

Chat Report

+1 555 555 7700

Generated on 02/04/2025

For Memo2File

Summary

+155555577000

IMEI:

UUID: 396fff4f2fc

SN: DX3WXXXXXXM

Device Name: iPhone

User Device Name: Jane Doe's iPhone

Date Range: 12/19/2022 - 01/04/2024

Included Contacts

Property Inspections (+15555558000) John
Smith - Buyer Client (+15555559000)

Generated 01/04/2024 09:21 PST

For Memo2File

Version: 1.0.0.0

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Commit: 4361f66

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+155555577000

John Smith - Buyer Client
(+15555559000)

2023-10-18 08:03:44 PDT to 2023-12-23 05:58:41 PST, 90 messages

2023-12-20

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:27:46 PST Read:
2023-12-20 06:28:04 PST

Hi, I'm starting my home search and my friend Andrew J suggested you. I could use some help.

[me]
Sent: 2023-12-20 06:28:50 PST
Delivered: 2023-12-20 06:28:52 PST

Hi. Thanks for reaching out. I'd be happy to assist. What type of property are you looking for?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:35:30 PST Read:
2023-12-20 06:35:39 PST

I'm looking for 3 bed with room to garden in the FSB area.

[me]
Sent: 2023-12-20 06:36:00 PST
Delivered: 2023-12-20 06:36:01 PST

Great area! What is your budget?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:36:24 PST Read:
2023-12-20 06:36:25 PST

Hoping to stay under 450k

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:36:37 PST Read:
2023-12-20 06:36:48 PST

I'm looking for a 3-bedroom house, preferably with a garden, in the FSB area.

[me]
Sent: 2023-12-20 06:37:35 PST
Delivered: 2023-12-20 06:37:35 PST

You should have some great choices. Any other criteria I should look for?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:38:00 PST Read:
2023-12-20 06:38:00 PST

Nice kitchen and the more garage space the better.

[me]
Sent: 2023-12-20 06:38:40 PST
Delivered: 2023-12-20 06:38:40 PST

Got it. I'll start searching and get back to you with a list.

[me]
Sent: 2023-12-20 06:46:32 PST
Delivered: 2023-12-20 06:46:32 PST

I found a few proper that I think might be a fit. I forwarded to your email. Let me know if there are any you'd like to see.

[me]
Sent: 2023-12-20 06:46:49 PST
Delivered: 2023-12-20 06:46:50 PST

*properties

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:47:09 PST Read:
2023-12-20 06:47:10 PST

Thanks. Will look.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:48:41 PST Read:
2023-12-20 06:48:59 PST

The ones on A street and Lincoln look good. Can we see those?

[me]
Sent: 2023-12-20 06:49:16 PST
Delivered: 2023-12-20 06:49:16 PST

Will set it up. Thanks!

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:49:33 PST Read:
2023-12-20 06:49:33 PST



[me]
Sent: 2023-12-20 06:54:03 PST
Delivered: 2023-12-20 06:54:03 PST

Ok. I have back to back showings set up for tomorrow at 2 and 3pm.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:54:29 PST Read:
2023-12-20 06:54:30 PST

Ok great! Looking forward to it

[me]
Sent: 2023-12-20 06:55:06 PST
Delivered: 2023-12-20 06:55:07 PST

We will start with Lincoln at 2. See you there.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-20 06:55:15 PST Read:
2023-12-20 06:55:15 PST

Perfect 👍

2023-12-21

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 06:49:35 PST Read:
2023-12-21 06:49:36 PST

I liked the second house we saw. What's the next step?

[me]
Sent: 2023-12-21 06:50:24 PST
Delivered: 2023-12-21 06:50:25 PST

It's a nice house and will probably go quick. I'd suggest making an offer.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 06:50:33 PST Read:
2023-12-21 06:50:33 PST

What price?

[me]
Sent: 2023-12-21 06:51:09 PST
Delivered: 2023-12-21 06:51:09 PST

Given the market I'd recommend 435k. That is competitive.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 06:51:24 PST Read:
2023-12-21 06:51:24 PST

Ok. Let's do it.

