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**From:** Josh Lasch  
**Sent:** Tuesday, August 11, 2020 11:42 AM CDT  
**To:** Matt Beatty  
**CC:** Zach Newell  
**Subject:** Fw: Collections - Paxton, William & Angela  
**Attachments:** Paxton\_IA\_estimate.pdf, PAXTON\_\_\_WARREN\_Final Draft 4-13.PDF, PAXTON\_\_\_WARREN-1\_invoice.pdf, DeductiblePaid.png

**CAUTION:** This email originated from outside of the organization.

Appreciate this copied everyone in to collaborate.

Thanks,

Josh

**From:** Zach Newell <znewell@thesteamteam.com>

**Sent:** Tuesday, August 11, 2020 11:21 AM

**To:** Josh Lasch <josh@thesteamteam.com>

**Subject:** Re: Collections - Paxton, William & Angela

Josh,

Here's everything I have on this file. The original USAA field adjuster's report was \$18963.45 and included replacing the roof as well as patching a ceilings and painting in the living room and bedroom.

TST was asked to write a scope 4/7/20. My estimate expanded on the roofing items, and several more areas inside the house including walls and ceilings in multiple rooms, as well as carpet in the master suite. Our scope came up to \$48392.32.

USAA approved our estimate on 4/13/20 and cut a three-party check in the amount of \$44772.32 to include TST, the Paxtons, and Cenlar (their mortgage company).

After speaking to the Paxtons over the phone and discussing their project, we decided to move forward. They signed a digital contract and paid their \$3620 deductible via Visa on 4/22/20. We discussed being able to perform the roofing portion of the project the following Friday 5/1, though they would be out of town and wouldn't arrive til that Sunday 5/3.

We completed the roofing/exterior repairs on 5/1/20. I met with the homeowner and their friend of a friend contractor, on Sunday 5/3 to discuss in length our scope of work for the interior. The Paxtons looked over the completed roof and no issues were brought up. They had several changes regarding the flooring of the home, which they were not sure how they wanted to proceed, and I mentioned we could remove the scope of work for the carpet/pad replacement of their master, and they could proceed with flooring at their leisure without TST. Materials were dropped at the house on Monday 5/4 in preparation for the interior repairs. The customer had yet to select paint colors, and were not ready to start work. After that, they became difficult to get hold of, and seemingly ghosted us. It was not until 5/29 when the insurance company reached out to us to let us know the Paxtons were not sure if they wanted to use us for the rest of the repairs, claiming we were unresponsive. Over the next couple weeks, the issue was escalated to USAA supervisors, who had difficulty getting hold of the Paxtons or return calls. On 7/7/20, the adjuster at USAA notified us that the Paxtons were

"cashing out" of the rest of the claim and did not want to proceed with TST for the interior work.

I revised our estimate to only include the roofing items and the materials dropped on site for interior work. That is our \$20742.18 amount, of which the \$3620 was paid deductible, resulting in a total payable amount of \$17122.18.

From reviewing BuilderTrend notes, Dina had worked with the mortgage company to get a draw released on the funds. Cenlar cut a check for \$40,000.00 which we received on 7/23/20, payable to TST and the Paxtons. As it stands, if they sign this check, we would have to cut a refund check of \$22877.82 for overpayment.

**Zachary Newell**

Estimator

Cell: 940-391-8984

**The Steam Team Restoration**

Office: 512-451-8326

**From:** Josh Lasch <josh@thesteamteam.com>

**Sent:** Thursday, August 6, 2020 3:14 PM

**To:** Dina Roberts <droboters@thesteamteam.com>

**Cc:** William Arieno(Billy) <WArieno@thesteamteam.com>; Tiara Washington

<tWashington@thesteamteam.com>; Dustin Thomas <DThomas@thesteamteam.com>; Zach Newell <znewell@thesteamteam.com>

**Subject:** Re: Collections - Paxton, William & Angela



Sent from my iPhone

**From:** Dina Roberts <droboters@thesteamteam.com>

**Sent:** Thursday, August 6, 2020 3:00:48 PM

**To:** Josh Lasch <josh@thesteamteam.com>

**Cc:** William Arieno(Billy) <WArieno@thesteamteam.com>; Tiara Washington

<tWashington@thesteamteam.com>; Dustin Thomas <DThomas@thesteamteam.com>; Zach Newell <znewell@thesteamteam.com>

**Subject:** Collections - Paxton, William & Angela

Josh,

I have a check from the mortgage company for \$40k made to the steam team and the Paxtons. However our invoice is for \$20,742.18 of which they have already paid \$3,620.00. I have not been able to reach the Paxtons either by phone nor by email. However, there buss boy Drew has answered a couple times for me. On 8/4 Drew requested that I send a copy of the invoice and check to his email so that he could show the Paxtons. I have attempted to reach him since and have just been able to leave a message. No COS is on file.

Warren(Ken) Paxton

[REDACTED]

ken@kenpaxtonlaw.com

[REDACTED]

Drew Wicker - Buss Boy

[REDACTED]

Thanks,

*Dina Roberts*

Construction Admin

The Steam Team

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