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From: **Katrin Klingenberg** (katrin@passivehouse.us)

Sent: Mon 3/14/16 8:36 AM

To: zewt@hotmail.com; alee@d211.org

Dear Eric and Anita,

Thank you for reaching out to us. I apologize for only responding now, we travel a lot and this is my first day back in the office. I just saw your letter.

I am very concerned to hear your story and will review your submitted documents closely.

I am very sorry about your experience.

Regards,

Katrin

--

Katrin Klingenberg
Executive Director

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office: 312.561.4588
www.phius.org

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From: **zewt@hotmail.com**
Sent: Mon 3/14/16 10:41 PM
To: Katrin Klingenberg (katrin@passivehouse.us)

Hi Katrin,

Thank you so much for your response.

We want to reiterate that if after reading through the documents you would like to sit down with us, or if you have questions, or need further documentation, please let us know.

This has been a very stressful, frustrating experience so far, but we are genuinely looking forward to building our new home, and we would welcome some guidance on how to proceed.

Thank you once again for your time and interest in this matter.

Eric and Anita

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From: **zewt@hotmail.com**
Sent: Wed 3/30/16 7:55 PM
To: Katrin Klingenberg (katrin@passivehouse.us); alee@d211.org (alee@d211.org)

Hi Katrin,

We are checking in to see if you have had a chance to go over the documents we sent you. Let us know if you want any additional information.

Is there any way we could meet with you? We would greatly appreciate any guidance you may be willing to offer as we move forward with our project.

Thank you for your time,

Eric and Anita

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From: **Katrin Klingenberg** (katrin@passivehouse.us)
Sent: Thu 3/31/16 1:41 PM
To: eric whetzel (zewt@hotmail.com)
Cc: alee@d211.org (alee@d211.org)

Eric,

I finally had a chance to speak with Brandon and to get his side of the story as well. I am afraid that we really can't help much in this case as. If there is a disagreement that can't be amicably solved then I believe the next steps are outlined in your contract.

We can try to help with advice during the certification process if you like to move forward with your project. We do not do direct consulting ourselves, we refer to our certified passive house consultants on our data base.

Of course if there are general concerns that you would like us to consider we like to hear them.

Regards,

Katrin

On Wed, Mar 30, 2016 at 7:55 PM, eric whetzel <zewt@hotmail.com> wrote:

Hi Katrin,

We are checking in to see if you have had a chance to go over the documents we sent you. Let us know if you want any additional information.

Is there any way we could meet with you? We would greatly appreciate any guidance you may be willing to offer as we move forward with our project.

Thank you for your time,

Eric and Anita

From: zewt@hotmail.com
To: katrin@passivehouse.us
Subject: RE: Your letter RE Evolution Home Builders

Date: Mon, 14 Mar 2016 22:41:31 -0500

Hi Katrin,

Thank you so much for your response.

We want to reiterate that if after reading through the documents you would like to sit down with us, or if you have questions, or need further documentation, please let us know.

This has been a very stressful, frustrating experience so far, but we are genuinely looking forward to building our new home, and we would welcome some guidance on how to proceed.

Thank you once again for your time and interest in this matter.

Eric and Anita

Date: Mon, 14 Mar 2016 08:36:12 -0500

Subject: Your letter RE Evolution Home Builders

From: katrin@passivehouse.us

To: zewt@hotmail.com; alee@d211.org

Dear Eric and Anita,

Thank you for reaching out to us. I apologize for only responding now, we travel a lot and this is my first day back in the office. I just saw your letter.

I am very concerned to hear your story and will review your submitted documents closely.

I am very sorry about your experience.

Regards,

Katrin

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- **[PHIUS+ Large Building Verifier Training](#)** - NYC (May 16-18)
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