

**Vishal Sharma**  
**35111 Newark Blvd, Ste F #5008**  
**Newark, California 94560**

January 8, 2025

**To:**  
**Jessica Liao**  
**Gratia Realty**  
**4300 Black Ave, Unit 1321**  
**Pleasanton, California 94560**

**Subject:** Follow-Up on Pending Communications and Maintenance Requests

Dear Jessica,

I hope this letter finds you well. I am writing to follow up on several recent attempts to communicate regarding pending maintenance requests and other property-related matters. Despite sending emails on December 05, 2024 and December 18, 2024 and leaving voicemails on December 13, 2024 and December 20, 2024, I have not received any acknowledgment or response to any of these communications. As such, I am unsure whether my messages have reached you.

I greatly appreciated your role as a bridge between Ravi and me when I first moved in two years ago, especially in balancing our respective interests and facilitating the maintenance projects that have kept the rental property in excellent condition. I believe this approach has worked well for all parties, and I would like to ensure it continues.

To avoid further confusion or miscommunication, I propose scheduling a meeting to discuss pending items and align on how we can improve communication and processes moving forward. I am happy to meet in person or via Zoom, whichever is most convenient for you.

**Proposed Meeting Times:**

- Friday, January 17, at 9:45am
- Tuesday, January 21, at 12:30 pm

Please confirm which option works best or suggest an alternative that suits your schedule.

To ensure clarity and efficiency, I also propose the following framework for our correspondence moving forward:

**1. Primary Modes of Communication:**

Written letters or emails where I explicitly receive a “read receipt” (an option that any email I send will have) and direct phone calls will be our primary methods of

communication for matters related to the property. If texts are necessary for urgent matters, I request that they remain specific and actionable to ensure clarity and efficiency.

**2. Acknowledgment of Maintenance Requests:**

For any maintenance requests, I kindly request a written acknowledgment within 5 business days of receipt and a clear timeline for next steps.

In the event that I do not receive an acknowledgment or a response within this timeframe, I will assume the request is approved. To ensure the property remains in good condition, I will proceed with engaging a licensed provider to address the issue and will submit the invoice for reimbursement or deduct the cost from the subsequent rent payment, as appropriate.

I understand the owner's preference for using approved vendors, and I am happy to work within these guidelines as long as maintenance issues are resolved in a timely and professional manner. My main concern is ensuring that the property remains safe, functional, and well-maintained.

Please confirm your availability for the proposed meeting by Wednesday, January 15, 2024. I am committed to maintaining a productive and respectful working relationship and am happy to adapt as needed to ensure we remain aligned.

Thank you for your attention to this matter, and I look forward to your response.

Sincerely,

Vishal Sharma