I have NEVER agreed to terminate the contract. Why would I do that when they did not complete the work they promised to complete in the beginning? They have received more than \$210,000.00 for the work and they promised to finish it. I reluctantly signed it under much pressure and duress. I acknowledged the walkthrough list, NOT acknowledged to terminate the contract. I told Chris multiple times I am NOT ending the contract. Even though I was not completely content with the walkthrough list, I ONLY signed for the walkthrough list. PLEASE SEE THE BELOW EMAIL FROM THE OWNER THAT HE EVEN ACKNOWLEDGE THAT IT WAS THE PUNCHLIST WALKTHROUGH FORM THAT I SIGNED).

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Mon, Aug 29, 2022 at 11:58 AM

Hi Esther,

What document are you referring to? The Puchlist Walkthrough that we all signed last Thursday? Please let me know. Thank you

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Mon, Aug 29, 2022 at 12:04 PM

The HVAC came so as the inspector. A filter does not go up on the 2nd floor stairs area. Two places that are required of filters are in the basement and my son's room storage area.

The basement should have a filter there, but the filter was not there. Sean showed me where the filter goes. The filter cover was covered with dirt on the ground and there was no filter inside the unit. He said that the rough inspection was a long time ago and it was for the duct work. I spoke with the Plumbing inspector, he does not look at whether filter is there or not, his job is to make sure all the plumbing work is done properly or not.

The inside the closet on the 2nd floor (my son's room) is where a filter goes. It did have a filter there, but it was dark brown, so filthy. Sean said he will drop off a new filter for the basement because there was no filter.

The Plumbing inspector said, yes, we can put a split unit in the attic and the attic needs a carbon monoxide alarm put in. The building dept is okay with having a split unit put in as a play area.

Please let me know when you are coming back to do the attic work and the basement job as promised. The inspector has said that it would be better to keep the bathroom, and yes, you can do the job as promised without the reverse water valve.

The contract we signed supposed to be 4 month of work, but it has been more than a year. You said that the work was delayed due to because kitchen cabinets were not there when you needed. The kitchen cabinets were here 3 weeks before Scott actually install them (Tracy from the cabinet company came by 3 different times AFTER all the cabinets were delivered.

Please let me know when you are sending your guys to do the rest of the work. As you know you have not send your guys to finish work for many months already. Thank you.

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Mon, Aug 29, 2022 at 12:06 PM

I just send you the email regarding the inspection. Please give me a call. Thanks.

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Mon, Aug 29, 2022 at 12:57 PM

Hi Esther,

The inspector was there to do the final HVAC Inspection which passed. As discussed last week, we will be coming one day this week to finish the punch list items we agreed to on 8/25/2022 (see attached documents). Most likely, we will be there on Wednesday @ 8am to finish the punchlist items. I will confirm with you later today. The only punch list item we may have to come back for is the screens, they will take a few weeks to make.

The HVAC came so as the inspector. A filter does not go up on the 2nd floor stairs area. Two places that are required of filters are in the basement and my son's room storage area. -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.*

The basement should have a filter there, but the filter was not there. Sean showed me where the filter goes. The filter cover was covered with dirt on the ground and there was no filter inside the unit. He said that the rough inspection was a long time ago and it was for the duct work. I spoke with the Plumbing inspector, he does not look at whether filter is there or not, his job is to make sure all the plumbing work is done properly or not. -- *HVAC inspection Passed -- Changing filters is Required Homeowner Maintenance you will need to do this regularly.*

The inside the closet on the 2nd floor (my son's room) is where a filter goes. It did have a filter there, but it was dark brown, so filthy. Sean said he will drop off a new filter for the basement because there was no filter. - -- *HVAC inspection Passed -- Changing filters is Required Homeowner Maintenance you will need to do this regularly.*

The Plumbing inspector said, yes, we can put a split unit in the attic and the attic needs a carbon monoxide alarm put in. The building dept is okay with having a split unit put in as a play area. -- *Yes, the alarms are part of our punch list. Even though these were provided previously and installed (it's obvious from the picture you sent us the alarm was removed AND there is no way the electric would have passed inspection without them) however, we will provide them again. -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the mini-split system. **I reluctantly signed it under much pressure and duress. I acknowledged the walkthrough list, NOT acknowledged to terminate the contract. I told Chris multiple times I am NOT ending the contract. Even though I was not completely content with the walkthrough list, I signed for the walkthrough list.***

Please let me know when you are coming back to do the attic work and the basement job as promised. The inspector has said that it would be better to keep the bathroom, and yes, you can do the job as promised without the reverse water valve -- *We provided an estimate to legalize the basement -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the minor repairs that were to take place in the basement and mini-split system.*

The contract we signed supposed to be 4 month of work, but it has been more than a year. You said that the work was delayed due to because kitchen cabinets were not there when you needed. The kitchen cabinets were here 3 weeks before Scott actually install them (Tracy from the cabinet company came by 3 different times AFTER all the cabinets were delivered. -- *Yes, we have been delayed for many months which is why we have to move on, the cabinets were NOT the only cause of delay, there were many others as well. Anyway, we already discussed this in detail on 8/25/22 and agreed to our list of punchlist items, credits, and to terminate our agreement (Please see attached signed).*

Please let me know when you are sending your guys to do the rest of the work. As you know you have not send your guys to finish work for many months already. Thank you. *Absolutely! We are planning for Wednesday 8/31/22 @ 8am. I will confirm with you this afternoon.*

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Mon, Aug 29, 2022 at 2:59 PM

Hi Esther, as discussed, we are confirmed for Wednesday 8/31/22 @ 8am. Thank you

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Tue, Aug 30, 2022 at 10:40 AM

Good Morning,
Here are my responses to your previous email.

