

IN THE COURT OF COMMON PLEAS
MAHONING COUNTY, OHIO

STATE OF OHIO, ex rel.
MICHAEL DEWINE,

Plaintiff,

vs.

MR. ROOTER OF YOUNGSTOWN
c/o JP Meal, LLC, et al.,

Defendants.

: CASE NO. 2015 CV 2856
:
:
:
:

: JUDGE DURKIN
:
:
:
:

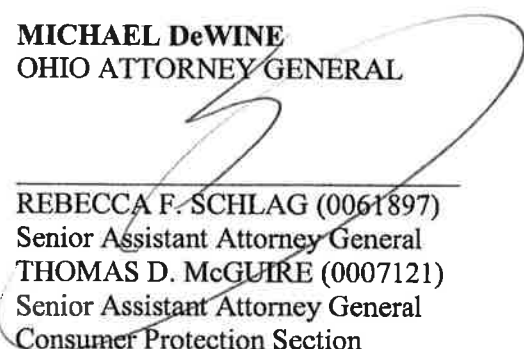
: **MAGISTRATE'S ORDER**
:
:

Plaintiff's Motion to Amend Complaint Instantly is granted. It is so Ordered.

**MAGISTRATE
DOMINIC J. DELAURENTIS, JR.**

Respectfully submitted,

MICHAEL DeWINE
OHIO ATTORNEY GENERAL



REBECCA F. SCHLAG (0061897)
Senior Assistant Attorney General
THOMAS D. McGUIRE (0007121)
Senior Assistant Attorney General
Consumer Protection Section
Cleveland Regional Office
615 W. Superior Ave., 11th FL
Cleveland, OH 44113-1899
(216) 787-3030
Trial counsel for Plaintiff State of Ohio
Rebecca.Schlag@OhioAttorneyGeneral.gov
Thomas.McGuire@OhioAttorneyGeneral.gov

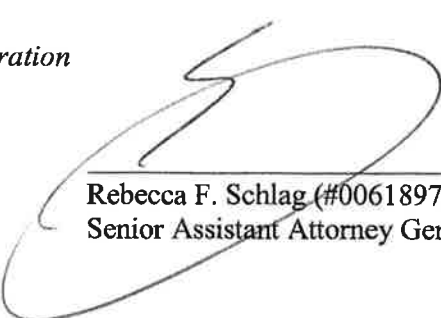
CERTIFICATE OF SERVICE

I hereby certify that on 5th day of February, 2016 I served a copy of the foregoing Motion for Leave to File Amended Complaint Instantly upon the following:

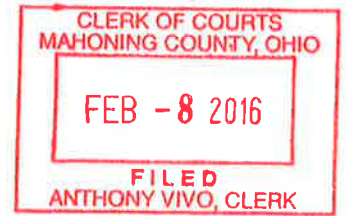
Christopher J. Newman
J. Michael Thompson
Henderson, Covington, Messenger, Newman & Thomas Co., L.P.A.
6 Federal Plaza Central, Suite 1300
Youngstown, OH 44503
Counsel for Defendants Mr. Rooter Plumbing of Yountstown and Joseph Kijowski

And

Thomas E. Dover
Gallagher Sharp Attorneys
Sixth Floor – Buckley Building
1501 Euclid Ave.
Cleveland, OH 44115
Counsel for Defendant Mr. Rooter Corporation



Rebecca F. Schlag (#0061897)
Senior Assistant Attorney General



IN THE COURT OF COMMON PLEAS
MAHONING COUNTY, OHIO

STATE OF OHIO, ex rel.
MICHAEL DEWINE
Ohio Attorney General
Cleveland Regional Office
615 W. Superior Avenue, 11th Floor
Cleveland, Ohio 44113-1899

Plaintiff,

-vs-

MR. ROOTER OF YOUNGSTOWN
c/o JP Meal, LLC
208 Cashmere Court
Cranberry Twp., PA 16066

And

MR. ROOTER CORPORATION
c/o CT Corporation System
1300 East 9th Street
Cleveland, OH 44114

And

JOSEPH KIJOWSKI
Operations Manager
Mr. Rooter of Youngstown
97 Karago Ave. #1
Boardman, OH 44512

Defendants

CASE NO. 2015 CV 02856

JUDGE JOHN M. DURKIN

PLAINTIFF'S FIRST AMENDED
COMPLAINT AND REQUEST FOR
INJUNCTIVE AND DECLARATORY
RELIEF, CONSUMER RESTITUTION
AND CIVIL PENALTIES, INSTANTER

COPY

JURISDICTION AND VENUE

1. Plaintiff, State of Ohio, by and through the Attorney General of Ohio, Michael DeWine, having reasonable cause to believe that violations of Ohio's consumer protection laws have occurred, brings this action in the public interest and on behalf of the State of Ohio under the authority vested in him by the Ohio Consumer Sales Practices Act, R.C. 1345.01 et seq.

2. The actions of Defendants have occurred throughout Mahoning County and other counties in the State of Ohio, and are in violation of the Ohio Consumer Sales Practices Act ("CSPA"), R.C. 1345.01 et seq., its Substantive Rules O.A.C. 109:4-3-01 et seq., and the Home Solicitation Sales Act ("HSSA"), R.C. 1345.21 et seq.

3. This Court has jurisdiction over the subject matter of this action pursuant to R.C. 1345.05 of the CSPA.

4. This Court has venue to hear this case pursuant to Ohio Civ. R. 3(B)(1) and (3), in that Defendants' business is located in Mahoning County and some of the transactions complained of herein, and out of which this action arises, occurred within Mahoning County, Ohio.

DEFENDANTS

5. Defendant Mr. Rooter of Youngstown ("Mr. Rooter") is an active Ohio corporation, registered with the Ohio Secretary of State, with its place of business located on 97 Karago Ave., Unit 1, Boardman, Ohio 44512.

6. Defendant Mr. Rooter of Youngstown is a franchise of Defendant Mr. Rooter Corporation, an Ohio corporation registered with the Ohio Secretary of State, with whom the registered Agent is CT Corporation, 1300 East 9th Street, Cleveland, OH 44114.

7. Defendant Joseph Kijowski is the Operations Manager of Defendant Mr. Rooter of Youngstown, and directed, supervised, approved, controlled, formulated, authorized, ratified, caused, personally participated in, benefitted from and/or otherwise participated in the day to day activities and practices of Defendant Mr. Rooter of Youngstown, including the conduct described in this Complaint.

8. Defendants are “suppliers” as that term is defined in R.C. 1345.01(C) as Defendants were, at all times relevant herein, engaged in the business of effecting “consumer transactions” by providing services to individuals for purposes which were primarily personal, family or household within the meaning specified in R.C. 1345.01(A) and (D).

9. Defendants, as described below, were at all relevant times hereto “sellers” engaged in the business of effecting home solicitation sales by soliciting and selling home improvements to “buyers” at the buyers’ personal residences in Mahoning County and other counties for purposes which were primarily personal, family or household within the meaning specified in R.C. 1345.21(A) and (E) of the HSSA.

STATEMENT OF FACTS

10. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through nine (1-9) of this Complaint.

11. At all times relevant to this action, whether initially contacted by the consumers or not, Defendants solicited consumers for plumbing and home improvement services in Mahoning County as well as other counties in the State of Ohio.

12. Whether initially contacted by the consumers or not, Defendants solicited and sold these plumbing and home improvement services at the residences of Ohio consumers.

13. Defendants accepted payments for plumbing contracts, and would sometimes perform the plumbing and home improvement services in a manner which was unsatisfactory to the Ohio consumers

14. Defendants' failure to perform contracted plumbing and home improvement services in a proper manner has resulted in harm to consumers and required these consumers to incur additional expenses to have Defendants' contracted work completed and/or corrected.

15. The Ohio Attorney General's Office has received multiple consumer complaints regarding Defendants. Examples of two of these complaints are included in paragraphs 16 and 17. By listing these examples, Plaintiff is in no way limiting his request for relief in this complaint to these consumers.

16. Consumer Rossi, an 83 year old woman, contacted Mr. Rooter on or about April 11, 2014, after noticing some pooled water around a basement drain. She also contacted her insurance representative and scheduled a site visit for April 14, 2014 in order to evaluate whether the problem would be covered under her insurance policy. On April 12, 2014 representatives of Mr. Rooter came to Consumer Rossi's house and, after examining her insurance policy, convinced Rossi to allow them to commence work immediately due to their assurance that the repairs would be covered by her insurance company. The estimate for the work was \$5,200.00, and Rossi had a \$5,000.00 insurance policy. Two days after commencing the work, representatives from Mr. Rooter returned with a second work order for this job, requiring an additional \$8,175.00 for the job. Mr. Rooter representatives informed consumer Rossi this additional work was necessary to replace destroyed exterior pipes from the home to the street. The cost of the combined Mr. Rooter contracts now exceeded \$13,000.00, and Mr. Rooter representatives provided Consumer Rossi with paperwork to take out financing through GE

Capital for the projected amount of \$13,375.00, which resulted in the preparation by National Fire & Water Repair of an invoice totalling \$13,478.92 (\$13,978.92 minus \$500.00 deductible). At this point, Consumer Rossi's nephew became involved and the Mr. Rooter employees were asked to leave the home. Consumer Rossi later contracted with a different company to fix the problem, and that company not only completed the project for less than Mr. Rooter's original estimate, they did so while producing video clips which show that the exterior pipes to the street were essentially clear to the street sewer, contradicting Mr. Rooter's claim that the pipes were destroyed and in need of replacement. Copies of the Rossi documents are attached hereto as Exhibit "A."

