

Weider's attention, he said Handy Andy was responsible and left it to me to try to collect money from Handy Andy for replacement. I made several Calls but no one from Handy Andy ever got back to me. Mr. Weider finally said that Holiday would reimburse me.

Mr. Weider told me that Stephanie was in charge of reimbursements, but she was on vacation. He said he would call me on December 26, 2018 but he never did. I was so tired of trying to pin down someone to help that I kind of gave up. On January 21, 2019 a meeting was scheduled with Lori Colwell, Mr. Weider's supervisor she was on Island for a site visit. Due to the high volume of complaints a second meeting was scheduled for the 23rd of January. I was unable to attend as I had not been well for a few weeks. I gave a friend the receipt and a note authorizing her to present the receipt for the replacement furniture to Lori Colwell. Lori took the receipt and told my friend she would look into it. My friend also told Lori that we had been charged for the cottage while living in a one bedroom for five months. Lori said again she would look into it.

I have not heard anything from Lori Colwell nor did Mr. Weider ever call me regarding the reimbursement. I finally deducted the amount of money for the replacement furniture on the receipt from my rent. The replacement furniture cost much less than what we had paid for our original furniture.

Another thing that we had to pay for while living in the one bedroom was laundry service. Our cottage had a washer and dryer, but the one bedroom did not. There are four floors in the building where the apartment unit is located. There are laundry rooms with two washers and two dryers on the first, second and third floor, not on the ground floor where we were. Also because of the flood the first floor laundry room was under construction. Due to the flood they found mold in the laundry room on the second floor so it too was under construction. That left only one laundry room on the third floor for all residents in that wing. Due to the construction the water for that laundry room was often shut off. We had comforters, blankets, towels and clothes that had been soaked from the flood. I ended up taking all our laundry to a laundry service and it came out to several hundred dollars. It took the construction crew over four months to complete the laundry rooms.

Two more things I'd like to add are the lack of security as in there is none anymore. There used to be a security man at the bottom of the driveway in the evenings until morning. This controlled traffic coming onto the property. There also was someone at the front desk all night long. Now there is no staff on the property that I am aware of anymore. This is unacceptable! We often have strangers walking behind our cottage and it is unsettling.

When we first moved in there were managers on the property 24/7 with security guards, and someone at the front desk all night. Why has this been taken away?

Last issue is the menu: It's not senior citizen friendly, the meals do not appeal to us so we haven't eaten in the dining room for several months yet we are paying for the meals. You used to be able to select meal options such as pay for only one meal a day or none at all. That was a better option since I now am buying groceries as we have not been eating in the dining room.