

From: [REDACTED] <[REDACTED]>
To: [REDACTED] <[REDACTED]>
Subject: Re: What are you cleaning today?
Date: Wed, 28 May 2014 11:54:14 +0000

You're right probably an oversight but I think I need to let them know we have other apts and to be careful.

Sent from my iPhone

On May 28, 2014, at 7:25 AM, [REDACTED] <[REDACTED]> wrote:

Has he ever stayed in a different one? They know the code to [REDACTED] so maybe didn't even bother with the letter. Also if they don't know we have others on that floor they could have just seen 11 and not thought further I don't think it would have been intentional at all. I think just a misunderstanding or oversight. They are so lovely.

Sent from my iPhone

On May 28, 2014, at 7:00 AM, [REDACTED] <[REDACTED]> wrote:

I don't understand why bard would just assume they can stay in [REDACTED]...yesterday I even emailed [REDACTED] asking when they would be departing [REDACTED] because our maid needed to go in...she never got back to me...because she knows she stayed in wrong apt probably. i'm going to email her again saying it was quite confusing and to please follow what the letter states (stay in the apt we tell you to stay in!)

On May 28, 2014, at 6:43 AM, [REDACTED] <[REDACTED]> wrote:

Even Norman remembered that his letter had said [REDACTED].
The code was for [REDACTED].
They clearly just went to [REDACTED] because that is what they are used to.
When she emailed me once before to request an apartment she mentioned [REDACTED] in particular.
Yes... It would be nice if they could do this small thing seeing as I am not sure what else they are doing. It would be nice to have some help where people are capable of doing something.
I am going to speak to them about it today and pass this on to them.

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On May 27, 2014, at 12:28 PM, [REDACTED] <[REDACTED]> wrote:

I always give you the letters at least a day prior to arrival of guest to hopefully deter any issues...lets try to make sure the letters are printed and given to the doorman at least a day before the guest is due to arrive. It gets too confusing, and even worse, we could have people walking in on other guests...If you are not available to print and leave the letter, then ask [REDACTED] or [REDACTED] to do it for you...

On May 27, 2014, at 12:21 PM, [REDACTED] <[REDACTED]> wrote:

Just reading all of this now. Got in late last night.

Dr bard went into [REDACTED] even though his letter said [REDACTED]. Even the doorman had thought he was in B.
So [REDACTED] went into B.

Dr bard has done this before when he arrived early before I had put the letter and went straight to [REDACTED]
Anyway... Maybe for the best, j is better

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On May 27, 2014, at 9:07 AM, [REDACTED] <[REDACTED]> wrote:

hmmm. Dr. Bard is staying there...they said they would be gone by noon on Monday May 26th...i will find out when they plan to depart...thanks...Make sure [REDACTED] gets back to us regarding apt [REDACTED]..I think someone stayed there over the weekend and it will need cleaning..

On May 27, 2014, at 8:39 AM, [REDACTED] > wrote:

Hi [REDACTED], Good morning! I'll be cleaning 10B and [REDACTED] but someone still in [REDACTED]. The guest supposed to check out yesterday right? I'll be in [REDACTED] to start with. Let me know what time is the guest leaving in [REDACTED]. Thanks

On Tuesday, May 27, 2014, [REDACTED] <[REDACTED]> wrote:

Morning [REDACTED] hope you had a nice weekend. What apts are you cleaning today? I show you should clean 10B and [REDACTED]. [REDACTED], did someone stay in [REDACTED]? When does [REDACTED] clean?

Sent from my iPhone