17. Consumers John and Ann Thomas, both senior citizens, called Mr. Rooter in October 2014 to come to their home and perform a \$95.00 drain cleaning service as advertised in a local paper. Shortly after performing the drain cleaning service (on or around October 9, 2014), the Thomases' were given six additional contracts – on October 9, 2014 for \$550; on October 10, 2014 for \$1,200.00; on October 11, 2014 for \$3,550.00; on October 13, 2014 for \$8,675.00; on October 16, 2014 for \$2,825.00 and on October 22, 2014 for \$2,825.00. These consumers were led to believe their preventive drain cleaning necessitated home improvement services totaling thousands of dollars for repairs they believe to be both unnecessary and which exceeded the estimate by more than ten percent. Copies of the Thomas documents are attached hereto as Exhibit "B."

COUNT I
FAILURE TO ITEMIZE PARTS AND LABOR

18. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through seventeen (1-17) of this Complaint.

19. Defendants have committed unfair and deceptive acts or practices in violation of the CSPA, R.C. 1345.02 and O.A.C. 109:4-3-05(D)(12), by failing to provide consumers with an itemized list of repairs performed or services rendered, including a breakdown of the costs of parts or materials and a statement of whether they are used, remanufactured, or rebuilt if not new, and the amount charged for labor, and the identity of the individual performing the repair or service.

COUNT II
FAILURE TO GIVE ESTIMATE

20. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through nineteen (1-19) of this Complaint.

21. Defendants have committed unfair and deceptive acts or practices in violation of the CSPA, R.C. 1345.02 and O.A.C. 109:4-3-05(C)(1), by failing, upon initial contact with the consumer, to inform the consumer of the consumer's right to receive an oral or written estimate of the anticipated cost of the repair or service.

COUNT III
UNNECESSARY REPAIRS

22. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through twenty-one (1-21) of this Complaint.

23. Defendants have committed unfair and deceptive acts or practices in violation of the CSPA, R.C. 1345.02 and O.A.C. 109:4-3-05(D)(8), by representing that repairs or services were necessary when such was not the fact.

COUNT IV
UNDERSTATING OR MISSTATING ESTIMATED COST

24. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through twenty-three (1-23) of this Complaint.

25. Defendants have committed unfair and deceptive acts or practices in violation of the CSPA, R.C. 1345.02 and O.A.C. 109:4-3-05(D)(11), by materially understating or misstating the estimated cost of the repair or service.

COUNT V
FAILURE TO OBTAIN AUTHORIZATION FOR INCREASED COST

26. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through twenty-five (1-25) of this Complaint.

27. Defendants have committed unfair and deceptive acts or practices in violation of the CSPA, R.C. 1345.02 and O.A.C. 109:4-3-05(D)(3), by failing to obtain oral or written authorization from the consumer for the anticipated cost of any additional, unforeseen, but necessary repairs when the cost of those repairs amounts to ten percent or more (excluding tax) of the original estimated cost.

COUNT VI
PERFORMING SUBSTANDARD WORK

28. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through twenty-seven (1-27) of this Complaint.

29. Defendants have committed unfair and deceptive acts and practices in violation of the Consumer Sales Practices Act, R.C. 1345.02(A) by performing substandard work and then failing to correct such work. Such acts or practices have been previously determined by Ohio courts to violate the Consumer Sales Practices Act, R.C. 1345.01 et seq. Defendants committed said violations after such decisions were available for public inspection pursuant to R.C.

1345.05(A)(3).

COUNT VII
VIOLATIONS OF THE HOME SOLICITATION SALES ACT

30. Plaintiff incorporates by reference, as if fully rewritten herein, the allegations set forth in paragraphs one through twenty-nine (1-29) of this Complaint.

31. Defendants engaged in home solicitation sales pursuant to the HSSA, R.C. 1345.21 et seq., in that Defendants procured the sale of consumer goods or services at the residences of consumers.

32. Defendants violated the HSSA by commencing services during the time in which the buyer has to cancel pursuant to R.C. 1345.22(A) and (B).

33. Failure to comply with the HSSA constitutes a deceptive act or practice in connection with a consumer transaction in violation of R.C.1345.02 per R.C. 1345.28.

PRAYER FOR RELIEF

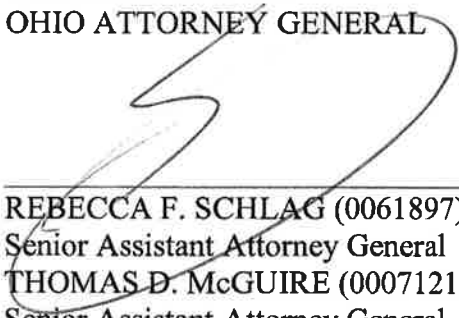
WHEREFORE, Plaintiff respectfully requests that this Court:

- A. ISSUE** a declaratory judgment declaring that each act or practice complained of herein violates the CSPA in the manner set forth in the Complaint.
- B. ISSUE** a permanent injunction enjoining Defendants, under these or any other names, their agents, servants, representatives, salesmen, employees, successors and assigns and all persons acting in concert or participation with Defendants, directly or indirectly, from engaging in the acts or practices of which Plaintiff complains and from any further violations of the CSPA, R.C. 1345.01 et seq. and the HSSA, R.C. 1345.21 et seq.;

- C. **IMPOSE** upon Defendants civil penalties in the amount of Twenty-Five Thousand Dollars (\$25,000.00) for each separate and appropriate violation of the Consumer Sales Practices Act pursuant to R.C. 1345.07(D);
- D. **ORDER** restitution pursuant to R.C. 1345.07(B), for all Ohio consumers found to be damaged by Defendants' unfair or deceptive acts or practices;
- E. **GRANT** Plaintiff his costs in bringing this action;
- F. **ORDER** Defendants to pay all court costs;
- G. **GRANT** such further relief as justice and equity require.

Respectfully submitted,

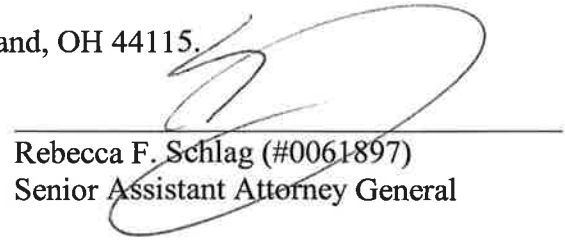
MICHAEL DeWINE
OHIO ATTORNEY GENERAL



REBECCA F. SCHLAG (0061897)
Senior Assistant Attorney General
THOMAS D. McGUIRE (0007121)
Senior Assistant Attorney General
Consumer Protection Section
Cleveland Regional Office
615 W. Superior Ave., 11th FL
Cleveland, OH 44113-1899
(216) 787-3030
Trial counsel for Plaintiff State of Ohio
Rebecca.Schlag@OhioAttorneyGeneral.gov
Thomas.McGuire@OhioAttorneyGeneral.gov

INSTRUCTIONS TO THE CLERK

Please mail copies of the foregoing First Amended Complaint and Request for Injunctive and Declaratory Relief, Consumer Restitution and Civil Penalties by certified mail to the following within named persons: Christopher J. Newman and J., Michael Thompson, Henderson Covington, Messenger, Newman & Thomas Co., L.P.A., 6 Federal Plaza Central, Suite 1300, Youngstown, OH 44503; and Thomas E. Dover, Gallagher Sharp Attorneys, Sixth Floor, Buckley Building, 1501 Euclid Ave., Cleveland, OH 44115.



