FOR AN ATTORNEY OR ADVOCATE

The whole record, for a first read

Unit 3B — noise and repairs

WORKED EXAMPLE — the people, the dates and the amounts in this file are made up. Nothing in it happened.

PREPARED FOR
Lena Ortiz, Ortiz & Hale Tenant Law

FROM
Marion Okafor

ABOUT
Unit 3B — noise and repairs

THIS DOCUMENT
Built November 16, 2026 · 35 pages · Case 001

In this pack

WHAT THIS IS

This pack is taken from the account holder's own record: their own words, the messages as they were stored, and the files they kept. BuildMyEvidence has added the numbering, the dates and the references — nothing else. It has not written, summarized or changed a word of the record.

WHAT IS NOT IN IT

This pack leaves out the page that lists where the record is thin. Nothing has been deleted from the case: the full case file carries all of it.

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Drawn from the same record as the case file. This document is not a revision of the case file and carries no revision number.

What is outstanding

Commitments recorded on both sides, with the day each was recorded and what has been written down since.

RECORDED	WHAT WAS SAID	DUE	SINCE
August 31, 2026 item 022	Keep the noise down after 11pm	Sep 7, 2026	passed, nothing recorded against it
September 2, 2026 item 078	Inspect the ceiling on Sep 15	Sep 15, 2026	passed, nothing recorded against it
August 11, 2026 item 017	Send the floor plan to the property manager	Sep 11, 2026	met Sep 8, 2026
June 15, 2026 item 011	Get a second quote for the ceiling	Sep 30, 2026	passed, nothing recorded against it

2 commitments are not counted here: the entries they were made in have been withdrawn.

A commitment with nothing recorded against it is not evidence it was not honored. It means nothing was written down.

The entries

Each entry as the record holds it, in date order. The first date is when it happened; the second is when it was written down, which BuildMyEvidence stamps and never changes.

ITEM 001
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · March 3, 2026 · 7:40 PM
WRITTEN DOWN · March 3, 2026

Noise from the apartment above — bass through the floor, 7:40pm to about 11pm
ATTACHED · Recording 1 · recording-2026-03-03.wav

ITEM 002
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · March 7, 2026 · 11:10 PM
WRITTEN DOWN · March 7, 2026

Noise again, 11:10pm to 1:30am
ATTACHED · Recording 2 · recording-2026-03-07.wav

ITEM 004
FROM THEIR SIDE

HAPPENED · March 18, 2026 · 8:15 AM
WRITTEN DOWN · March 18, 2026

Front office called back — said they would "have a word"
NAMES · Fair Oaks Property Management

ITEM 005
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · April 2, 2026 · 9:55 PM
WRITTEN DOWN · April 2, 2026

Noise, 9:55pm to around midnight
ATTACHED · Recording 3 · recording-2026-04-02.wav

ITEM 007
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · April 14, 2026 · 10:40 PM
WRITTEN DOWN · April 14, 2026

Noise, 10:40pm
ATTACHED · Recording 4 · recording-2026-04-14a.wav

ITEM 008
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · April 14, 2026 · 11:50 PM
WRITTEN DOWN · April 14, 2026

Still going at 11:50pm

ITEM 026
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · April 16, 2026 · 10:50 PM
WRITTEN DOWN · September 2, 2026

Noise — found this going back through the phone, had not written it down at the time

---

ITEM 011
FROM THE ACCOUNT HOLDER

HAPPENED · June 15, 2026 · 2:20 PM
WRITTEN DOWN · June 16, 2026

Dropped a copy at the front office and asked them to date-stamp it
NAMES · Fair Oaks Property Management

ITEM 012
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · June 27, 2026 · 11:55 PM
WRITTEN DOWN · June 28, 2026

Noise, 11:55pm to about 2am

ITEM 018
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · July 4, 2026 · 1:10 AM
WRITTEN DOWN · July 4, 2026