[me]
Sent: 2023-12-21 06:51:46 PST
Delivered: 2023-12-21 06:51:46 PST

Great I'll write it up and email it over.

[me]
Sent: 2023-12-21 07:23:55 PST
Delivered: 2023-12-21 07:23:55 PST

Good news! The seller already responded and countered at 445k. Is sounds like another offer may come in tomorrow so I'd suggest accepting and locking it up.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 07:25:24 PST Read:
2023-12-21 07:25:29 PST

Mmm... I'm not super excited about spending 10k more but I guess.

[me]
Sent: 2023-12-21 07:26:10 PST
Delivered: 2023-12-21 07:26:11 PST

I don't want you to do anything you aren't comfortable with. Do you want time to think about it?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 07:26:49 PST Read:
2023-12-21 07:26:50 PST

It's where we want to be. Go ahead and accept.

[me]
Sent: 2023-12-21 07:27:07 PST
Delivered: 2023-12-21 07:27:07 PST

Ok. I'll send it over here in a few minutes.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 07:44:34 PST Read:
2023-12-21 07:44:41 PST

I signed and sent back. What are next steps?

[me]
Sent: 2023-12-21 07:45:24 PST
Delivered: 2023-12-21 07:45:25 PST

I'll schedule property inspections. Are you open Tuesday?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-21 07:45:51 PST Read:
2023-12-21 07:45:53 PST

Yes. I'll clear my schedule. Just let me know what time

[me]
Sent: 2023-12-21 07:46:39 PST
Delivered: 2023-12-21 07:46:39 PST

Great. Also check your email. I'm send omg over sellers disclosures.

[me]
Sent: 2023-12-21 07:46:56 PST
Delivered: 2023-12-21 07:46:56 PST

*sending

2023-12-23

[me]
Sent: 2023-12-23 04:22:33 PST
Delivered: 2023-12-23 04:22:37 PST

Good morning we received the inspection Have you had a chance to review it?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:23:02 PST Read:
2023-12-23 04:23:02 PST

Yes, I saw it. It seems like some problems. What do you think I should do?

[me]
Sent: 2023-12-23 04:23:48 PST
Delivered: 2023-12-23 04:23:49 PST

I already talked to the inspector to get his thoughts.

[me]
Sent: 2023-12-23 04:26:29 PST
Delivered: 2023-12-23 04:26:31 PST

He thought it would be between 1500 and 2000 for the roof. And between 1500 and 3000 for the plumbing. There are two ways to handle this you can either ask for a credit or ask for repairs. It depends on what you're more comfortable with. If you ask for a credit you'll be able to hire Your own contractor. If you ask for repairs then the seller will choose the contractor but we can have it re-inspected.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:28:05 PST Read:
2023-12-23 04:28:13 PST

Let's ask for repairs. I want everything fixed when I move in.

[me]
Sent: 2023-12-23 04:28:54 PST
Delivered: 2023-12-23 04:28:55 PST

Sounds good I'll write up the addendum and forward it over to you.
Just sign it and then I'll send it over to the Sellers agent

[me]
Sent: 2023-12-23 04:36:11 PST
Delivered: 2023-12-23 04:37:01 PST

Great news! The seller has agreed to make the repairs

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:37:34 PST Read:
2023-12-23 04:37:35 PST

Oh good that's a relief. What's the next step?

[me]
Sent: 2023-12-23 04:38:43 PST
Delivered: 2023-12-23 04:38:44 PST

Next is for you to focus on making sure everything is squared
away with your loan. I'll be checking in with your loan officer every
week or so. However if they need anything from you, it's important
to take care of it right away so that the closing doesn't get delayed.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:39:08 PST Read:
2023-12-23 04:39:09 PST

No problem. I'm on it.

[me]
Sent: 2023-12-23 04:39:45 PST
Delivered: 2023-12-23 04:39:47 PST

I talk to your loan officer and it looks like the approval has come
through so we're all set for closing.

[me]
Sent: 2023-12-23 04:40:34 PST
Delivered: 2023-12-23 04:40:35 PST

Be sure when you come to closing that you have a government ID
in the balance of your down payment And closing costs in a
cashiers check

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:40:52 PST Read:
2023-12-23 04:40:53 PST

Will do. Thank you.

