

## Testimonials from former Biehn Dr residents

from: Linda Thompson [REDACTED]

to: [REDACTED]

date: Feb 15, 2023, 9:17 AM

subject: Basement leaks at 364 Biehn

Hi Yvonne

We paid \$500 -\$1000 for each repair.

There was one under the stairs and one by the furnace. This caused the most damage as we had we just carpeted the basement!!

On two more, separate, occasions we repaired(from the inside - polyurethane injections)leaks on the back wall of the house in what, at that time, was an unfinished workshop. There was also repairs done on that same wall before we purchased the house in 2002.

Also, in the first few years we were there Chris dug a hole along the back wall and repaired cracks in foundation (membrane wrap) from the outside and did the same thing on the side of the house with a sidewalk.

When Chris dug down for these repairs in a dry period during the summer the water level was above the basement floor!!

I am shocked that the people who bought 364 added an addition to that house! I can't imagine the future of that foundation with all that additional weight.

The sump pump ran constantly. On the times the power went out we had to hand bail it out until power went back on. At times this meant we were up most of the night.

The neighbours (I know you've talked to Gerald and Tobi) had it way, way worse. Gerald made it clear that he seemed to think Andria and Keith didn't do enough but let me tell you they did a ton of work. That house was built on a spring! They have two sump pumps and had to install additional drainage and now Gerald has had to add even more drainage. Appalling that a house was built on that location at all.

We live on a slab foundation now and do not miss that horrible basement.

We'll never live in a house with a basement again!

I hope you are well.

Take care,

Linda

**To Whom it may concern,**

**From: Andria Joy**

**Sent: March 9, 2023 6:40 PM**

**To: Yvonne Fernandes**

**Subject: Re: Flooding issues at your previous home on Biehn**

**Hello Yvonne, please find attached the description of the flood in our basement due to a faulty sump pump and the damage it caused. Because we moved away from the house, in 2021, we threw out all our bills. But we remembered most of the costs.**

**I hope this helps.**

**Sincerely,**

**Andria Joy**

**We lived at 360 Biehn Drive from June 1988 to August 2021. During the time that we lived there the sump pump emptied year round and iron silt also collected in the pit. In 2020, concerned about the failure of a single pump, a second sump pit was created, and a second pump installed. We tried to stay ahead of the pump failures by switching out sump pumps every 3 years. When we went on holidays, we always had a neighbour come over and check our sump pumps every few days to be sure they were still working. During power outages, we went down to empty the pits manually.**

**Despite these precautions, in early January 2016 one pump failed due to a build up of iron silt and the second pump failed due to a cracked housing. The failure**

of these pumps resulted in flooding of  $\frac{3}{4}$  of our basement. The largest room housed a family art collection and 360 Biehn Drive

Kitchener, Ontario

all of the artwork had to be carried out of the room, upstairs to safety. Wooden furniture was damaged by the water and had to be thrown out. Our insurance company had to have Paul Davis restoration services come in and remove all the carpet and drywall halfway up the walls of 2 of the rooms. They installed large fans and dehumidifiers that were on constantly for 24 hours a day for 10 days. At this time the rooms were deemed dry and mold-free. The cost of this service was approx. \$7000.00. Then we had to have the rooms re-drywalled, trimmed, painted and new flooring installed. The cost of this work was between \$9-10,000. The flooring cost was \$950.00. We needed 2 new sump pumps installed, at a cost of \$750.00. Since we have moved away from the house, we have not kept any of the bills, but due to the cost of drying the basement and repairing the walls and flooring, it was recommended we had increased our insurance to cover \$25,000 in damages should another episode occur.

Andria Joy and Keith Chin