Noise, 1:10am
ATTACHED · Recording 7 · recording-2026-07-04.wav

ITEM 013
FROM THE ACCOUNT HOLDER

HAPPENED · July 16, 2026 · 6:30 PM
WRITTEN DOWN · July 17, 2026

Called the after-hours line, no answer and no voicemail
NAMES · Fair Oaks Property Management

ITEM 019
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · July 22, 2026 · 10:15 PM
WRITTEN DOWN · July 22, 2026

Noise, 10:15pm to around 1am

ITEM 014
FROM THE ACCOUNT HOLDER

HAPPENED · July 29, 2026
WRITTEN DOWN · July 29, 2026

Left a voicemail for the property manager
NAMES · Fair Oaks Property Management

ITEM 015
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · August 5, 2026 · 8:10 PM
WRITTEN DOWN · August 5, 2026

Party downstairs, noise from 8pm
ATTACHED · Recording 5 · recording-2026-08-05a.wav

ITEM 016
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · August 5, 2026 · 11:40 PM
WRITTEN DOWN · August 5, 2026

Still going at 11:40pm
ATTACHED · Recording 6 · recording-2026-08-05b.wav

ITEM 020
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · August 19, 2026
WRITTEN DOWN · August 19, 2026

Photographed the crack in the ceiling below the bathroom
ATTACHED · P1 · The crack runs from the light fitting to the far wall. A hand for scale.

ITEM 021
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · August 24, 2026 · 9:30 PM
WRITTEN DOWN · August 24, 2026

Noise, 9:30pm
ATTACHED · Recording 8 · recording-2026-08-24.wav

ITEM 024
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 4, 2026 · 7:00 PM
WRITTEN DOWN · September 4, 2026

Noise, 7pm to 9:30pm
NAMES · Ray Mendoza
ATTACHED · Recording 9 · recording-2026-09-04.wav

ITEM 035
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 11, 2026 · 8:21 PM
WRITTEN DOWN · September 11, 2026

Bass through the floor from 11pm, stopped about 1am

ITEM 076
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 20, 2026 · 11:42 PM
WRITTEN DOWN · September 27, 2026

Loud music and stomping again, well past 11. Recorded it on the volume meter app and photographed the hallway twice, before and after it finally stopped.

ATTACHED · P3 · Hallway outside 3B, 11:42pm · P4 · Volume meter app reading, 11:58pm · P5 · Hallway again once it had gone quiet, 12:31am

ITEM 077
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 24, 2026
WRITTEN DOWN · September 27, 2026

Second quote came back from Ferro Restoration: $640 to repair the ceiling and repaint, once Fair Oaks confirms who is paying for it.

ITEM 028
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · No date given
WRITTEN DOWN · September 6, 2026

Voicemail recording — cannot tell when it was left

ATTACHED · Recording 10 · voicemail-unknown.wav

The documents this case rests on

These are the documents the account holder has marked as setting out the rules, terms or permissions this case turns on. Each has its own appendix at the back of this file, which says whether a copy was supplied and shows it where one can be shown. Where the account holder has quoted from a document, the quote is shown in their words or as they copied it; it has not been checked against the original by BuildMyEvidence.

K1 · APPENDIX K1

Lease — Unit 3B, Fair Oaks Property Management

Issued

March 1, 2026 — date given by the account holder

Issued by

Fair Oaks Property Management

Added to the record

September 27, 2026

3b-lease.pdf

2 KB · b4e027d4c28ecb89d1ddde8f958bcea466cf237743bc9b2f99ec95150aa9dc59

The quote

The Landlord shall take reasonable steps to ensure other residents of the building do not cause excessive noise between the hours of 10:00pm and 7:00am, and shall respond to a written complaint of a noise disturbance within a reasonable time.

Entries that involve it

Item 001 · Item 020

Items the account holder answered yes to "Is this about this document?". A pattern's count elsewhere in this file counts occasions in that pattern, whether or not each was answered.

Attachments

The key documents above, one appendix each. Where a copy was supplied it is shown here if it can be, and carries its own checksum so a reader holding a copy of their own can check it is the same file.