[me]
Sent: 2023-12-23 04:41:20 PST
Delivered: 2023-12-23 04:41:21 PST

I emailed over the final closing statement please review it and let me know if you have any questions.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:41:34 PST Read:
2023-12-23 04:41:34 PST

I looked it over and everything seems correct

[me]
Sent: 2023-12-23 04:41:52 PST
Delivered: 2023-12-23 04:41:52 PST

Great see you at closing

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 04:42:01 PST Read:
2023-12-23 04:42:01 PST

Yep see you there.

[me]
Sent: 2023-12-23 05:01:42 PST
Delivered: 2023-12-23 05:02:42 PST

Congratulations on your new home John. If I can do anything else for you let me know. And if you happen to know anyone looking for a home I always appreciate referrals. It was great to work with you!

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:03:00 PST Read:
2023-12-23 05:09:46 PST

Thank you 👍👍

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:10:21 PST Read:
2023-12-23 05:12:44 PST

Hey Sara. I'm finding some problems with the house that I think should have been disclosed and/or found in the inspections.

[me]
Sent: 2023-12-23 05:13:03 PST
Delivered: 2023-12-23 05:13:03 PST

Hi John I'm really sorry to hear that can you tell me more about what's happening?

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:15:21 PST Read:

2023-12-23 05:20:41 PST

Well, first, the tub isn't draining. And I thought that was supposed to get repaired... So I called the plumber to clear the line and we ended up needing to cut out the ceiling where the repair was made. They patched a small section of drain line where the crack was but the line is basically completely blocked. I'm gonna send pictures.

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:23:33 PST Read:

2023-12-23 05:25:11 PST





Video: IMG_0147.MOV

[me]

Sent: 2023-12-23 05:28:23 PST

Delivered: 2023-12-23 05:28:24 PST

I'm sorry. I can see the issues. I'll let the inspector know.

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:50:33 PST Read:

2023-12-23 05:50:34 PST

Ok. What happens now?

[me]

Sent: 2023-12-23 05:50:59 PST

Delivered: 2023-12-23 05:51:00 PST

I suggest bringing in a plumber and getting a professional assessment.

[me]

Sent: 2023-12-23 05:51:28 PST

Delivered: 2023-12-23 05:51:29 PST

Would you like me to coordinate that for you or Do you have someone you trust?

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:51:37 PST Read:

2023-12-23 05:51:37 PST

Please coordinate I don't have a plumber.

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:53:00 PST Read:

2023-12-23 05:53:09 PST

I got the repair estimates from the plumber and it's \$7,000 to \$10,000 to fix everything.

[me]
Sent: 2023-12-23 05:54:04 PST
Delivered: 2023-12-23 05:54:06 PST

I'm sorry. You might want to speak to a real estate attorney to see if there's a way to recover some of those funds.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:54:55 PST Read:
2023-12-23 05:54:57 PST

I already have, but they said it would take that much or more to bring a case so I'm not sure that I'm better off. I'm starting to really regret buying this house.

[me]
Sent: 2023-12-23 05:55:40 PST
Delivered: 2023-12-23 05:55:41 PST

I'm sorry if I can Help you further, please let me know.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:56:19 PST Read:
2023-12-23 05:56:20 PST

Sara, I just found out something really disturbing. Were you aware that the seller is a relative of yours?

[me]
Sent: 2023-12-23 05:57:19 PST
Delivered: 2023-12-23 05:57:19 PST

I was hesitant to bring that up but it's a distant relative who I haven't talked to in a very long time but I didn't think it really mattered. I always serve my clients in a professional manner.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:57:38 PST Read:
2023-12-23 05:57:38 PST

Well, that's a conflict of interest you had to disclose it.

[me]
Sent: 2023-12-23 05:58:15 PST
Delivered: 2023-12-23 05:58:17 PST

I understand your concern and apologize but my integrity was not compromised in this transaction.

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:58:41 PST Read:
2023-12-23 05:58:41 PST

I'm not sure what to do now. This on top of all the undisclosed issues is really concerning. I'll be in touch.