The HVAC came so as the inspector. A filter does not go up on the 2nd floor stairs area. Two places that are required of filters are in the basement and my son's room storage area. -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* (I was told by the project manager that the filters will be changed every 2 weeks during the construction. I don't understand why there was no filter there. I don't even know if there was any filter to begin with).

The basement should have a filter there, but the filter was not there. Sean showed me where the filter goes. The filter cover was covered with dirt on the ground and there was no filter inside the unit. He said that the rough inspection was a long time ago and it was for the duct work. I spoke with the Plumbing inspector, he does not look at whether filter is there or not, his job is to make sure all the plumbing work is done properly or not. -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* (I brought up this issue because of what you said on the 25th. You said that the previous HVAC inspection would not have passed if there was no filter inside. Again, the inspector told me that he does not look at whether the filter is there or not. His job is to make sure all the plumbing work is done properly. The day of the final inspection, the plumbing inspector told Sean to cover the exposed pipe on the outside condenser units and he did. Each town has different requirements.

The inside the closet on the 2nd floor (my son's room) is where a filter goes. It did have a filter there, but it was dark brown, so filthy. Sean said he will drop off a new filter for the basement because there was no filter. - -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* (If I knew where the filter goes, I would have checked and replaced them. It was so filthy and dark brown, which indicated that the filter had been there for a long time).

The Plumbing inspector said, yes, we can put a split unit in the attic and the attic needs a carbon monoxide alarm put in. The building dept is okay with having a split unit put in as a play area. -- *Yes, the alarms are part of our punch list. Even though these were provided previously and installed (it's obvious from the picture you sent us the alarm was removed AND there is no way the electric would have passed inspection without them) however, we will provide them again. -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the mini-split system.* (Chris, we did not touch anything, especially anything to do with electric and plumbing. Whatever you guys left, that's how it has been. You need to ask your guys about it. When I told you Recast did the whole house electric, you did not believe me. You firmly said, "No, we didn't do the work. No we didn't!" You kept saying Recast didn't upgrade the electric. Later you apologized and confirmed that yes, Recast did the work. You treated me as if I lied, but you know you are the one who is not keeping the promises according to the original contract in May 2021. You said the electric inspection would not have passed if the carbon monoxide alarms were not installed, but again, family members did not touch anything. As far as the 8/25/2022 discussion goes, I did not agree to terminate the contract and I told you that I do not want any credit. You heard me saying this many times, I don't want the credit. I would rather have you finish the job. Chris, you said that

you are the owner of the company. Please keep your word and honor what you have promised. You said using the attic space as a bedroom is illegal and you are not going to ask your guys to do any illegal work. In addition, you said that you didn't know that we were using the attic as a bedroom.

Well, you knew exactly how we were using the attic before. Please. Be honest.... Why lie as if you didn't know? The attic was used as my daughter's bedroom when you guys came to my house back in May 2021 and you told us that we didn't have to move out while the construction takes place. Your manager said we can temporarily live in the attic until they finish the second floor and that's exactly what we did. All of sudden, you change your promises and say that you cannot install a split unit in the attic because we are using it as a bedroom. I told you that after my daughter got married in June, they moved to Albany. As your guys saw the attic on 25th, the room is empty. Yes, the attic was finished when we bought the house and we changed the floor from carpet to laminate floor, but after my daughter moved out, the attic has not been used as a bedroom. But you still refused to install a unit because it is illegal to have a unit in the attic. When the plumber inspector came, I checked with him. He said we can't have a split unit in the attic if we are using it as a bedroom, but if we are using it as a playroom, we can put one up with a permit. I told the inspector that we do not even use it as a playroom, but we are using it as a storage room. Due to the attic being too hot in the summer and too cold in the winter, we need to install a heat pump to keep it nice and cool for mom's medical supplements, patches & dried food we bought from Korea. Right now, the attic is too hot so I have stored everything throughout the house. I am waiting patiently for Recast to install a split unit so I can store things. After I spoke with the inspector, I was so thrilled to hear that we can have a unit in the attic. I called and left you a voice message this morning while I was still talking with the inspector that we can have a split unit in the attic. I am letting you know that it is not illegal to put in an ac/heat split ductless unit in the attic.

On Aug 25, 2022, you asked me to sign a document. I told you I can't sign because I do not agree. You started to yell and said it is illegal to put a unit in the attic and you were very firm that you are not doing it. You also said I don't have to sign it. It doesn't matter whether I sign it or not, you are not doing the work because it is illegal to put a split unit in the attic and the basement work was done by somebody illegally. I was threatened by your hostile demeanor, and you overpowered me to sign the document while your guys were installing the window screens. You called Scott M to sign the document and he did. He calmly asked me to sign the document as well and explained in a calm manner that your plumber will not do the work because it is illegal to have a unit in the attic. I was forcefully pressured by the owner of the company, Chris, so I reluctantly signed it. I repeatedly told you that I do not want any credit, but you disregarded me and wrote two checks (\$250 and \$100). I said I would rather have you do the work, but you left two checks on the table. However, Aug 29, 22, I was told and confirmed that we absolutely can have a split unit in the attic. **THIS IS COMPLETELY DIFFERENT THAN WHAT YOU TOLD ME. YOU CAN'T CHANGE YOUR WORD AND DECEIVE ME TO SIGN.**