APPENDIX K1 · LEASE — UNIT 3B, FAIR OAKS PROPERTY MANAGEMENT

3b-lease.pdf

2 KB · b4e027d4c28ecb89d1ddde8f958bcea466cf237743bc9b2f99ec95150aa9dc59

Appendix K1 is reproduced in full on the pages that follow, from a copy made for this file: the content of its pages, without the document's own properties (who made it, with what, and when) or notes added on top of its pages.

Appendix P — photographs

The photographs, screenshots and documents attached to the entries in this pack, numbered as in the case file, with any caption the account holder gave. Nothing is cropped, retouched or re-ordered.

JPEG photos are checked for location data on the way in — added by hand or attached to an email. A file that was not checked says so beside it.

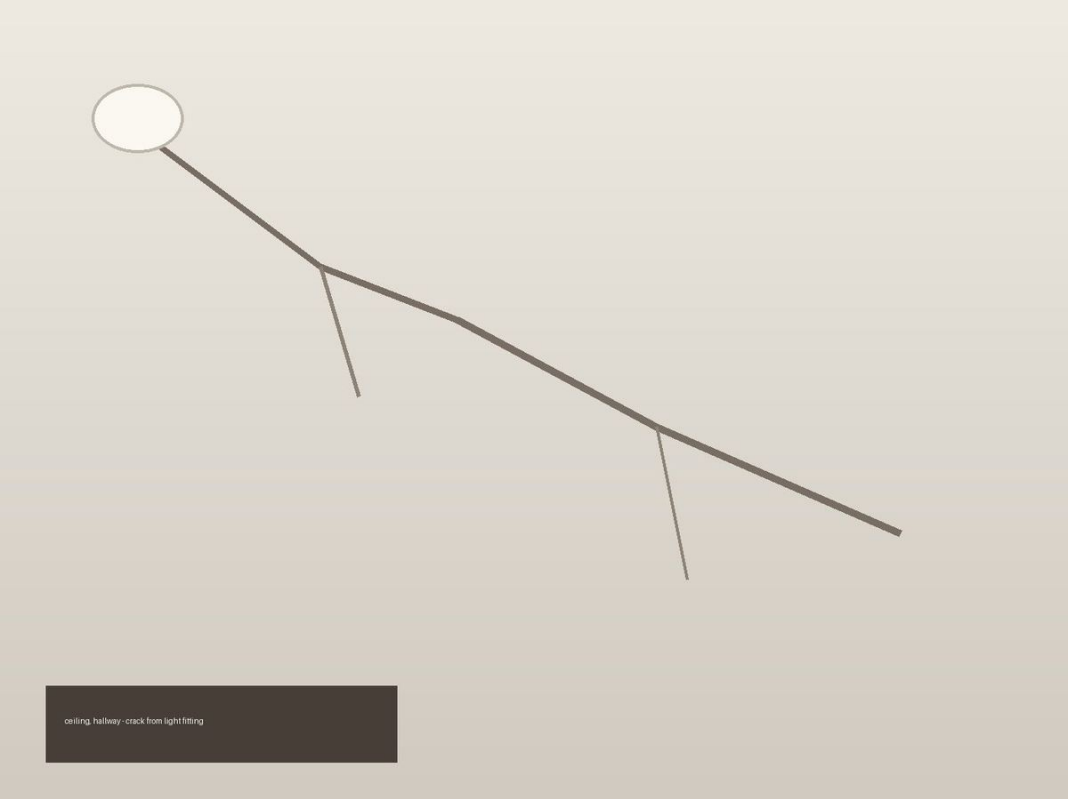
NO.	PHOTOGRAPH	PAGE
P1	The crack runs from the light fitting to the far wall. A hand for scale. item 020 · Aug 19, 2026	12
P2	screenshot-text.png item 027 · No date stated	12
P3	Hallway outside 3B, 11:42pm item 076 · Sep 20, 2026, 11:42 PM	13
P4	Volume meter app reading, 11:58pm item 076 · Sep 20, 2026, 11:42 PM	14
P5	Hallway again once it had gone quiet, 12:31am item 076 · Sep 20, 2026, 11:42 PM	15

THE OTHER APPENDICES

K	The documents this case rests on	10

Pages are numbered straight through, attachments included, so any page in this bundle can be cited by its number alone.