Rebecca F. Schlag (#0061897)
Senior Assistant Attorney General



Fire & Water Repair

865 E. Indianola Avenue
Youngstown, OH 44502
(330) 782-5392
(330) 782-5980 Fax

Date: 06/24/14

Invoice #: SI-12175

INVOICE

Care of:

Helen Rossi
c/o Russ Banks
620 Southern Blvd.
Warren, OH 44485

Bill To:

HELEN ROSSI
Attn: Helen
620 Southern Blvd.
Warren, OH 44485
USA
Phone: (330) 360-3400

Estimator	Job #	File/Claim #	Terms
Edward Grey	2864WREC		Due Upon Receipt
Description			Total

Cleaning & Repair Invoice

\$13,978.92

Tax Id # 34-0501744
Late charges computed at 18%

Subtotal \$13,978.92

NO TAX \$0.00

Total: \$13,978.92

Amount Due: \$13,978.92



865 E. Indianola Ave -Youngstown, Oh 44502 330-782-5392
145 W. Market St. - Warren, Oh 44481 330-395-3473
41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

Client: HELEN ROSSI
Property: 620 SOUTHERN BLVD NW
WARREN, OH 44485
Home: 620 SOUTHERN BLVD NW
WARREN, OH 44485-2550

Home: (330) 898-1094
Business: (-)
Cell: (330) 898-1094
Other: (330) 898-1094

Operator: EDDIEGRE

Estimator: Karl Kamplain
Business: One Nationwide Gateway Dept 5572
Des Moines, IA 50391

Business: (330) 601-4500
E-mail: kamplakl@nationwide.com

Type of Estimate: WATER DAMAGE NON WEATHER RELATED
Date Entered: 4/23/2014 Date Assigned: 4/9/2014
Date Est. Completed: 5/5/2014 Date Job Completed:

Price List: OHYO8X_APR14
Labor Efficiency: Restoration/Service/Remodel
Estimate: 2864WREC

Dear Valued Customer,

Please refer to the enclosed itemized estimate. The estimate contains our valuation of the damages for the reported loss and was prepared using reasonable and customary prices for your geographic area. If this document contains estimated structural repairs and you choose to hire a contractor, please provide this estimate to them.

If any hidden, or additional damage, and/or damaged items, are discovered, please contact me or have your contractor or vendor contact me immediately. Coverage for the hidden or additional damages and/or damaged items, would need to be determined, and may require an inspection/re-inspection, before any supplemental payment would be authorized. Please do not destroy, or discard any of the hidden, or additional damages, and/or damaged items, until we have had an opportunity to review the hidden or additional damages and/or damaged items, and have reached an agreement with you on any supplemental cost.

If you, your contractor, or vendor determine that there are additional building fees and/or permits associated with the estimated repairs, that may not be included in this estimate, please contact me immediately so that I may review and make a determination as to the appropriate payment.

If a mortgage company is included on your claim payment check, please contact the mortgage company to discuss how to handle the proceeds of this payment.

Thank you for allowing National Fire & Water Repair to serve your insurance needs. Please contact me at the numbers listed above if you have any questions regarding this estimate or any other matter pertaining to your claim.

Ohio law requires the following: Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.



National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

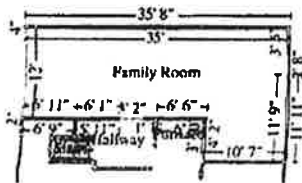
PA License #PA020117

2864WREC

Basement

Basement

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
3. Add for HEPA filter (for neg. air machine/vacuum - Large)	1.00 EA		0.00	235.48	15.19	50.14	300.81
4. HEPA Vacuuming - Detailed - (PER SF)	2,888.25 SF		0.00	0.61	0.00	352.36	2,114.19
6. Negative air fan/Air scrubber (24 hr period) - No monit.	2.00 DA		0.00	70.55	11.42	28.22	180.74
5. Respirator cartridge - HEPA only (per pair)	4.00 EA		0.00	9.11	2.46	7.78	46.68
7. Respirator - Full face - multi-purpose resp. (per day)	4.00 DA		0.00	7.61	0.00	6.08	36.52
8. Disposable coveralls w/hood and boots	4.00 EA		0.00	5.54	1.50	4.74	28.40
9. Personal protective gloves - Disposable (per pair)	4.00 EA		0.00	0.39	0.11	0.34	2.01
10. Equipment setup, take down, and monitoring (hourly charge)	2.00 HR		0.00	37.67	6.11	15.06	96.51
Total: Basement					36.79	464.72	2,805.86



Family Room

Height: 6' 10"

644.83 SF Walls	481.74 SF Ceiling
1,126.57 SF Walls & Ceiling	481.74 SF Floor
53.53 SY Flooring	90.50 LF Floor Perimeter
105.67 LF Ceil. Perimeter	

Missing Wall - Goes to Floor

12' X 4'

Opens into Exterior

Missing Wall - Goes to Floor

3' 2" X 6'

Opens into HALLWAY

Window

2' 8" X 4'

Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
14. Clean light fixture	2.00 EA		0.00	6.80	1.11	2.72	17.43
12. Clean hand textured ceiling	481.74 SF		0.00	0.27	10.89	26.08	167.04
Walls							
15. Clean crown molding	105.67 LF		0.00	0.29	2.55	6.14	39.33
17. Clean light fixture	2.00 EA		0.00	6.80	1.11	2.72	17.43

CONTINUED - Family Room

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
24. Clean shelving - wood	24.00 LF		0.00	0.59	1.21	2.86	18.23
16. Clean the walls	644.83 SF		0.00	0.23	12.49	29.74	190.54
25. Clean chair rail	90.50 LF		0.00	0.22	1.61	3.98	25.50
18. Clean fireplace face & mantel	48.00 SF		0.00	0.90	3.53	8.64	55.37
19. (Install) Cabinetry - full height unit	2.00 LF		0.00	36.71	0.00	14.68	88.10
21. Clean cabinetry - full height - inside and out	2.00 LF		0.00	16.49	2.69	6.60	42.27
22. Clean cabinetry - lower - inside and out	8.00 LF		0.00	9.46	6.18	15.16	97.02
23. Clean countertop	16.00 SF		0.00	0.47	0.62	1.50	9.64
38. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
39. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
36. Detach & Reset Baseboard - 2 1/4"	67.87 LF	2.00	0.00	0.00	0.09	27.16	162.99
26. Clean baseboard	67.87 LF		0.00	0.23	1.32	3.14	20.07
Floor							
29. Tear out asbestos vinyl floor covering (no haul off)	240.87 SF		2.55	0.00	3.41	123.52	741.15
Remove all loose flooring only.							
32. Floor leveling cement - Heavy	481.74 SF		0.00	2.17	40.97	217.28	1,303.63
34. Vinyl tile	481.74 SF		0.00	2.88	64.71	290.42	1,742.54
48. Contents - move out then reset - Extra large room	1.00 EA		0.00	110.51	0.00	22.10	132.61
Totals: Family Room					157.62	812.14	4,920.21



Storage Area/Room

Height: 6' 10"

226.12 SF Walls	93.49 SF Ceiling
319.61 SF Walls & Ceiling	93.49 SF Floor
10.39 SY Flooring	36.08 LF Floor Perimeter
36.08 LF Ceil. Perimeter	

Missing Wall
Window
Window

2' 9" X 6' 10"
2' 8" X 4'
2' 8" X 4'

Opens into HALLWAY
Opens into Exterior
Opens into Exterior



National Fire & Water Repair

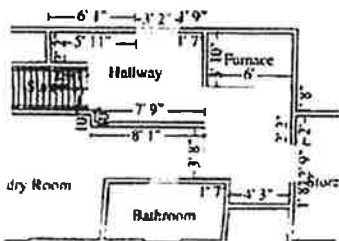
865 E. Indianola Ave -Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Storage Area/Room

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
41. Clean light fixture	1.00 EA		0.00	6.80	0.55	1.36	8.71
42. Clean floor or roof joist system	93.49 SF		0.00	0.62	4.83	11.62	74.41
Walls							
51. Clean shelving - wood	20.00 LF		0.00	0.59	1.01	2.38	15.19
43. Clean the walls	226.12 SF		0.00	0.23	4.37	10.44	66.82
44. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
45. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
Floor							
46. Clean floor.	93.49 SF		0.00	0.27	2.04	5.04	32.32
50. Contents - move out then reset - Small room	1.00 EA		0.00	27.65	0.00	5.54	33.19
Totals: Storage Area/Room					15.93	44.08	279.96



Hallway

Height: 6' 10"

266.28 SF Walls	104.93 SF Ceiling
371.21 SF Walls & Ceiling	104.93 SF Floor
11.66 SY Flooring	38.58 LF Floor Perimeter
44.75 LF Ccil. Perimeter	

Missing Wall - Goes to Floor

3' 2" X 6'

Opens into FAMILY_ROOM

Missing Wall

6' 5/16" X 6' 10"

Opens into FURNACE

Missing Wall

2' 9" X 6' 10"

Opens into STORAGE_AREA

Missing Wall

3' 7 13/16" X 6' 10"

Opens into LAUNDRY_ROOM

Missing Wall

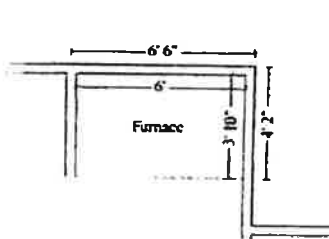
3' X 6' 10"

Opens into STAIRS

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
52. Clean light fixture	2.00 EA		0.00	6.80	1.11	2.72	17.43
53. Clean the ceiling	104.93 SF		0.00	0.23	2.03	4.84	31.00
Walls							
72. Clean crown molding	44.75 LF		0.00	0.29	1.09	2.60	16.67