I have never agreed to sign, but I signed it because I was threatened by your hostile demeanor. Signing something under threat should not be counted, especially when you deceived and lied to me. Since it is legal to have a split unit in the attic, please install a unit that is appropriate for the attic size. Please install. Please do the basement work we have agreed and please complete the punch list. I reviewed my original contract, and it does say 3 storm doors. It does say an Anderson storm door for the front and two regular storm doors for the side. **On Aug 25th, you showed me your copy of the contract where the 3 storm door agreement section was scratched. If the contract was modified, we should have both signatures there with date. Not only that, but I would also ask the project manager to modify the section on my contract and we both would sign. I have never said I do not want storm doors. Why would I not want them after I paid for them all? Therefore, please install storm doors as promised).**

Please let me know when you are coming back to do the attic work and the basement job as promised. The inspector has said that it would be better to keep the bathroom, and yes, you can do the job as promised without the reverse water valve. -- *We provided an estimate to legalize the basement-- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the minor repairs that were to take place in the basement and mini-split system.* **On Aug 25, 22, I reluctantly signed it under much pressure and duress. I acknowledged the walkthrough list, NOT acknowledged to terminate the contract. I told Chris multiple times I am NOT ending the contract. Even though I was not completely content with the walkthrough list, I signed for the walkthrough list.**

(I have **never** agreed to end the contract. I was threatened and forced to sign the incorrect information document. It is verified that we can have a unit in the attic; therefore, you need to install as promised. Also, you gave me an estimate of \$4,500 for egress window and \$4,000 for the reverse water valve. All of sudden, you increased the price tremendously. Instead of \$8,500 to legalize the basement, you are asking for \$18,800. **Also, you attached a contract that is not the original contract. Please be honest. Please do not fabricate the contract by combining the signed front cover of the contract with different content pages. I have the original contract with payment dates. What you sent me and what I have are not the same. Then who's copy of the contract is original?**")

The contract we signed was supposed to be 4 month of work, but it has been more than a year. You said that the work was delayed because kitchen cabinets were not there when you needed them. The kitchen cabinets were here 3 weeks before Scott actually installed them (Tracy from the cabinet company came by 3 different times AFTER all the cabinets were delivered. -- *Yes, we have been delayed for many months which is why we have to move on, the cabinets were NOT the only cause of delay, there were many others as well. Anyway, we already discussed this in detail on 8/25/22 and agreed to our list of punchlist items, credits, and to terminate our agreement (Please see attached signed).* (We are the ones who suffered for many months of delay. We had to put four queen size mattresses and a sleeping floor mat in the attic and five of us lived there until the completion of the second floor. The floor stain job was done poorly so the floor guys re-did the first floor. While they re-did the floor, we had to stay in the hotel again for extra nights. If the work was done right in the first place, we wouldn't have to stay more nights at the hotel and spend extra expenses. I showed you the floor work on the second floor. They need to re-do the second floor, and this time, we are not moving all the furniture and spending extra money to stay in the hotel. I have paid your subcontractors through Recast Inc, in return, I expect quality work. If the work was done poorly, you will have to rectify and resolve the issues. You would need to arrange moving all the furniture, put us at a hotel, re-do the staining work for the second floor, and reimburse the extra days we had to stay in the hotel when your subcontractors re-did the first floor. You said in your email that the cabinets were NOT the only cause of delay, I wonder why the project got delayed this long. As your project manager and his workers know that we had all the appliances, light fixtures, cabinets, cabinet door handles and knobs much in advance before they were needed. I had to reschedule appliances and door delivery four times because of your guys' delayed work. Lowes held my appliances since last October 2021, and when the time came for the delivery, they lost one small refrigerator because they held the appliances too long for too many months.

Please let me know when you are sending your guys to do the rest of the work. As you know you have not sent your guys to finish work for many months already. Thank you. *Absolutely! We are planning for Wednesday 8/31/22 @ 8am. I will confirm with you this afternoon.* (You are the one who told me that you would send your guys towards the end of this week, not in the middle of the week. I completely forgot about a doctor's appointment for this Wednesday. Please confirm either Sept 9th or Sept 10th for punch list work.

As per contract as well as verbal contract agreement. Following items need to be completed:

1. Please install a heat pump split unit according to the size of the room (based on a specialized split unit company, which I already told you about, the size of the attic requires at least 24K BTU, but recommended for 36K BTU. I even calculated a split unit BTU on a website just now, it came out to be 31,244BTU for the size of my attic. You can see in the chart below that I put zero for the number of people inside regularly. As you know, the attic is always hot because of direct sun exposure. That is why the company who gave me an estimate said that he recommended a 36K BTU heat pump to cover the entire attic and the attic closet. You can't say it needs only 12K BTU when other contractors have said at least 24K or 36K BTU for the attic. You argued that my daughter cooled the attic with a small window unit. The window unit she had was 18K and that's why the attic was always hot even with the AC. I believe the closet temperature was close to 90 degrees when the split unit specialist took the temperature there. Therefore, please install a 36K BTU heat pump as the specialist recommended. Also, you will need to install high hats in the attic as indicated on the contract.
2. Finish the basement work (tiles, grouts, bathroom minor work including the closet, seal toilet, fire place, paint doors, install knobs. A reverse water valve and legalizing the basement will be done by someone else.