P1 · ITEM 020

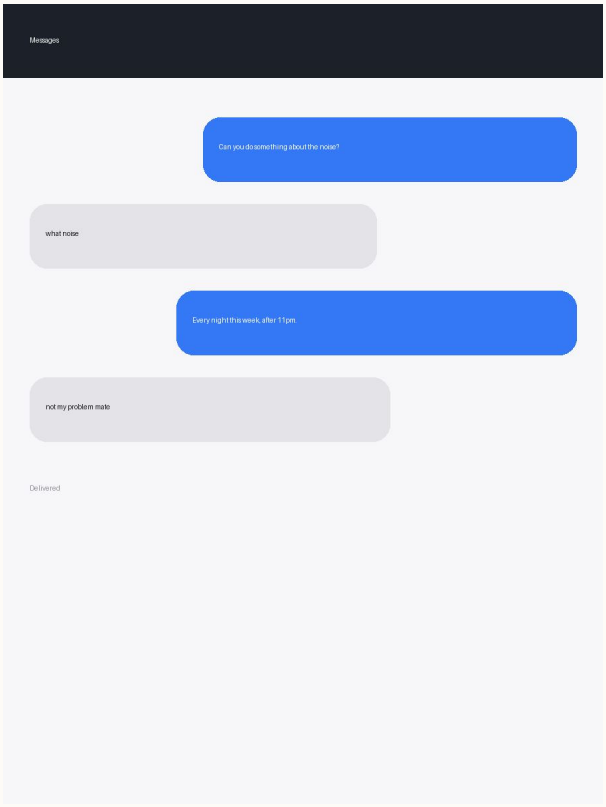


The crack runs from the light fitting to the far wall. A hand for scale.

WHEN IT HAPPENED	Aug 19, 2026
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 11, 4:41 AM EDT
THE FILE	ceiling-crack.jpg · Location removed

