

**From:** "[REDACTED]" <[REDACTED]>

**To:** "G. Max" <[REDACTED]>

**Subject:** RE:

**Date:** Mon, 28 May 2001 03:33:26 +0000

**Importance:** Normal

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Ms. Maxwell:

Thank you for keeping me in the loop and up to date on all this. I know you're frustrated and it's time to get this resolved.

Thank you for letting me know about [REDACTED] father. I know they have been through a lot. They were taking an 8 hour shift daily to care for him; emotions were high and it was really wearing on them.

John had the most up to date check off lists (the ones you gave me) because I personally saw them twice. Plus I faxed a copy to him a few weeks ago that was part of the package we're collecting for the manual. I asked him to edit it. There were copies in the back of the white notebook located in the kitchen on the shelves and I was told as recently as my last visit that they check the items off before your visit. I've found the same thing true that you've been telling me since I've started; John isn't always truthful.

There has been a float in the pool since I've started. Of course, it's a no brainer; if something breaks, it needs to be replaced immediately. On something as inexpensive as a float, we should always have a spare...

As far as the heater being on in the pool, we'll take it up with our service provider. Unless the heater is malfunctioning, this definitely should have been caught and I'll express our concern. (However I believe it's up to the household manager to supervise the service providers.) This will be an item for the preventative maintenance list.

I truly believe we can handle this amiably although it will be very sensitive. They told me last visit that they "gave you 11 years of their lives". I told them I disagreed, that they were compensated to do a job and had the option to leave if they were unhappy or felt taken advantage of. I've handled extremely difficult/sensitive situations in the past and have some recommendations. As you stated, we need to talk. Should you wish to discuss this Monday, I'll make myself available at your convenience, I'm in NY.

[REDACTED]

-----Original Message-----

From: G. Max [mailto:[REDACTED]]

Sent: Sunday, May 27, 2001 12:13 PM

To: [REDACTED]

Subject:

Just thought I would let you know that [REDACTED] father died today. Even more reason to be sensitive about what we do. The funeral is tomorrow so we should do nothing for a few days

Regardless JE asked where the check list was and John sd that in fact he did not do it. (John is just doing the breakfast 2 hours in the morning. [REDACTED] is not here at all) I then asked to see the check list. He is using one that is at least 2 years old there is a much more current list. John then sd he would have to look for it which indicates to me that he is not only not using a check list but is just ticking items regardless. Do you have a copy of the list that John is supposed to use?

To add to this w/e sorry tales - there is no float in the pool. + the pool heater was on and the pool was close to 100 degrees. (the heater is only needed in the winter never once PB heats up from March onwards) Do you know where the pool float is? did it puncture?? is there a mechanism in place so that John would report it or better still should he not know to buy a new one to replace the old? This kind of thing should be in the manual.

I think you can tell that I have lost any semblance of patience with the problems of this house. I can no longer operate w/no staff

G