3. Complete the punch list with two items I forgot to include: install a carbon monoxide alarm on the second floor and install window seating door knobs. The inspector said you'd need to put a carbon monoxide alarm in the attic as well.
4. Install an Anderson storm door for the front and two regular storm doors for the side.
5. If your permit expires before the completion of all the work, you'd need to renew it. You are responsible for your renewal fees. The home improvement project was supposed to be four months, but it has been delayed for more than a year.
6. Re-do the second floor staining job. Remove all the furniture, put us in a hotel until the job gets done. Since the work was done poorly in the first place, you'd need to rectify and pay the cost.
7. Reimburse the hotel costs when your floor subcontractor redid the first floor.
8. Need proof of navien NFC-H unit purchase. Please send me the proof of purchase for me to submit. Scott M said what we have installed in the basement is the NFC-H model and I would need a proof of purchase.

We have paid you so much money for our home improvement project, and I expect quality work all the way through. If my requests are not being met and done, I will have to seek formal complaints. Please complete the project as you promised in the first place. If your guys are busy with other residential/commercial projects, I can hire someone else to do the same work and you can pay them directly. PLEASE CALL ME TO DISCUSS THIS FURTHER.

Respectfully,

Recast Industries, Inc. info@recastny.com
 To: Esther Lee esthersweetspirit@gmail.com

Tue, Aug 30, 2022 at 12:17 PM

Good Afternoon Esther,

*Please see my response in **Blue**.*

Here are my responses to your previous email.

The HVAC came so as the inspector. A filter does not go up on the 2nd floor stairs area. Two places that are required of filters are in the basement and my son's room storage area. -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* (I was told by the project manager that the filters will be changed every 2 weeks during the construction. I don't understand why there was no filter there. I don't even know if there was any filter to begin with). -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* -- *This is not in Contract.*

The basement should have a filter there, but the filter was not there. Sean showed me where the filter goes. The filter cover was covered with dirt on the ground and there was no filter inside the unit. He said that the rough inspection was a long time ago and it was for the duct work. I spoke with the Plumbing inspector, he does not look at whether filter is there or not, his job is to make sure all the plumbing work is done properly or not. -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.* (I brought up this issue because of what you said on the 25th. You said that the previous HVAC inspection would not have passed if there was no filter inside. Again, the inspector told me that he does not look at whether the filter is there or not. His job is to make sure all the plumbing work is done properly. The day of the final inspection, the plumbing inspector told Sean to cover the exposed pipe on the outside condenser units and he did. Each town has different requirements. -- *Final HVAC inspection Passed 8/25/2022*

The inside the closet on the 2nd floor (my son's room) is where a filter goes. It did have a filter there, but it was dark brown, so filthy. Sean said he will drop off a new filter for the basement because there was no filter. - -- *HVAC inspection Passed -- Changing filters is Homeowner Required Maintenance you will need to do this regularly.*

(If I knew where the filter goes, I would have checked and replaced them. It was so filthy and dark brown, which indicated that the filter had been there for a long time). -- *Changing filters is Homeowner Required Maintenance you will need to do this regularly.*

The Plumbing inspector said, yes, we can put a split unit in the attic and the attic needs a carbon monoxide alarm put in. The building dept is okay with having a split unit put in as a play area. -- *Yes, the alarms are part of our punch list. Even though these were provided previously and installed (it's obvious from the picture you sent us the alarm was removed AND (there is no way the electric would have passed inspection without them) however, we will provide them again. -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the mini-split system.* (Chris, we did not touch anything, especially anything to do with electric and plumbing. Whatever you guys left, that's how it has been. You need to ask your guys about it. When I told you Recast did the whole house electric, you did not believe me. You firmly said, "No, we didn't do the work. No we didn't!" You kept saying Recast didn't upgrade the electric. Later you apologized and confirmed that yes, Recast did the work. You treated me as if I lied, but you know you are the one who is not keeping the promises according to the original contract in May 2021. You said the electric inspection would not have passed if the carbon monoxide alarms were not installed, but again, family members did not touch anything. As far as the 8/25/2022 discussion goes, I did not agree to terminate the contract and I told you that I do not want any credit. You heard me saying this many times, I don't want the credit. I would rather have you finish the job. Chris, you said that you are the owner of the company. Please keep your word and honor what you have promised. You said using the attic space as a bedroom is illegal and you care not going to ask your guys to do any illegal work. In addition, you said that you didn't know that we were using the attic as a bedroom. Well, you knew exactly how we were using the attic before. Please. Be honest.... Why lie as if you didn't know? The attic was used as my daughter's bedroom when you guys came to my house back in May 2021 and you told us that we didn't have to move out while the construction takes place. Your manager said we can temporarily live in the attic until they finish the second floor and that's exactly what we did.