CONTINUED - Hallway

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
54. Clean the walls	266.28 SF		0.00	0.23	5.16	12.28	78.68
55. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
56. Clean window unit (per side) 3 - 9 SF	1.00 EA		0.00	6.75	0.55	1.36	8.66
Floor							
57. Floor leveling cement - Heavy	104.93 SF		0.00	2.17	8.92	47.32	283.94
58. R&R Vinyl tile	104.93 SF		0.98	2.88	14.09	83.82	502.94
Totals: Hallway					34.99	159.94	971.35


Furnace
Height: 6' 10"

93.16 SF Walls
116.08 SF Walls & Ceiling
2.55 SY Flooring
13.63 LF Ceil. Perimeter

22.92 SF Ceiling
22.92 SF Floor
13.63 LF Floor Perimeter

Missing Wall
6' 5/16" X 6' 10"
Opens into HALLWAY

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
60. Clean floor or roof joist system	22.92 SF		0.00	0.62	1.18	2.84	18.23
Walls							
61. Clean the walls	93.16 SF		0.00	0.23	1.80	4.30	27.53
63. Furnace - check, heavy clean, replace filters and service	1.00 EA		0.00	143.32	0.88	28.84	173.04
65. Clean water heater	1.00 EA		0.00	15.15	1.23	3.04	19.42
Floor							
62. Clean floor	22.92 SF		0.00	0.27	0.50	1.24	7.93
Totals: Furnace					5.59	40.26	246.15

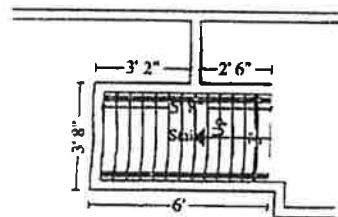


National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117



Stairs

Height: 17'

165.67 SF Walls
 182.67 SF Walls & Ceiling
 5.07 SY Flooring
 14.33 LF Ceil. Perimeter

17.00 SF Ceiling
 45.63 SF Floor
 23.19 LF Floor Perimeter

Missing Wall

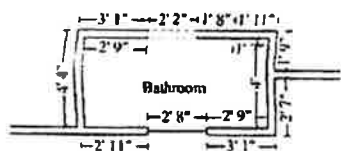
3' X 17'

Opens into HALLWAY

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
66. Clean the ceiling	17.00 SF		0.00	0.23	0.32	0.78	5.01
Walls							
67. Clean the walls	165.67 SF		0.00	0.23	3.21	7.64	48.95
71. Clean handrail - wall mounted	8.00 LF		0.00	0.34	0.22	0.54	3.48
69. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
70. Clean stair stringer - per side	16.00 LF		0.00	0.58	0.77	1.86	11.91
Floor							
68. Clean floor	45.63 SF		0.00	0.27	1.00	2.46	15.78
Totals: Stairs					7.56	18.28	117.16

Bathroom

Height: 6' 10"



148.62 SF Walls
 181.38 SF Walls & Ceiling
 3.64 SY Flooring
 24.38 LF Ceil. Perimeter

32.77 SF Ceiling
 32.77 SF Floor
 22.22 LF Floor Perimeter

Missing Wall - Goes to Floor Window

2' 2" X 6' 8"

Opens into LAUNDRY_ROOM

2' 8" X 1' 4"

Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
73. Clean light fixture	1.00 EA		0.00	6.80	0.55	1.36	8.71
74. Clean floor or roof joist system	32.77 SF		0.00	0.62	1.68	4.06	26.06
Walls							
75. Clean the walls	148.62 SF		0.00	0.23	2.87	6.86	43.91

2864WREC

6/23/2014

Page: 6



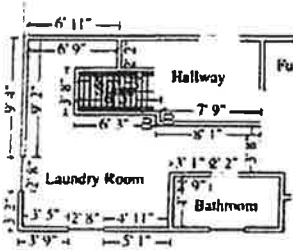
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Bathroom

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
76. Clean door / window opening (per side)	1.00 EA		0.00	8.33	0.67	1.66	10.66
81. Clean window unit (per side) 3 - 9 SF	1.00 EA		0.00	6.75	0.55	1.36	8.66
82. Clean medicine cabinet	1.00 EA		0.00	9.01	0.73	1.80	11.54
83. Clean sink and faucet	1.00 EA		0.00	11.10	0.90	2.22	14.22
84. Clean shower	1.00 EA		0.00	27.74	2.25	5.54	35.53
85. Clean shower curtain rod	1.00 EA		0.00	4.51	0.36	0.90	5.77
86. Clean tub / shower faucet	1.00 EA		0.00	9.01	0.73	1.80	11.54
87. Clean toilet	1.00 EA		0.00	13.98	1.13	2.80	17.91
88. Clean toilet seat	1.00 EA		0.00	3.03	0.24	0.60	3.87
Floor							
78. Clean floor	32.77 SF		0.00	0.27	0.72	1.78	11.35
79. Paint concrete the floor	32.77 SF		0.00	0.61	0.40	4.08	24.47
Totals: Bathroom					13.78	36.82	234.20



Laundry Room

Height: 6' 10"

441.76 SF Walls	148.96 SF Ceiling
590.73 SF Walls & Ceiling	148.96 SF Floor
16.55 SY Flooring	65.64 LF Floor Perimeter
67.80 LF Ceil. Perimeter	

Window	2' 8" X 1' 4"	Opens into Exterior
Window	2' 8" X 1' 4"	Opens into Exterior
Missing Wall - Goes to Floor	2' 2" X 6' 8"	Opens into BATHROOM
Missing Wall	3' 7 13/16" X 6' 10"	Opens into HALLWAY

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
91. Clean light fixture	1.00 EA		0.00	6.80	0.55	1.36	8.71
92. Clean floor or roof joist system	148.96 SF		0.00	0.62	7.70	18.52	118.58
Walls							
93. Clean shelving - wood	20.00 LF		0.00	0.59	1.01	2.38	15.19
94. Clean the walls	441.76 SF		0.00	0.23	8.56	20.38	130.54

864WREC

6/23/2014

Page: 7



National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

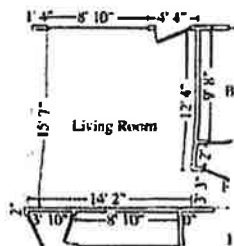
Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Laundry Room

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
95. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
96. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
99. Clean laundry tub	1.00 EA		0.00	9.21	0.76	1.84	11.81
103. Clean cabinetry - lower - inside and out	4.00 LF		0.00	9.46	3.09	7.56	48.49
100. Detach & Reset Washer/Washing Machine - Top-loading	1.00 EA	21.92	0.00	0.00	0.00	4.38	26.30
102. Dryer - Remove & reset	1.00 EA		0.00	19.81	0.00	3.96	23.77
Floor							
97. Clean floor	148.96 SF		0.00	0.27	3.25	8.04	51.51
98. Contents - move out then reset - Small room	1.00 EA		0.00	27.65	0.00	5.54	33.19
Totals: Laundry Room					28.05	81.66	517.41
Total: Basement					300.31	1,657.90	10,092.30

Main Level



Living Room

Height: 8'

330.26 SF Walls
 548.97 SF Walls & Ceiling
 24.30 SY Flooring
 56.08 LF Ceil. Perimeter
 218.71 SF Ceiling
 218.71 SF Floor
 37.50 LF Floor Perimeter

Missing Wall - Goes to Floor

15' 7" X 4'

Opens into Exterior

Missing Wall

3' 3" X 8'

Opens into HALLWAY

Window

8' 10" X 4' 1"

Opens into Exterior

Door

3' X 6' 8"

Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
104. Clean the ceiling	218.71 SF		0.00	0.23	4.24	10.10	64.64
Walls							
105. Clean the walls	330.26 SF		0.00	0.23	6.39	15.24	97.59
106. Clean fireplace face & mantel	62.00 SF		0.00	0.90	4.56	11.16	71.52



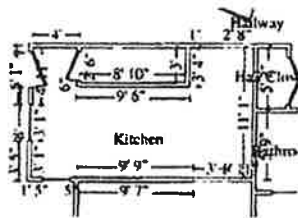
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Living Room

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
107. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
108. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
112. Clean window unit (per side) 10 - 20 SF	1.00 EA		0.00	9.65	0.78	1.94	12.37
113. Clean door (per side)	1.00 EA		0.00	4.67	0.39	0.94	6.00
109. Clean baseboard	28.13 LF		0.00	0.23	0.55	1.30	8.32
Floor							
110. Clean and deodorize carpet	218.71 SF		0.00	0.30	5.48	13.16	84.25
111. Contents - move out then reset - Large room	1.00 EA		0.00	55.25	0.00	11.06	66.31
Totals: Living Room					25.52	72.60	460.32



Kitchen

Height: 8'

