

## Lamons Reservation- 2515 Jasmine Trace Drive Kissimmee Florida



**From** Akefa Lamons <akefalamons@yahoo.com>

**To** custcare@rooms101.com <custcare@rooms101.com>, howie@rooms101.com <howie@rooms101.com>

**Date** 2022-06-25 07:07

Good morning,

We would like to notify you of any issues we have come across upon checking in and getting situated this first night.

A few things I called rooms101 and the property management company about upon arriving yesterday evening. I have also emailed the proper manager this morning as well.

There are 2 fans that do not work, 1- the queen room first floor white fan. 1-Queen room 2nd floor gray fan. As we were told on phone yesterday, those will be placed in the garage.

There are few nobs missing on lamps.

We noticed backs of a few remotes are missing or broke.

Pool didn't appear to be cleaned but that could be from all the rain that came before we arrived. Jacuzzi that is here doesn't appear to work but we weren't expecting it either. We chose the house options of pool and game room when we reserved.

Ants are all in the kitchen and we have sprayed them but some keep coming back. Was told yesterday that pest control would come spray -Not sure when.

There was no game room or king room or pool heat. Initially, we expected a newer home per the rooms101 representative having: 2 king rooms, 2 queen rooms, and room with 2 full/twins. I later dropped 2 homes from our group and was told it would be at least 1 King room, 2/3 Queen rooms, plus either 1 or 2 rooms with Full/Twins. Then last Friday I received a call that the 5 bedroom I initially booked was ruined and they needed to verify number left in my party so they could get another 5 bedroom if we had over 8 people. I asked would my initial accommodations be the same with 5 rooms, at least 1 King master, private pool w/heat, and game room and they said yes but location may be different. Someone was supposed to reach back out after it was resolved but didn't. I emailed reservations as soon as last payment cleared and was told I had to wait to hear from Columbus homes a couple of days before check in. We didn't get the address until 4pm via email the day before check in date. There were no details on the accommodations and I attempted calling to discuss no answer left several messages.

I emailed howie with rooms101 customer service and was basically told had to speak with Columbus homes about accommodations and given their number which nobody answered nor did they reply to my email regarding the accommodations before setting out for my trip

There were only 4 total TVs in the home of which 1 was in the living room area, 1 in hallway upstairs, 1 in the master upstairs, & 1 in the small kids twin room. Therefore everyone did not have a place to watch what they wanted but again that could be a reservation issue being we didn't know that all the accommodations were as they are and not as we requested and hoped for.

Dishes are in cabinets and dirty and/or rusted. A few were broke/cracked. There were pans that still had fried crusted food in them. We have soaked and washed the ones we needed to use.

The air doesn't get to the top floor at all and settings cannot be adjusted below 74 per the owner or we will be charged for it freezing up. Mind you it's 90-100 degrees outside. I believe this must already be known because there are fans in most of the rooms whether they work or not. I already made note of that in the call yesterday. The house is cool/warm for the most part with bottom floor being the coolest. Most rooms are upstairs and even the living room area is cool-warm

One of the queen room second floor lamp switches on the wall may have a short or may just not work. The lamp doesn't come on with switch.

A few pillow slips are stained or dirty in the master bedroom but we don't believe they were cleaned.

\*\*\*As far as what did our initial documentation for the reservation specify, I called before signing because there were no specifics detailed. This would be the day I dropped the other 2 homes

I spoke with a man in customer service who told me then that they couldn't guarantee how the bed sizes would be setup but that I would have at least at least 1 King room, 2/3 Queen rooms, plus either 1 or 2 rooms with Full/Twins. I then asked if we still have private pool and game room and was told that's how the homes come any way.

Upon the first receipt to sign also called back to rooms101 reservations to make sure I had the details right and the total out the door cost to include all fees and additional costs involved to include pool fees, tax, and added insurance and was told that is was the total altogether. I needed the full cost because we splitting costs amongst group. In the end I still ended up paying sn additional \$85 so far an no pool heat is included. The Jacuzzi that us here also doesn't apply to be working even though I wasn't expecting it to be here.

I would like to know if anything will be done to adjust the price on this booking or any type of resolution being that this is not what we reserved or expected?

If you have anything different from what I have stated that you sent me or recorded, I would be happy to review and have no problem apologizing if I have made a mistake but these are the details I have written down for our accommodations.

Sincerely,

Akefa Lamons  
3346891811

[Sent from Yahoo Mail on Android](#)