All of sudden, you change your promises and say that you cannot install a split unit in the attic because we are using it as a bedroom. I told you that after my daughter got married in June, they moved to Albany. As your guys saw the attic on 25th, the room is empty. Yes, the attic was finished when we bought the house and we changed the floor from carpet to laminate floor, but after my daughter moved out, the attic has not been used as a bedroom. But you still refused to install a unit because it is illegal to have a unit in the attic. When the plumber inspector came, I checked with him. He said we can't have a split unit in the attic if we are using it as a bedroom, but if we are using it as a playroom, we can put one up with a permit. I told the inspector that we do not even use it as a playroom, but we are using it as a storage room. Due to the attic being too hot in the summer and too cold in the winter, we need to install a heat pump to keep it nice and cool for mom's medical supplements, patches & dried food we bought from Korea. Right now, the attic is too hot so I have stored everything throughout the house. I am waiting patiently for Recast to install a split unit so I can store things. After I spoke with the inspector, I was so thrilled to hear that we can have a unit in the attic. I called and left you a voice message this morning while I was still talking with the inspector that we can have a split unit in the attic. I am letting you know that it is not illegal to put in an ac/heat split ductless unit in the attic.

On Aug 25, 2022, you asked me to sign a document. I told you I can't sign because I do not agree. You started to yell and said it is illegal to put a unit in the attic and you were very firm that you are not doing it. You also said I don't have to sign it. It doesn't matter whether I sign it or not, you are not doing the work because it is illegal to put a split unit in the attic and the basement work was done by somebody illegally. I was threatened by your hostile demeanor, and you overpowered me to sign the document while your guys were installing the window screens. You called Scott M to sign the document and he did. He calmly asked me to sign the document as well and explained in a calm manner that your plumber will not do the work because it is illegal to have a unit in the attic. I was forcefully pressured by the owner of the company, Chris, so I reluctantly signed it.

I repeatedly told you that I do not want any credit, but you disregarded me and wrote two checks (\$250 and \$100). I said I would rather have you do the work, but you left two checks on the table. However, Aug 29, 22, I was told and confirmed that we absolutely can have a split unit in the attic. **THIS IS COMPLETELY DIFFERENT THAN**

WHAT YOU TOLD ME. YOU CAN'T CHANGE YOUR WORD AND DECEIVE ME TO SIGN. I have never agreed to sign, but I signed it because I was threatened by your hostile demeanor. Signing something under threat should not be counted, especially when you deceived and lied to me. Since it is legal to have a split unit in the attic, please install a unit that is appropriate for the attic size. Please install. Please do the basement work we have agreed and please complete the punch list. I reviewed my original contract, and it does say 3 storm doors. It does say an Anderson storm door for the front and two regular storm doors for the side. **On Aug 25th, you showed me your copy of the contract where the 3 storm door agreement section was scratched. If the contract was modified, we should have both signatures there with date. Not only that, I would ask the project manager to modify the section on my contract and we both would sign. I have never said I do not want storm doors. Why would I not want them after I paid for them all?** Therefore, please install storm doors as promised). --*Electric Inspection Passed --Rewiring the entire house was never part of the contract -- You signed our agreement on 8/25/2022 accepting the punchlist, acknowledging the credits, and agreeing to the terms moving forward -- This was witnessed by Myself and Scott Mackenzie.*

Please let me know when you are coming back to do the attic work and the basement job as promised. The inspector has said that it would be better to keep the bathroom, and yes, you can do the job as promised without the reverse water valve. -- *We provided an estimate to legalize the basement -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the minor repairs that were to take place in the basement and mini-split system.*

(I have never agreed to end the contract. I was threatened and forced to sign the incorrect information document. It is verified that we can have a unit in the attic; therefore, you need to install as promised. Also, you gave me an estimate of \$4,500 for egress window and \$4,000 for the reverse water valve. All of sudden, you increased the price tremendously. Instead of \$8,500 to legalize the basement, you are asking for \$18,800. Also, you attached a contract that is not the original contract. Please be honest. Please do not fabricate the contract by combining the signed front cover of the contract with different content pages. I have the original contract with payment dates. What you sent me and what I have are not the same. Then who's copy of the contract is original?" -- *You signed our agreement on 8/25/2022 accepting the punchlist, acknowledging the credits, and agreeing to the terms moving forward -- This was witnessed by Myself and Scott Mackenzie.* **I reluctantly signed it under much pressure and duress. I acknowledged the walkthrough list, NOT acknowledged to terminate the contract. I told Chris multiple times I am NOT ending the contract. Even though I was not completely content with the walkthrough list, I signed for the walkthrough list.**

The contract we signed was supposed to be 4 month of work, but it has been more than a year. You said that the work was delayed because kitchen cabinets were not there when you needed them. The kitchen cabinets were here 3 weeks before Scott actually installed them (Tracy from the cabinet company came by 3 different times AFTER all the cabinets were delivered. -- *Yes, we have been delayed for many months which is why we have to move on, the cabinets were NOT the only cause of delay, there were many others as well. Anyway, we already discussed this in detail on 8/25/22 and agreed to our list of punchlist items, credits, and to terminate our agreement (Please see attached signed).* (We are the ones who suffered for many months of delay. We had to put four queen size mattresses and a sleeping floor mat in the attic and five of us lived there until the completion of the second floor. The floor stain job was done poorly so the floor guys re-did the first floor. While they re-did the floor, we had to stay in the hotel again for extra nights. If the work was done right in the first place, we wouldn't have to stay more nights at the hotel and spend extra expenses. I showed you the floor work on the second floor. They need to re-do the second floor, and this time, we are not moving all the furniture and spending extra money to stay in the hotel. I have paid your subcontractors through Recast Inc, in return, I expect quality work. If the work was done poorly, you will have to rectify and resolve the issues. You would need to arrange moving all the furniture, put us at a hotel, re-do the staining work for the second floor, and reimburse the extra days we had to stay in the hotel when your subcontractors re-did the first floor. You said in your email that the cabinets were NOT the only cause of delay, I wonder why the project got delayed this long. As your project manager and his workers know that we had all the appliances, light fixtures, cabinets, cabinet door handles and knobs much in advance before they were needed. I had to reschedule appliances and door delivery four times because of your guys' delayed work. Lowes held my appliances since last October 2021, and when the time came for the delivery, they lost one small refrigerator because they held the appliances too long for too many months. -- *None of this has anything to do with*

our work. Once again you are delaying finishing as per our agreement signed 8/25/22... Delay at present is approx. 3 weeks.