456.98 SF Walls
 632.20 SF Walls & Ceiling
 19.47 SY Flooring
 66.17 LF Ceil. Perimeter

175.22 SF Ceiling
 175.22 SF Floor
 57.50 LF Floor Perimeter

Window 2' 4" X 2' 10" Opens into Exterior
 Missing Wall - Goes to Floor 3' X 6' 8" Opens into DEN
 Missing Wall - Goes to Floor 2' 8" X 6' 8" Opens into HALLWAY
 Window 3' 1" X 2' 7" Opens into Exterior
 Door 3' X 6' 8" Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
114. Clean light fixture	1.00 EA		0.00	6.80	0.55	1.36	8.71
123. Clean ceiling fan and light	1.00 EA		0.00	16.64	1.34	3.32	21.30
115. Clean the ceiling	175.22 SF		0.00	0.23	3.40	8.08	51.78
Walls							
116. Clean the walls	456.98 SF		0.00	0.23	8.85	21.08	135.04
117. Clean cabinetry - full height - inside and out	2.50 LF		0.00	16.49	3.36	8.24	52.83



National Fire & Water Repair

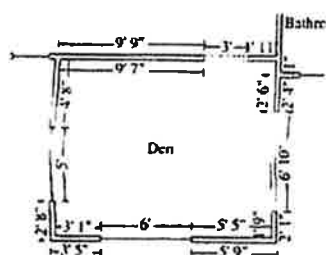
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Kitchen

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
124. Clean cabinetry - upper - inside and out	13.25 LF		0.00	9.46	10.24	25.10	160.69
118. Clean cabinetry - lower - inside and out	11.00 LF		0.00	9.46	8.51	20.84	133.41
126. Clean sink - double and faucet	1.00 EA		0.00	16.62	1.34	3.32	21.28
119. Clean countertop	22.00 SF		0.00	0.47	0.85	2.06	13.25
127. Clean range hood	1.00 EA		0.00	10.87	0.89	2.18	13.94
120. Clean door / window opening (per side)	5.00 EA		0.00	8.33	3.38	8.34	53.37
121. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
128. Clean door (per side)	2.00 EA		0.00	4.67	0.78	1.86	11.98
122. Clean baseboard	43.12 LF		0.00	0.23	0.83	1.98	12.73
130. Range - gas - Remove & reset	1.00 EA		0.00	87.38	0.00	17.48	104.86
131. Detach & Reset Refrigerator - top freezer - 22 to 24 cf	1.00 EA	26.32	0.00	0.00	0.00	5.26	31.58
Floor							
129. Clean floor	175.22 SF		0.00	0.27	3.83	9.46	60.60
Totals: Kitchen					49.24	142.66	904.64



Den

Height: 8'

354.81 SF Walls
 528.81 SF Walls & Ceiling
 19.33 SY Flooring
 53.00 LF Ceil. Perimeter
 174.00 SF Ceiling
 174.00 SF Floor
 43.17 LF Floor Perimeter

Window

6' X 3' 10"

Opens into Exterior

Missing Wall - Goes to Floor

6' 10" X 3' 10"

Opens into Exterior

Missing Wall - Goes to Floor

3' X 6' 8"

Opens into KITCHEN

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
132. Clean ceiling fan and light	1.00 EA		0.00	16.64	1.34	3.32	21.30
133. Clean hand textured ceiling	174.00 SF		0.00	0.27	3.94	9.42	60.34
Walls							



National Fire & Water Repair

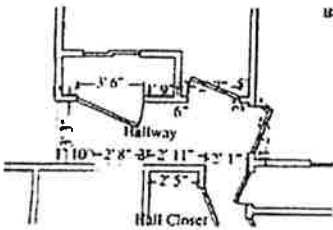
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Den

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
134. Clean the walls	354.81 SF		0.00	0.23	6.86	16.36	104.83
149. Clean chair rail	43.17 LF		0.00	0.22	0.77	1.90	12.17
141. Clean fireplace face & mantel	26.19 SF		0.00	0.90	1.93	4.72	30.22
135. Clean door / window opening (per side)	4.00 EA		0.00	8.33	2.71	6.66	42.69
136. Clean window unit (per side) 3 - 9 SF	2.00 EA		0.00	6.75	1.09	2.70	17.29
137. Clean patio door (sliding glass) (per side)	2.00 EA		0.00	25.48	4.27	10.22	65.45
138. Clean baseboard	32.37 LF		0.00	0.23	0.62	1.50	9.57
Floor							
139. Clean and deodorize carpet	174.00 SF		0.00	0.30	4.36	10.46	67.02
140. Contents - move out then reset	1.00 EA		0.00	36.83	0.00	7.36	44.19
Totals: Den					27.89	74.62	475.07



Hallway

Height: 8'

109.44 SF Walls
 141.21 SF Walls & Ceiling
 3.53 SY Flooring
 20.83 LF Ceil. Perimeter
 31.76 SF Ceiling
 31.76 SF Floor
 12.25 LF Floor Perimeter

Missing Wall 3' 3" X 8' Opens into LIVING_ROOM
 Missing Wall - Goes to Floor 2' 8" X 6' 8" Opens into KITCHEN
 Missing Wall 2' 1" X 8' Opens into Exterior
 Door 2' 5" X 6' 8" Opens into BEDROOM_2
 Door 3' 6" X 6' 8" Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
142. Clean light fixture	1.00 EA		0.00	6.80	0.55	1.36	8.71
143. Clean the ceiling	31.76 SF		0.00	0.23	0.61	1.46	9.37
Walls							
144. Clean the walls	109.44 SF		0.00	0.23	2.11	5.06	32.34
145. Clean door / window opening (per side)	7.00 EA		0.00	8.33	4.74	11.66	74.71

364WREC

6/23/2014

Page: 11



National Fire & Water Repair

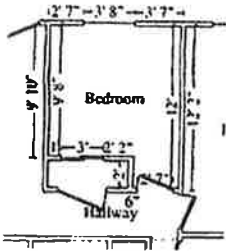
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Hallway

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
146. Clean door (per side)	7.00 EA		0.00	4.67	2.73	6.56	41.98
147. Clean baseboard	9.19 LF		0.00	0.23	0.18	0.42	2.71
Floor							
148. Clean floor	31.76 SF		0.00	0.27	0.70	1.72	11.00
Totals: Hallway					11.62	28.24	180.82



Bedroom

Height: 8'

324.00 SF Walls	99.67 SF Ceiling
423.67 SF Walls & Ceiling	99.67 SF Floor
11.07 SY Flooring	40.00 LF Floor Perimeter
43.00 LF Ceil. Perimeter	

Door

3' X 6' 8"

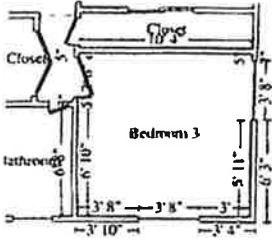
Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
151. Clean the ceiling	99.67 SF		0.00	0.23	1.93	4.60	29.45
Walls							
152. Clean the walls	324.00 SF		0.00	0.23	6.27	14.94	95.73
153. Clean door / window opening (per side)	3.00 EA		0.00	8.33	2.04	5.00	32.03
154. Clean window unit (per side) 10 - 20 SF	2.00 EA		0.00	9.65	1.56	3.86	24.72
158. Clean door (per side)	3.00 EA		0.00	4.67	1.17	2.80	17.98
155. Clean baseboard	30.00 LF		0.00	0.23	0.58	1.38	8.86
Floor							
156. Clean and deodorize carpet	99.67 SF		0.00	0.30	2.49	6.00	38.39
157. Contents - move out then reset - Large room	1.00 EA		0.00	55.25	0.00	11.06	66.31
Totals: Bedroom					16.04	49.64	313.47

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
145 W. Market St. - Warren, Oh 44481 330-395-3473
41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117



Bedroom 3

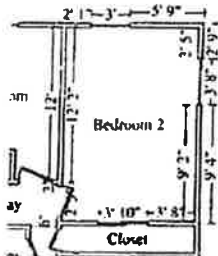
Height: 8'

284.83 SF Walls
388.17 SF Walls & Ceiling
11.48 SY Flooring
40.67 LF Ceil. Perimeter

103.33 SF Ceiling
103.33 SF Floor
38.17 LF Floor Perimeter

Window 3' 8" X 3' 3" Opens into Exterior
Window 3' 8" X 3' 3" Opens into Exterior
Door 2' 6" X 6' 8" Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
167. Clean the ceiling	103.33 SF		0.00	0.23	2.00	4.78	30.55
Walls							
168. Clean the walls	284.83 SF		0.00	0.23	5.51	13.14	84.16
169. Clean door / window opening (per side)	4.00 EA		0.00	8.33	2.71	6.66	42.69
170. Clean window unit (per side) 10 - 20 SF	2.00 EA		0.00	9.65	1.56	3.86	24.72
171. Clean door (per side)	3.00 EA		0.00	4.67	1.17	2.80	17.98
172. Clean baseboard	28.63 LF		0.00	0.23	0.56	1.32	8.46
Floor							
173. Clean and deodorize carpet	103.33 SF		0.00	0.30	2.59	6.22	39.81
174. Contents - move out then reset - Large room	1.00 EA		0.00	55.25	0.00	11.06	66.31
Totals: Bedroom 3					16.10	49.84	314.68



Bedroom 2

Height: 8'