+155555577000

Property Inspections (+15555558000)

John Smith - Buyer Client

(+15555559000)

2023-12-23 05:31:56 PST to 2023-12-23 05:45:25 PST, 5 messages

2023-12-23

[me]

Sent: 2023-12-23 05:31:56 PST

Hi John. I'm looping the Property inspector in on the conversation here. Can you resend the pictures and describe what you're seeing again for everyone?

John Smith - Buyer Client (+15555559000)

Received: 2023-12-23 05:38:37 PST Read:

2023-12-23 05:45:52 PST





Video: IMG_0147.MOV

Video: IMG_0136.mov

Here are the pictures and video

John Smith - Buyer Client (+155555577000)
Received: 2023-12-23 05:41:50 PST Read:
2023-12-23 05:45:52 PST

The bath drain line wasn't draining so we opened it up. You can see the patch of the line but the line is still completely deteriorated and clogged. I don't understand. And then there's also water damage at the washer, drain line that didn't show in the inspection. I'm really frustrated. This is bad.

Property Inspections (+15555558000)
Received: 2023-12-23 05:44:57 PST
Read: 2023-12-23 05:45:52 PST

Hi John I'm sorry for what you are seeing. We did cover the Bath drain in the inspection so I'd suggest reaching out to the seller and their repair person for that item. I'd be happy to come back and take a look again at the drain line behind the washer. I'm available on Tuesday does that work for you at 11 AM?

John Smith - Buyer Client (+15555559000)
Received: 2023-12-23 05:45:25 PST Read:
2023-12-23 05:45:52 PST

Yes, if you could come by at 11 on Tuesday, that would be great. Thank you for promptly responding.

+155555577000

Property Inspections (+15555558000)

2023-12-23 04:07:45 PST to 2023-12-23 05:29:24 PST, 11 messages

2023-12-23

[me]

Sent: 2023-12-23 04:07:45 PST

Delivered: 2023-12-23 04:08:05 PST

I appreciate you inspecting this property how did it look?

Property Inspections (+15555558000)

Received: 2023-12-23 04:10:15 PST

Read: 2023-12-23 04:10:24 PST

Overall the property is in good condition. However I have a few concerns. The roof has some damaged shingles and small area of water damage. It looks like it's been that way for a while.

[me]

Sent: 2023-12-23 04:10:36 PST

Delivered: 2023-12-23 04:10:37 PST

How major issue is it? And what about the plumbing?

Property Inspections (+15555558000)

Received: 2023-12-23 04:11:37 PST

Read: 2023-12-23 04:11:38 PST

I don't think the roof issues are major but they need to be addressed so there's more damage that should be done soon. As for the plumbing there are some minor leaks in the kitchen and one of the bathrooms the pipes are old and show signs of corrosion. That needs to be looked at too.

[me]

Sent: 2023-12-23 04:12:00 PST

Delivered: 2023-12-23 04:12:00 PST

Would you happen to have an estimate that I could give the buyer?

Property Inspections (+15555558000)

Received: 2023-12-23 04:12:42 PST

Read: 2023-12-23 04:12:47 PST

For the roof somewhere between 1500 and 2000 buy a good roofer should do it and for the plumbing work somewhere between 1500 and 3000.

[me]
Sent: 2023-12-23 04:13:15 PST
Delivered: 2023-12-23 04:13:17 PST

Thanks so much I really appreciate it do you have any estimate on how long the repairs might take once we get somebody in there?

Property Inspections (+15555558000)
Received: 2023-12-23 04:13:42 PST
Read: 2023-12-23 04:13:43 PST

Roofing should be pretty quick one to two days. Plumbing could take up to a week just because there's more of an unknown I think.

[me]
Sent: 2023-12-23 04:14:13 PST
Delivered: 2023-12-23 04:14:14 PST

Thanks so much I'll discuss with my buyer is it OK if they call you with any questions?

Property Inspections (+15555558000)
Received: 2023-12-23 04:14:26 PST
Read: 2023-12-23 04:14:26 PST

Yes no problem at all

[me]
Sent: 2023-12-23 05:29:24 PST
Delivered: 2023-12-23 05:29:25 PST

I just want to give you a heads up that the buyer is finding issues with the Property that he feels weren't disclosed or should've been covered in the Inspections.