Please let me know when you are sending your guys to do the rest of the work. As you know you have not sent your guys to finish work for many months already. Thank you. *Absolutely! We are planning for Wednesday 8/31/22 @ 8am. I will confirm with you this afternoon.* (You are the one who told me that you would send your guys towards the end of this week, not in the middle of the week. I completely forgot about a doctor's appointment for this Wednesday. Please confirm either Sept 9th or Sept 10th for punch list work. -- No we agreed via phone and text that we would come on Wed 8/31/2022. You subsequently canceled and told us to try and come back approx.. Sept 9th or 10th.

As per contract as well as verbal contract agreement. Following items need to be completed:

1. Please install a heat pump split unit according to the size of the room (based on a specialized split unit company, which I already told you about, the size of the attic requires at least 24K BTU, but recommended for 36K BTU. I even calculated a split unit BTU on a website just now, it came out to be 31,244BTU for the size of my attic. You can see in the chart below that I put zero for the number of people inside regularly. As you know, the attic is always hot because of direct sun exposure. That is why the company who gave me an estimate said that he recommended a 36K BTU heat pump to cover the entire attic and the attic closet. You can't say it needs only 12K BTU when other contractors have said at least 24K or 36K BTU for the attic. You argued that my daughter cooled the attic with a small window unit. The window unit she had was 18K and that's why the attic was always hot even with the AC. I believe the closet temperature was close to 90 degrees when the split unit specialist took the temperature there. Therefore, please install a 36K BTU heat pump as the specialist recommended. Also, you will need to install high hats in the attic as indicated on the contract.
2. Finish the basement work (tiles, grouts, bathroom minor work including the closet, seal toilet, fire place, paint doors, install knobs. A reverse water valve and legalizing the basement will be done by someone else.
3. Complete the punch list with two items I forgot to include: install a carbon monoxide alarm on the second floor and install window seating door knobs. The inspector said you'd need to put a carbon monoxide alarm in the attic as well.
4. Install an Anderson storm door for the front and two regular storm doors for the side.
5. If your permit expires before the completion of all the work, you'd need to renew it. You are responsible for your renewal fees. The home improvement project was supposed to be four months, but it has been delayed for more than a year.
6. Re-do the second floor staining job. Remove all the furniture, put us in a hotel until the job gets done. Since the work was done poorly in the first place, you'd need to rectify and pay the cost.
7. Reimburse the hotel costs when your floor subcontractor redid the first floor.
8. Need proof of navien NFC-H unit purchase. Please send me the proof of purchase for me to submit. Scott M said what we have installed in the basement is the NFC-H model and I would need a proof of purchase.

We have paid you so much money for our home improvement project, and I expect quality work all the way through. If my requests are not being met and done, I will have to seek formal complaints. Please complete the project as you promised in the first place. If your guys are busy with other residential/commercial projects, I can hire someone else to do the same work and you can pay them directly. PLEASE CALL ME TO DISCUSS THIS FURTHER. *Esther, I'm not sure what's going on with you and why you are taking such a hostile position with us. Your husband and I served in the military together which is one of the reasons Scott and I have gone above and beyond to try and help rectify the damage that was done to your home by a previous contractor. When we met, your house was in really bad shape from the previous contractor, who basically destroyed your home and performed a ton of illegal renovations -- You told us you had no heat for 2 years!!!! Your house today looks absolutely beautiful!!!*

At this point, we are and have been doing our absolute best to work with you, but for some reason you are being completely unreasonable. Not only have you delayed the project for close to a year, we have a contract for a reason. We signed our agreement on 8/25/2022 (which ends our contract) for a reason.

Esther, I am going to be completely candid with you. The unfounded accusations need to stop immediately! Everyone is beginning to feel uncomfortable and apprehensive about their safety in your house. Please stop and just allow us to complete the punchlist as we agreed too. Thank you.

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>

Tue, Aug 30, 2022 at 2:03 PM

Chris,
You can't do this to me. You keep changing your words. At first you said you can't ask your guys to perform any illegal work because attic space cannot be utilized as a bedroom and that it is illegal to install such unit in the attic. When I told you the attic is no longer used as a bedroom. You change your word again and said you listen to your subcontractors because they know the town requirements that a split unit is not permitted in the attic. The inspector came to my house for an inspection so I asked him. He verified that it is okay to have a unit there as long as we don't use it as a bedroom. He knows the rules and regulations far better than your subcontractors. The perfect example is Sean didn't know the town requires to cover the exposed pipes all the way. When the inspector told Sean about the rules and regulations, he did what the inspector told him to do.

You have been dragging and delaying the project for too long. Over the course of months, you have created a hostile working relationship, and I was threatened by you to sign the form, not to mention that what you told me was incorrect info. You overpowered me and forced me to sign when the information you provided wasn't even correct.