383.47 SF Walls
541.06 SF Walls & Ceiling
17.51 SY Flooring
51.17 LF Ceil. Perimeter

157.58 SF Ceiling
157.58 SF Floor
48.75 LF Floor Perimeter

Window 3' X 3' 3" Opens into Exterior
Door 2' 5" X 6' 8" Opens into HALLWAY

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
-------------	-----	-------	--------	---------	-----	-----	-------



National Fire & Water Repair

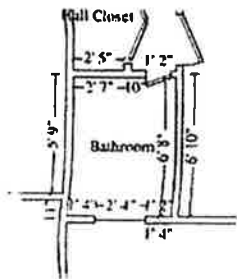
865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
 145 W. Market St. - Warren, Oh 44481 330-395-3473
 41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Bedroom 2

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
175. Clean ceiling fan and light	1.00 EA		0.00	16.64	1.34	3.32	21.30
159. Clean the ceiling	157.58 SF		0.00	0.23	3.05	7.26	46.55
Walls							
160. Clean the walls	383.47 SF		0.00	0.23	7.42	17.70	113.32
161. Clean door / window opening (per side)	4.00 EA		0.00	8.33	2.71	6.66	42.69
162. Clean window unit (per side) 10 - 20 SF	2.00 EA		0.00	9.65	1.56	3.86	24.72
163. Clean door (per side)	3.00 EA		0.00	4.67	1.17	2.80	17.98
164. Clean baseboard	36.56 LF		0.00	0.23	0.70	1.68	10.79
Floor							
165. Clean and deodorize carpet	157.58 SF		0.00	0.30	3.95	9.48	60.70
166. Contents - move out then reset - Large room	1.00 EA		0.00	55.25	0.00	11.06	66.31
Totals: Bedroom 2					21.90	63.82	404.36



Bathroom

Height: 8'

177.39 SF Walls	32.22 SF Ceiling
209.61 SF Walls & Ceiling	32.22 SF Floor
3.58 SY Flooring	23.00 LF Floor Perimeter
23.00 LF Ceil. Perimeter	

Window

2' 4" X 2' 10"

Opens into Exterior

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Ceiling							
177. Clean the ceiling	32.22 SF		0.00	0.23	0.62	1.48	9.51
Walls							
178. Clean the walls	177.39 SF		0.00	0.23	3.43	8.18	52.41
179. Clean door / window opening (per side)	2.00 EA		0.00	8.33	1.34	3.34	21.34
180. Clean window unit (per side) 3 - 9 SF	1.00 EA		0.00	6.75	0.55	1.36	8.66
189. Clean door (per side)	1.00 EA		0.00	4.67	0.39	0.94	6.00



PA License #PA020117



National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
145 W. Market St. - Warren, Oh 44481 330-395-3473
41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

CONTINUED - Hall Closet

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
Per customer request, not closet are to be cleaned.							
Totals: Hall Closet					0.00	0.00	0.00

General

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
89. Haul debris - per pickup truck load - including dump fees	1.00 EA		115.79	0.00	0.00	23.16	138.95
90. Duct cleaning	1.00 EA		0.00	0.00	0.00	0.00	0.00
Totals: General					0.00	23.16	138.95
Total: Main Level					182.70	539.72	3,417.35

Labor Minimums Applied

DESCRIPTION	QTY	RESET	REMOVE	REPLACE	TAX	O&P	TOTAL
11. Water extract/remediation labor minimum	1.00 EA		0.00	18.84	1.52	3.76	24.12
20. Cabinetry labor minimum	1.00 EA		0.00	91.32	0.00	18.26	109.58
37. Finish carpentry labor minimum	1.00 EA		0.00	30.36	0.00	6.08	36.44
64. Heat, vent, & air cond. labor minimum	1.00 EA		0.00	48.99	0.00	9.80	58.79
80. Painting labor minimum	1.00 EA		0.00	129.57	0.00	25.92	155.49
101. Plumbing labor minimum	1.00 EA		0.00	70.71	0.00	14.14	84.85
Totals: Labor Minimums Applied					1.52	77.96	469.27
Line Item Totals: 2864WREC					484.53	2,275.58	13,978.92



National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
145 W. Market St. - Warren, Oh 44481 330-395-3473
41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

Tax ID - 34-0501744

PA License #PA020117

Grand Total Areas:

4,691.19 SF Walls	1,929.18 SF Ceiling	6,620.37 SF Walls and Ceiling
1,957.81 SF Floor	217.53 SY Flooring	624.68 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	700.73 LF Ceil. Perimeter
1,957.81 Floor Area	2,103.72 Total Area	4,420.74 Interior Wall Area
2,378.00 Exterior Wall Area	336.45 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	



National Fire & Water Repair

865 E. Indianola Ave - Youngstown, Oh 44502 330-782-5392
145 W. Market St. - Warren, Oh 44481 330-395-3473
41 Chestnut Ave. - Sharon, Pa 16146 724-654-8840

