

Schwartz, Lynn

From: Schwartz, Lynn
Sent: Monday, May 16, 2022 11:53 AM
To: Accounting Department
Subject: Re: 3130 Hernando Street Coral Gables #BLDR 21110539 (Lynn Schwartz 786.514.1830)

Thank you

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From: Accounting Department <accounting@signatureimpactwindows.net>
Sent: Monday, May 16, 2022 11:25:02 AM
To: Schwartz, Lynn <lschwartz@coralgables.com>
Subject: RE: 3130 Hernando Street Coral Gables #BLDR 21110539 (Lynn Schwartz 786.514.1830)

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Good morning Ms Schwartz,

As per our conversation from Friday, below is a recap....

04/08 – Customer cancelled project with us...Came in person to p/u refund check and to sign Change of Contractor form.

04/25 – Our permit runner went to city in person to submit change of contractor to new name (Mr Glass) ... City informed her that Mr Glass' account was not updated online. Permit runner notified customer that Mr Glass had to update their online account in order for change of contractor request to be submitted.

04/29 – Customer came to office, permit runner explained the situation regarding the online account. Customer stated she would reach out to Mr Glass.

05/04 - Customer came to office to pick up documents...we again informed her that her new contractor (Mr Glass) needed to update their online portal in order for the p/w to be submitted...

Customer stated she did not want to wait and wanted the documents so she can handle it directly with the city. Documents were handed to customer.

05/13 – Permit Runner checked the city portal....Change is still pending...not showing up online.

Should you need any further information, feel free to contact us.

Thank you,



Teri Soberon
Ph: 305-912-7493
Signature Impact Windows and Doors