I am only asking you do complete the work you promised. Even though you are the owner of your company, you didn't even know that Recast upgraded the entire house electric. The inspector requires you to put a carbon monoxide in the attic and I am sure you know about it too.

You wrote, "No we agreed via phone and text that we would come on Wed 8/31/2022. You subsequently cancelled and told us to try and come back approx.. Sept 9th or 10th." It was you who told me on the 25th that you will send guys over towards the end of the week, not in the middle of the week. When you asked me if Aug 31st is okay for you to send guys over, like I said, "yes" without checking my calendar. When I checked my calendar later, I completely forgot about a doctor's appointment.

Please keep your promises and complete the work as listed on the written and verbal contract between Scott M and myself. I really beg you to finish the work so we can move on. As I said, if you can't send your guys because you have other big projects, I can hire a different contractor to do the work and you can pay them directly. If you rather find someone, you can send a contractor of your choice and have him complete the leftover work that you did not finish.

Respectfully,

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Tue, Aug 30, 2022 at 2:39 PM

Hi Esther,

We will perform the work as listed on the punch-list walkthrough agreement signed 8/25/2022. As per my previous text to you on 8/29/2022 we will do our best for Sept 9th or 10th but cannot confirm availability at this time. We will reach out to you the week before Sept 9th or 10th to let you know if we are available to come to those dates and what time.

As per my previous email. "The Plumbing inspector said, yes, we can put a split unit in the attic and the attic needs a carbon monoxide alarm put in. The building dept is okay with having a split unit put in as a play area. --Yes, the

alarms are part of our punch list. Even though these were provided previously and installed (it's obvious from the picture you sent us the alarm was removed AND there is no way the electric would have passed inspection without them) however, we will provide them again. -- Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the mini-split system." Thank you

Esther Lee <esthersweetspirit@gmail.com>

Tue, Aug 30, 2022 at 4:23 PM

To: "Recast Industries, Inc." <info@recastny.com>

Dear Chris,

Your subcontractor electrician came a long time ago and wanted to see how many high hats they needed to replace, so I brought them up to the attic to count the lights. Since Recast was going to install a new heat pump, I asked them if they could cut the electric baseboard heating because we will not be needing it after we get a new split unit installed by Recast. They were kind enough to cut the baseboard heating and removed the heating temperature thermostat dial that was on the wall. I asked him what's right next to the thermostat dial and he said it is a smoke alarm detector (I do not remember whether he said carbon monoxide or a smoke alarm, but it was an old one). He asked me if I wanted it removed. Since it was an old one, I said, "Yes please" because I want it a new one just like the rest of the house. When he removed the smoke alarm from the wall, he chuckled and said, "It's a fake. It's not even connected." I said, "Really? Let me see.." and he showed it to me.

Prior to the HVAC, the house was heated by a gas furnace. The contractor who did the basement cut the entire house heating system, except for the attic. The attic was the only place that was heated by the electric baseboard. Since Recast was going to install a combo AC/Heat split heat pump, I asked the electrician to cut the electric baseboard since they were up in the attic with me, because sooner or later, they will have to cut the electric baseboard anyway. Chris, you have not been in my house until Aug 25, 2022 since May 2021. You are saying that someone removed the alarm because I sent you the picture of my room where the alarm was removed. Do you ever think of the possibility of passing the electric inspection with one alarm that is not installed? The unit is right there so it is possible that they pass the inspection and tell you guys to install it OR your guys might have said they will put it back on so the inspector just let it pass the inspection. Otherwise, I have no idea who removed the alarm in my room. As far as the attic alarm goes, the alarm was not even connected and it was a fake pretending to be working, but it was not a working unit. You will need to install a carbon monoxide alarm and a heat pump in the attic as promised.

**THE BELOW PAGES ARE THE
REASONS WHY I AM
PURSUING AN OFFICIAL
COMPLAINT AGAINST RECAST
INDUSTRIES, INC . PLEASE SEE
THE EMAIL COORSPONDENCE
WITH THE OWNER OF THE
COMPANY, CHRIS ARRIGO**

Punchlist Items - Friday Sept 9th 2022 @ 8am.

9 messages

Recast Industries, Inc. <info@recastny.com>

To: Esther Lee <esthersweetspirit@gmail.com>

Tue, Sep 6, 2022 at 5:58 PM

Good Evening Esther,

We are confirmed on our end to come on Friday Sept 9th to finish the punchlist items. Please confirm. We will be there around 8am.

Thanks so much! Have a great day!

Sincerely,

Christopher Arrigo
Recast Industries, INC
NYS SDVOB
631-867-2686
www.RecastNY.com

Recast Industries, Inc. <info@recastny.com>

Wed, Sep 7, 2022 at 4:11 PM

To: Esther Lee <esthersweetspirit@gmail.com>

Good Afternoon Esther, I just wanted to touch base to confirm Friday Sept 9th @ 8am. If this day doesn't work for you we can shoot for another day the following week. please let us know

Esther Lee <esthersweetspirit@gmail.com>

Wed, Sep 7, 2022 at 5:49 PM

To: "Recast Industries, Inc." <info@recastny.com>

Bcc: esther lee <esthersweetspirit@gmail.com>, estherleeconcordave@hotmail.com

Good Afternoon Chris,

Just to make sure you and I are on the same page. I do not want any miscommunication and misunderstanding.

