

[Draft] Fw: Short Term Rental Update BELLTOWN COURT

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I've had two major events with Sep, not sure how they fit but let me know!

1. Fall 2022, unfortunately I was unable to find any evidence, I've reached out to Gabriella De La Garza who was my manager at Turnkey.

I was working for Turnkey as a Property Manager, I believe it was for unit 409 at Belltown. Guest called in about leaking Water Heater. I called the building maintenance manager Mike as this was an emergency the building should be aware of. Sep also has a more than business relationship with the hot water heater company, Fast Water Heaters which have installed many of the hot water heaters in the building.

While on the phone with the guest coordinating moving them to another unit, Sep comes in (not Mike) and asks to talk to me on the guests phone. He began asking me what I am going to do about the water heater & I said I am working on it, but he was my first call to make them aware of the situation, and ask for their help. Sep began yelling & telling the guest that they should cancel their reservation & move into one of his units because "they (Vacasa) dont care about you". At no point during the interaction did he try to assist with the emergency, and let the water heater continue leaking. From the moment he took the guests phone he was trying to make Vacasa look bad & move the guests into one of his units.

I escalated the issue to my supervisor Gabriella DeLaGarza and went to the building later to look at the water heater myself. Sep offered a fake apology for speaking to the guests like that, but did not address the water heater at all.

2. August 2023. I was fined three times for a total of \$750 for "Conflict of Interest"

The old security guard William had began doing Vacasa Check-ins. Will had said that he quit his security position at Belltown, but he had only put his two week notice in.

However, that is a conflict of interest for the employee Will, not for Vacasa. When Raheem & I schedule a meeting with Sep to clarify & apologize for the miscommunication. Sep did not allow me into the meeting, but brought his own employees in as witnesses.

Raheem or Diane would need to confirm the content of the meeting.

After the meeting, Sep immediately left & I was informed by one of the attendants that Sep "does not want to fucking talk to Noah" and "if we don't work with Sep he will make life hell for Vacasa"

I called Sep (within 2 minutes) & said I would like to talk to him, because I don't want to rely on the retelling from someone else, especially if this is the message. Sep said he has nothing to say to me & hung up.

It was decided that paying the fines to "keep the peace" would be the best route.

These are the only two times Ive ever spoken to Sep in my life. I truly have no idea why he is so hostile, but it seems that he treats all the STRs owners similarly. I think these are clear examples of his misuse of power as the president & manager to scare his competitors in the building.

Hope this helps!

Have a great day!

Noah Nichols

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