



Contact Note

Powering Independent Living

Consumer Name: Mr [redacted]
Contact Date: 1/10/12 Duration Of Contact: .5
Type Of Contact: [] Visit [x] Phone [] e-mail [] Other:
Program: Home Retro

Detail Of Contact:

[redacted] returned my call today. I explained to him that MSHA is needing his quotes to line up better, job for job, otherwise he would be required to pay the difference between the lowest and highest quote.

He got extremely upset with me on the phone. Was yelling at me. He said, I told him that things looked all set when the contract was signed. I agreed with him that I said that and that was my impression as it appeared that way from all the things we have been required to do in this grant for the last number of years with the program. I told him that as MSHA reviews all of the contracts and additional forms we send them, they are asking for additional information that in previous years was never asked.

He said, "You expect me to get quotes from contractors who I haven't had contact with in many months, and likely think the job is already taken." I told that that is what I was asking of him. He told me that he has no experience knowing the nitty gritty details of all the products, materials, etc. on his third quote to match up with the other two. I told him that what he needed to do, given a description of the work needed, that they are to quote it. He was able on the phone to describe to me the type of shower he wanted. I told him to describe it the same way to the contractor. He said he didn't know specifically which model number the third contractor was going with. He also said that this was a lot for him to handle given his brain injury. I agreed with him. The only solution I have is to send him a summary of our conversation. I will do so.

He did ask me to send him more bid forms. I will do so. I explained that his 3rd option was to withdraw if he felt that he was dissatisfied.

Before I hung up, he told me about how he had restraining orders against several people. He told me that LePage and that black boy should be taken out and shot. He told me not to tell him to have a "good day." I let D [redacted] know about the nature of the call to give her a heads up. I will also inform our employee who is in charge of Safety.

Time In: _____ Time Out: _____

K [redacted] C [redacted] OTR/L [redacted] d. l. [redacted]
ILS Signature

The logo for alphaOne, with 'alpha' in a lowercase sans-serif font and 'One' in a larger, bold, lowercase sans-serif font. A stylized '1' inside a circle is positioned between the two words.

Powering Independent Living



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1/10/12

Dear [REDACTED]

As we discussed today on the phone, the Maine State Housing Authority has asked that two of your contractors re quote so that they match up job by job to the third contractor you had quoted.

I have enclosed additional bid forms for you to use to contact them.

Here is the job as you wish it to be from the third quote you have:

Kitchen

Replace window

Bathroom

Remove wall in between bathroom and laundry room. Reconfigure location of fixtures. Install new toilet. Install step in shower with grab bar, wand sprayer. You specify the features you are looking for. New flooring. Additional electrical switches and lighting. New sheet rock to walls and ceiling. Lower linen cabinet.

Replace Ridge Vent

Remove existing vent. Install new product.

Enlarge Deck

Enlarge deck to 4 x 8 with compost deck and Vinyl railings.

Your third quote is for \$14, 625. You will want these new quotes to be closer to this figure if they are pricing the same job.

Your other options include:

1. Paying the difference (out of your pocket) between the current lowest and highest quote. This would be about \$2749.00
2. Withdrawing your application.

If you choose to get additional quotes, please have them to me as soon as you are able in order to move this process forward.

M. J. [REDACTED], one