You are confirming that your workers will be here Friday for punchlist items, but you have not told me about the schedule and time for completing other work such as water faucet, storm doors, attic split unit as well as carbon monoxide, second floor staining, etc. You have the listed items that are still left to do.

Remember? I reluctantly signed Aug 25, 22 for punchlist items (you dismissed other items such as the front door step broken piece, open gap, few paint areas, etc). I have NEVER agreed to end the contract. I told you many times that I am not ending the contract. Why would I end the contract when things are still left to do and money was already paid for? I said repeatedly that I am not taking any credit, but you wrote two checks and left them on the table without my consent.

Please. Complete the job as you have promised via written and verbal contract. You are still bound by the contract. Upon completion of the jobs, I will pay the remaining balance.

MY SON'S ROOM AND MY MOM'S ROOM LIGHTS WENT OUT AGAIN THIS MORNING. THIS HAPPENED BEFORE AT LEAST TWICE. IN THE MIDDLE OF COOKING, THE COUNTER LIGHT WENT OUT LAST NIGHT. AGAIN, THIS HAPPENED BEFORE. IT IS REALLY FRUSTRATING WHY WE ARE HAVING CONSTANT ELECTRICAL ISSUES...

Please let me know the schedule and time for you to complete the unfinished contracted items.

Note: The gas boiler we had before did not require a fire resistant door in the utility closet. The navien unit you installed requires a fire resistant door, but the space is so narrow that I couldn't even go between the door and the

unit. I wanted to see the model number on the side of the unit, but I couldn't do that because there was not enough space between the unit and the door. **If I have to call for navien service, it is impossible for a technician to work around the unit because of not enough space for service clearance. The door has to be opened wider or make a bigger door for 'proper' service clearance for the unit.** It is very odd that the door was installed away from the unit. **When the plumbing inspector came for the inspection of the unit plumbing and piping, there was no door and the inspection passed. The fire resistant door was installed AFTER the inspection passed, but the problem is, if I have to call for navien service in the future, it is absolutely impossible for a technician to provide service due to not enough service clearance space.** I respectfully ask you to fix the door issue.

When Scott C put a plywood inside my mom's closet storage area and my son's closet storage area, it did not cover the entire space. When I hired two handymen to replace the laminate floor from the carpet in the attic, I had them replace the plywood that Scott put in. If you want me to pay him for the trouble, please let me know.

By the way, I will need to know as soon as possible when you will be sending your workers to complete the unfinished contracted items. If you can at least let me know the schedule date and time will be great.

Thank you.

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Sep 7, 2022 at 6:30 PM

Hi Esther,

Thank you for confirming. We will be there on Friday @8am to complete the punchlist items.

Thank you

See you Friday

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>
Bcc: estherleeconcordave@hotmail.com

Wed, Sep 7, 2022 at 6:53 PM

Chris,

You have not confirm the date and time to complete the contracted list of items..

Please let me know when you will be sending your workers to complete the work. I will need to know this first **BEFORE the completion of the punchlist.**

Thank you.

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Sep 7, 2022 at 7:14 PM

Esther,

If you don't not want us to come on Friday to complete the punchlist as agreed, then we will wait to hear back from you. Please be advised you are once again willfully causing unnecessary delays.

As discussed, we are going to complete the punchlist items identified during our walkthrough and listed in our mutually signed agreement. You have been credited for the remaining items. Our original contract (signed 5/27/21) is Terminated as per our signed agreement on 8/25/22 and you have been credited for the remaining items in the scope of work.

Thank you

Esther Lee <esthersweetspirit@gmail.com>
To: "Recast Industries, Inc." <info@recastny.com>
Bcc: estherleeconcordave@hotmail.co.com

Wed, Sep 7, 2022 at 7:47 PM

Chris,

You cannot end the contract unilaterally. This is unlawful!!! This is the reason why we have the contract. **I have NEVER AGREED to end it.** I only agreed for the punchlist, which did not even cover everything I brought to your attention and you know it too. **Why would I keep telling you I am not accepting credit? Please complete the work as you promised based on the original written and verbal contract.**

Thank you.

Esther Lee <esthersweetspirit@gmail.com>
To: estherleeconcordave@hotmail.com

Wed, Sep 7, 2022 at 7:47 PM

[Quoted text hidden]

Recast Industries, Inc. <info@recastny.com>
To: Esther Lee <esthersweetspirit@gmail.com>

Wed, Sep 7, 2022 at 8:09 PM

Esther,

We're not ending anything unilaterally. We signed an agreement, you signed that agreement, which was the entire point of having such agreements in writing. You can't just keep making endless claims, some of which are completely hurtful and outrageous, especially given my personal connection to your husband and our military service together. I don't know why you're doing that and like I said before you're making everyone very uncomfortable and I am asking you to please stop.

Look, we're just trying to complete our work as agreed during our walkthrough on 8/25/22 on and leave you in the best possible position to do what ever you like regarding your home.

If you do not want us to come in Friday to complete the punch-list then we're done here.

If you don't want to cash the checks for your credits, fine, better for us, but that is YOUR money and we think you should have it.

Esther, we have done everything in our power to try and work with you.

If you don't want us to come on Friday, then there's really nothing more we can do.

Please confirm if you would like for us to come on Friday sept 9th @ 8am.

If not, we wish you the best of luck. Have a good evening.