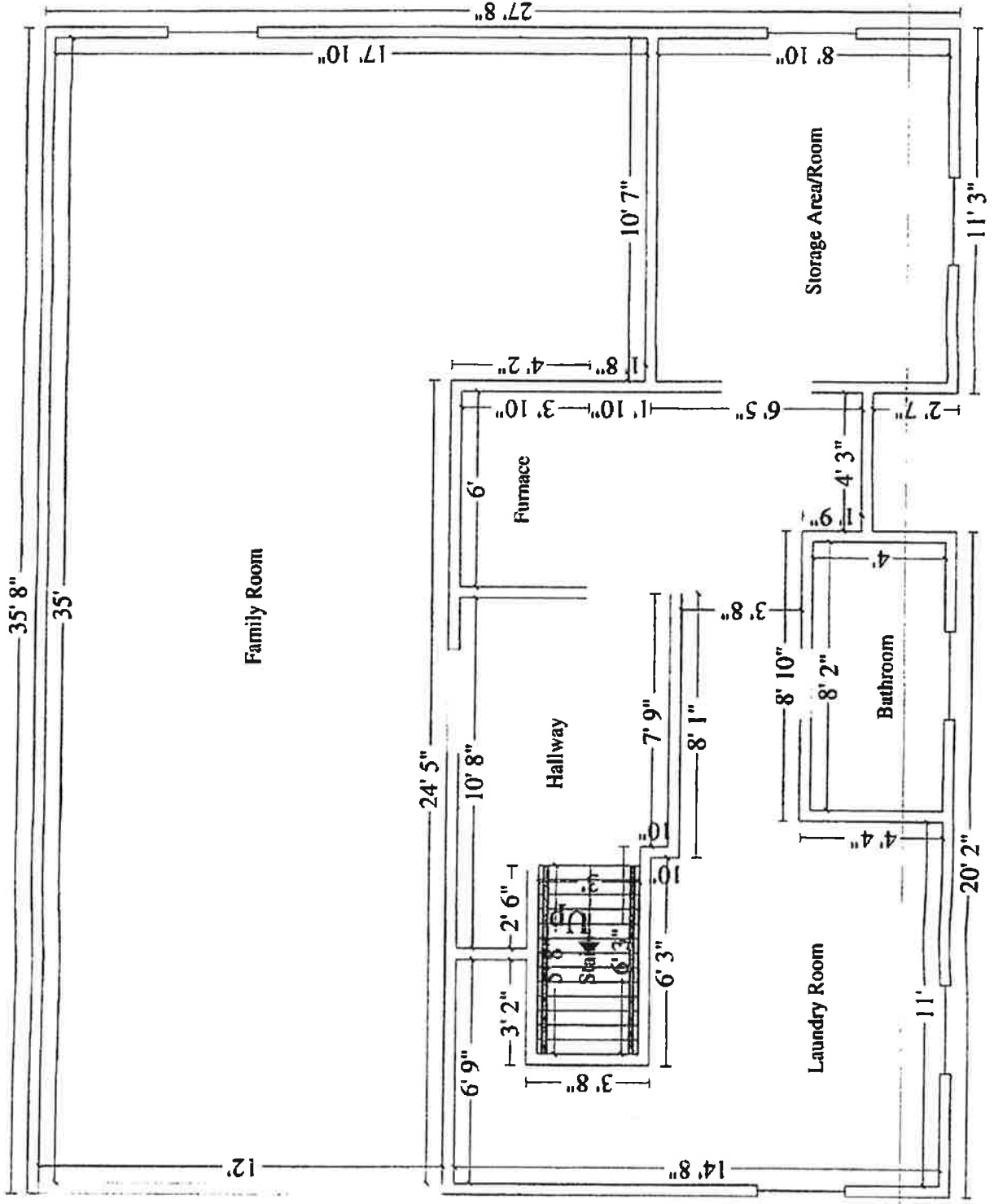
Tax ID - 34-0501744

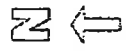
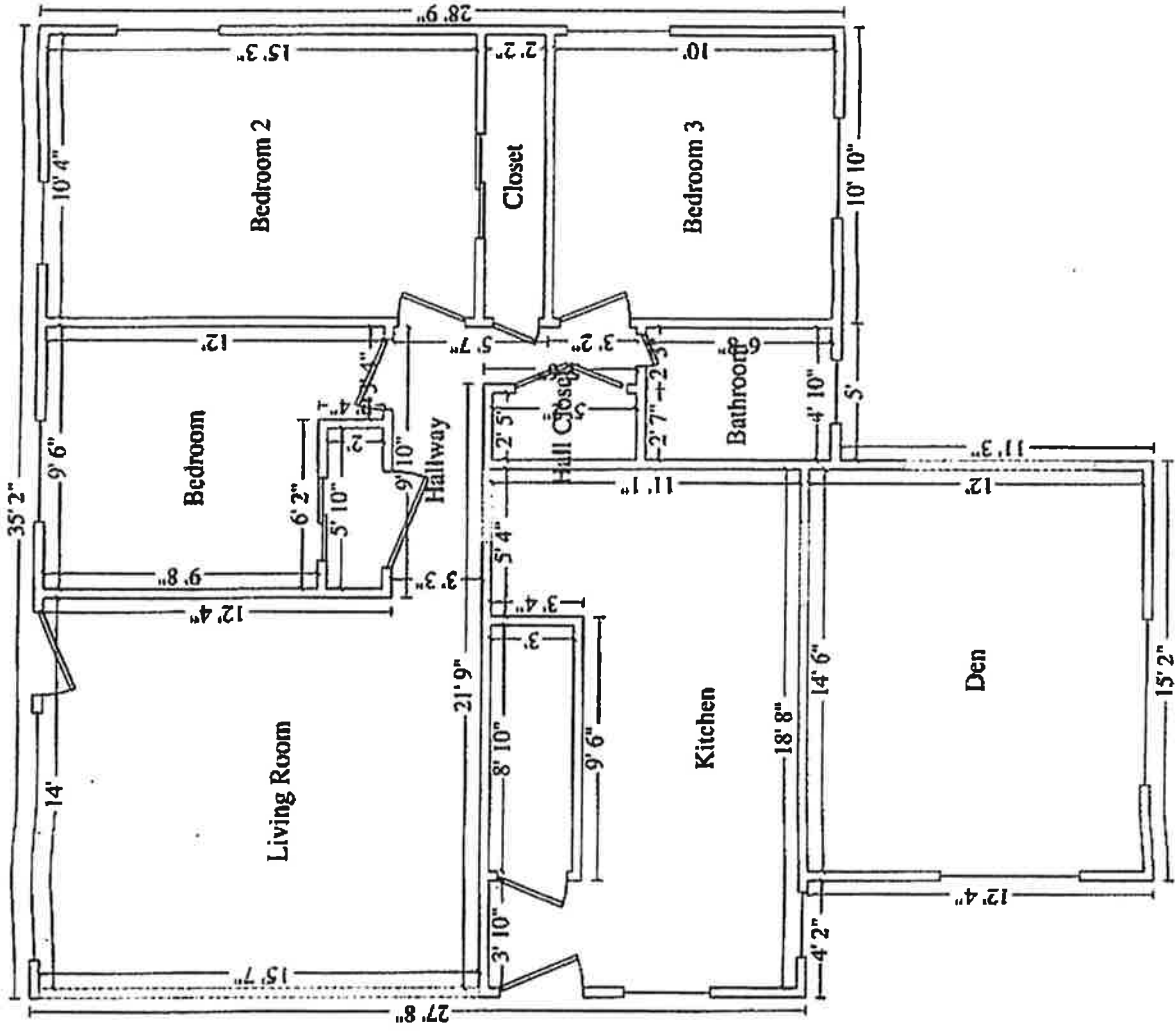
PA License #PA020117

Summary for Dwelling

Line Item Total	11,218.81
Material Sales Tax	152.73
Cln Matl Tax	6.36
Subtotal	11,377.90
Overhead	1,137.79
Profit	1,137.79
Cln&Carpet Svc Tax	325.44
Replacement Cost Value	\$13,978.92
Less Deductible	(500.00)
Net Claim	\$13,478.92

Karl Kamplain





43736

Sales Slip - A

HVAC/Plumbing Products

GE Capital Retail Bank

6 0 3 4 6 2 2 2 0 5 4 8 4 2 1 3
ACCOUNT NUMBER

5 3 4 8 1 2 1 9 3 0 0 4 0 1 3 2
DEALER NUMBER

Helen Rossi
BUYER NAME

SELLER NAME / SELLER ADDRESS

Promotional Offers - See reverse side for additional details - APR refers to Annual Percentage Rate

- ☒ 300 Reduced 14.99% APR and fixed monthly payments equal to 2.00% of promo purchase amount - Until Paid in Full
- ☐ 301 Reduced 9.99% APR and fixed monthly payments equal to 4.00% of promo purchase amount - Until Paid in Full
- ☐ 302 No Monthly Interest if Paid in Full within 6 Months (Deferred Interest) % APR ☐ Check if Variable -- If variable, APR varies with the market based on the Prime Rate.
- No Monthly Interest Charges will be assessed if the promotional purchase balance is paid in full within the promo period. If the promo purchase balance is not paid in full by the end of the promo period, interest will be imposed from the date of purchase at the APR inserted immediately above. Fixed monthly payments are required equal to 2.50% of the highest balance applicable to this promo purchase until paid in full.

Buyer(s) Initial: I have reviewed and selected the promotional option that meets my needs.

DESCRIPTION	SALE PRICE
HVAC MODEL # / Plumbing Service <u>P L U M B I N G</u>	
HVAC SERIAL # / Plumbing Product <u> </u>	<u>15200.00</u>
HVAC MODEL # / Plumbing Service <u> </u>	
HVAC SERIAL # / Plumbing Product <u> </u>	<u> </u>
HVAC MODEL # / Plumbing Service <u> </u>	
HVAC SERIAL # / Plumbing Product <u> </u>	<u> </u>
<u>013069</u> AUTH. CODE <u>0411312014</u> DATE OF SALE <u> </u> / <u> </u> / <u> </u> DATE OF INSTALLATION	
TOTAL PRICE	<u> </u>
CASH DOWN PAYMENT	<u> </u>
AMOUNT FINANCED	<u> </u>

☐ HVAC Products

☒ Plumbing Products

I acknowledge receipt of a completed copy of this Sales Slip and have reviewed and understand the promotional terms that will apply to this purchase. I authorize the amount shown to be charged to my credit card account shown above and agree that the purchase will be governed by the terms of the GE Capital Retail Bank Credit Card Agreement.

IF THIS WAS AN IN-HOME SALES TRANSACTION, I ACKNOWLEDGE THAT I HAVE BEEN PROVIDED BY THE SELLER WITH BOTH THE ORAL AND WRITTEN NOTICE OF MY RIGHT, AS A BUYER, TO CANCEL THIS TRANSACTION.

There is an Activation Fee of \$29, which is a one-time fee charged by GE Capital Retail Bank under the GE Capital Retail Bank Credit Card Agreement at the time the first purchase posts to account shown above.

43736

Below you will find additional details regarding the promotional plans described on the reverse. All promotional plans are available at all times, and the choice of plans is solely at the discretion of the cardholder.

Plan 300

Reduced 14.99% APR and fixed monthly payments equal to 2.00% of promo purchase amount - Until Paid in Full

Monthly interest will be assessed on your promotional purchase from the purchase date at 14.99% APR and fixed monthly payments are required equal to 2.00% of the initial promo purchase amount until paid in full. This fixed monthly payment may be higher than the minimum payment that would be required if this was a non-promotional purchase. Regular account terms apply to non-promotional purchases.

Plan 301

Reduced 9.99% APR and fixed monthly payments equal to 4.00% of promo purchase amount - Until Paid in Full

Monthly interest will be assessed on your promotional purchase from the purchase date at 9.99% APR and fixed monthly payments are required equal to 4.00% of the initial promo purchase amount until paid in full. This fixed monthly payment may be higher than the minimum payment that would be required if this was a non-promotional purchase. Regular account terms apply to non-promotional purchases.

Plan 302

No Monthly Interest if Paid in Full Within 6 Months (Deferred Interest)

No monthly interest charges will be assessed if the promotional purchase is paid in full within 6 Months. If the promotional purchase is not paid in full within 6 Months, monthly interest will be imposed from the date of the purchase at the APR shown on the reverse side on the No Interest if Paid in Full within 6 Months line. Fixed monthly payments are required equal to 2.50% of the highest balance applicable to this promo purchase until paid in full. Regular account terms apply to non-promotional purchases and after the promotion ends, to promotional purchases, except that the fixed monthly payment will continue to be required until the promotional purchase is paid in full.

43736

Sales Slip - A

HVAC/Plumbing Products

GE Capital Retail Bank

6 0 3 4 6 2 2 2 0 5 4 8 4 2 1 3
ACCOUNT NUMBER

5 3 4 8 1 2 1 9 3 0 0 4 0 3 2
DEALER NUMBER

BUYER NAME

Helen Rossi

SELLER NAME / SELLER ADDRESS

Promotional Offers - See reverse side for additional details - APR refers to Annual Percentage Rate

- ☒ 300 Reduced 4.99% APR and fixed monthly payments equal to 2.00% of promo purchase amount - Until Paid in Full
- ☐ 301 Reduced 9.99% APR and fixed monthly payments equal to 4.00% of promo purchase amount - Until Paid in Full
- ☐ 302 No Monthly Interest if Paid in Full within 6 Months (Deferred Interest) 26.99% APR ☐ Check if Variable - If variable, APR varies with the market based on the Prime Rate.
- No Monthly Interest Charges will be assessed if the promotional purchase balance is paid in full within the promo period. If the promo purchase balance is not paid in full by the end of the promo period, interest will be imposed from the date of purchase at the APR inserted immediately above. Fixed monthly payments are required equal to 2.50% of the highest balance applicable to this promo purchase until paid in full.

Buyer(s) Initial: I have reviewed and selected the promotional option that meets my needs.

DESCRIPTION	SALE PRICE
HVAC MODEL # / Plumbing Service: PLUMBING	
HVAC SERIAL # / Plumbing Product:	5200.00
HVAC MODEL # / Plumbing Service:	
HVAC SERIAL # / Plumbing Product:	
HVAC MODEL # / Plumbing Service:	
HVAC SERIAL # / Plumbing Product:	
TOTAL PRICE	5200.00
CASH DOWN PAYMENT	
AMOUNT FINANCED	5200.00

AUTH. CODE

013069

DATE OF SALE

0411312014

DATE OF INSTALLATION

0411412014

HVAC Products

Plumbing Products

I acknowledge receipt of a completed copy of this Sales Slip and have reviewed and understand the promotional terms that will apply to this purchase. I authorize the amount shown to be charged to my credit card account shown above and agree that the purchase will be governed by the terms of the GE Capital Retail Bank Credit Card Agreement.

IF THIS WAS AN IN-HOME SALES TRANSACTION, I ACKNOWLEDGE THAT I HAVE BEEN PROVIDED BY THE SELLER WITH BOTH THE ORAL AND WRITTEN NOTICE OF MY RIGHT, AS A BUYER, TO CANCEL THIS TRANSACTION.

There is an Activation Fee of \$29, which is a one-time fee charged by GE Capital Retail Bank under the GE Capital Retail Bank Credit Card Agreement at the time the first purchase posts to account shown above.

(BUYER SIGNATURE)

Helen L. Rossi

(BUYER SIGNATURE)

202-085-00 (C8/2012) HVAC-A

43736



43736

Sales Slip - A

HVAC/Plumbing Products

GE Capital Retail Bank

6034622205484213

ACCOUNT NUMBER

5348121930040132

DEALER NUMBER

Helen Rossi

BUYER NAME

Marketer/Kingston Chris

SELLER NAME / SELLER ADDRESS

Promotional Offers - See reverse side for additional details - APR refers to Annual Percentage Rate

- ☒ 300 Reduced 14.99% APR and fixed monthly payments equal to 2.00% of promo purchase amount - Until Paid in Full
- ☐ 301 Reduced 9.99% APR and fixed monthly payments equal to 4.00% of promo purchase amount - Until Paid in Full
- ☐ 302 No Monthly Interest if Paid in Full within 6 Months (Deferred Interest) 26.99% APR ☐ Check if Variable -- If variable, APR varies with the market based on the Prime Rate.
- No Monthly Interest Charges will be assessed if the promotional purchase balance is paid in full within the promo period. If the promo purchase balance is not paid in full by the end of the promo period, interest will be imposed from the date of purchase at the APR inserted immediately above. Fixed monthly payments are required equal to 2.50% of the highest balance applicable to this promo purchase until paid in full.

A.P.R.

Buyer(s) Initial: I have reviewed and selected the promotional option that meets my needs.

DESCRIPTION	SALE PRICE
HVAC MODEL # / Plumbing Service <u>P.L.U.M.B.I.N.G.</u>	
HVAC SERIAL # / Plumbing Product	<u>13375.00</u>
HVAC MODEL # / Plumbing Service	
HVAC SERIAL # / Plumbing Product	
HVAC MODEL # / Plumbing Service	
HVAC SERIAL # / Plumbing Product	
HVAC MODEL # / Plumbing Service	
HVAC SERIAL # / Plumbing Product	
<u>015437</u>	TOTAL PRICE <u>13375.00</u>
AUTH. CODE	CASH DOWN PAYMENT <u>000.00</u>
<u>0411512014</u>	AMOUNT FINANCED <u>13375.00</u>
DATE OF SALE	
<u>0411512014</u>	
DATE OF INSTALLATION	

☐ HVAC Products☒ Plumbing Products

I acknowledge receipt of a completed copy of this Sales Slip and have reviewed and understand the promotional terms that will apply to this purchase. I authorize the amount shown to be charged to my credit card account shown above and agree that the purchase will be governed by the terms of the GE Capital Retail Bank Credit Card Agreement.

IF THIS WAS AN IN-HOME SALES TRANSACTION, I ACKNOWLEDGE THAT I HAVE BEEN PROVIDED BY THE SELLER WITH BOTH THE ORAL AND WRITTEN NOTICE OF MY RIGHT, AS A BUYER, TO CANCEL THIS TRANSACTION.

There is an Activation Fee of \$29, which is a one-time fee charged by GE Capital Retail Bank under the GE Capital Retail Bank Credit Card Agreement at the time the first purchase posts to account shown above.

Helen L. Rossi

(BUYER SIGNATURE)

(BUYER SIGNATURE)

2C2-085-C0 (05/2012) HVAC-A

43736





Mr. Rooter
PLUMBING

CLAIM# 824002
57 Keno Ave #1
Boardman, OH 44312

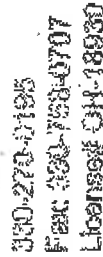
330-270-0195
Fax: 330-758-0797
License# OH-19930

CONTRACT / RETAIL INSTALLMENT
85815

START DATE: 10/13/14 END DATE: 1

B ADDRESS		BILLING ADDRESS IF DIFFERENT		SERVICE ORDER	
Customer Name		Customer Name		TYPE	
John Thomas				☐ Service ☐ Prev Maint ☐ Opportunity Call	
6013 Robinson Rd		Address		☐ Advantage Plan Member ☐ Estimate	
Campbell OH 44145		City		☒ Owner ☐ Tenant	
Job Phone		Zip		☒ Residential ☐ Commercial	
E-mail		Contact Person		Auth Code:	
If offers? ☐ Yes ☐ No		Technician(s) 7600		Check # or Credit card referral #:	
AGNOSIS		SERVICE AUTHORIZATION		IMPORTANT NOTICE: You and your contractor are responsible for meeting the terms and conditions of this contract. If you sign this contract and you fail to meet the terms and conditions of this contract, you may lose legal ownership rights to your home. KNOW YOUR RIGHTS AND RULES UNDER THE LAW. YOU, THE BUYER, MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE 3RD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT. I agree that initial price quoted prior to start of work does not include any additional or unforeseen tasks. Nor materials which may be required to complete repairs or replacements. I also agree to hold Mr. Rooter or his assigns harmless for parts deemed needed, unusable or unreliable for completion of stated work to be done. I hereby authorize Mr. Rooter to perform proposed work and agree to all agreement conditions as displayed on the face and reverse sides of this document and further acknowledge that this invoice is due upon receipt. A monthly service charge, at maximum allowed by law, will be added after 10 days. Independently owned and operated franchises.	
WARRANTY		DESCRIPTION OF PRODUCTS AND SERVICES		APPROVAL	
9914	lifetime	excavation in side basement replace 10" of cast iron		STANDARD RATE 1550	
19949	50 yrs	a drain for laundry and laundry tub.		5785	
		pipe lining 50' of 4" pipe		1400 set of fee	
		set up fee		waived per book	
		(page) item off bill (10/16/14)		6000 Buy	
				check # 8675	
COMMENDATIONS		SAVE MONEY WITH OUR ADVANTAGE PLAN		1550 upon comp.	
		☐ Approved ☐ Declined		21675 due thursday	
		☐ Approved ☐ Declined		1550 due upon comp.	
		☐ Approved ☐ Declined		1550	
		Acceptance of work performed: I and the service and materials performed & installed have been completed in accordance with the agreement. I agree to pay reasonable attorney fees, collection fees and court costs in the event of legal action pursuant to collection of amount due.		1400 10/16/14 \$	
		Customer Signature X		SUB TOTAL \$	
		I do hereby state that the above work has been done in a workmanlike manner and to applicable codes.		TAX \$	
		Technician Signature X		TOTAL \$	
		Truck # 117		CUSTOMER COPY	

Never an overtime charge!
24 Hours a Day - 7 Days a Week
www.MrRooter.com
Independently owned & operated.



THE UNIVERSITY OF CHICAGO

100

START DATE: 06/01/99 END DATE:

[illegible]