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

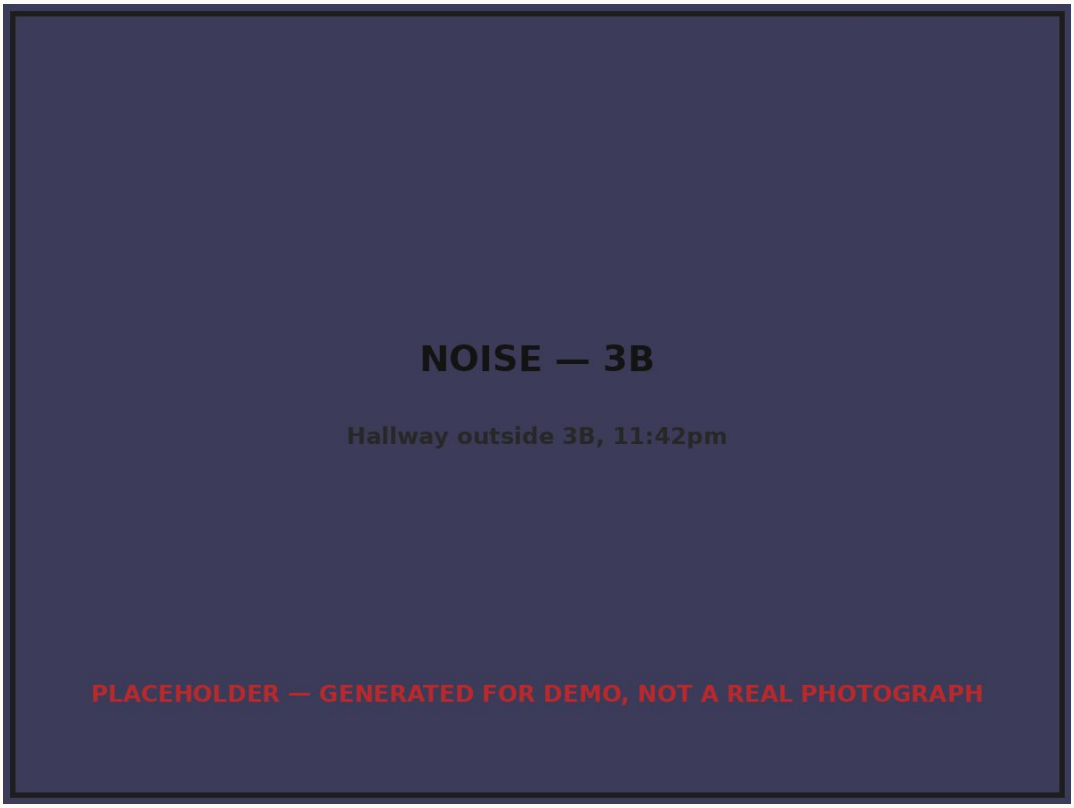
P2 · ITEM 027



WHEN IT HAPPENED	No date stated
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 11, 4:41 AM EDT
THE FILE	screenshot-text.png · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

P3 · ITEM 076

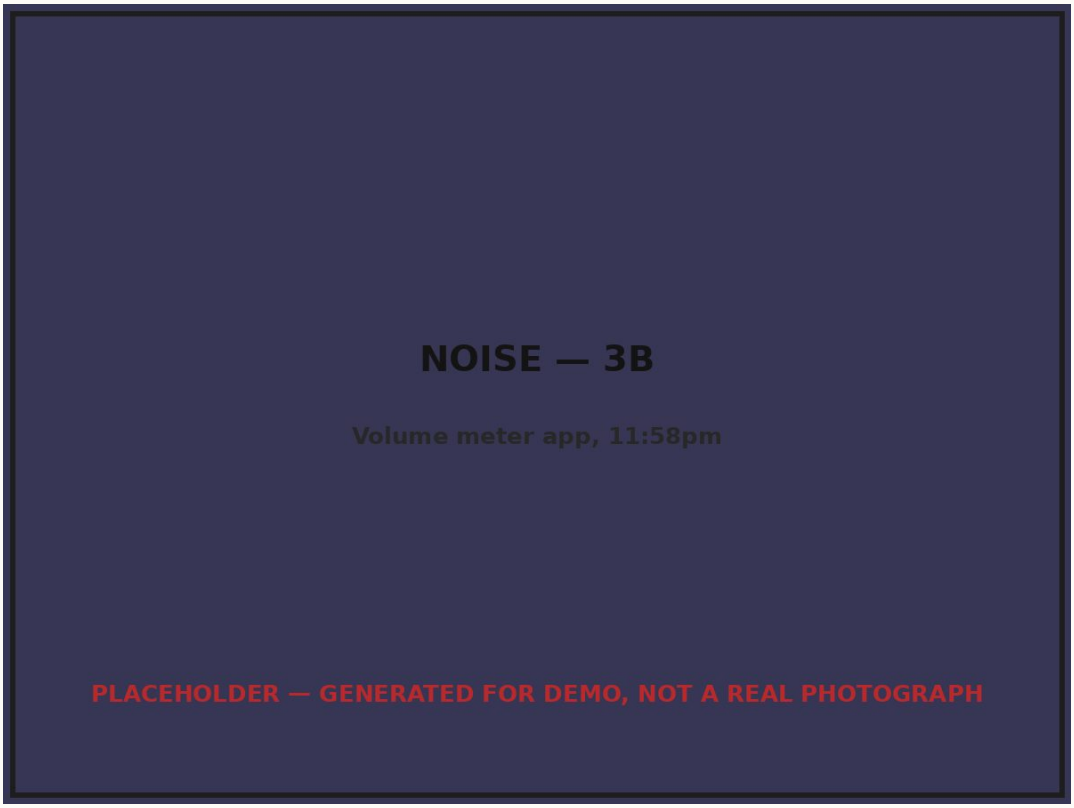


Hallway outside 3B, 11:42pm

WHEN IT HAPPENED	Sep 20, 2026, 11:42 PM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	3b-occ-1.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

P4 · ITEM 076

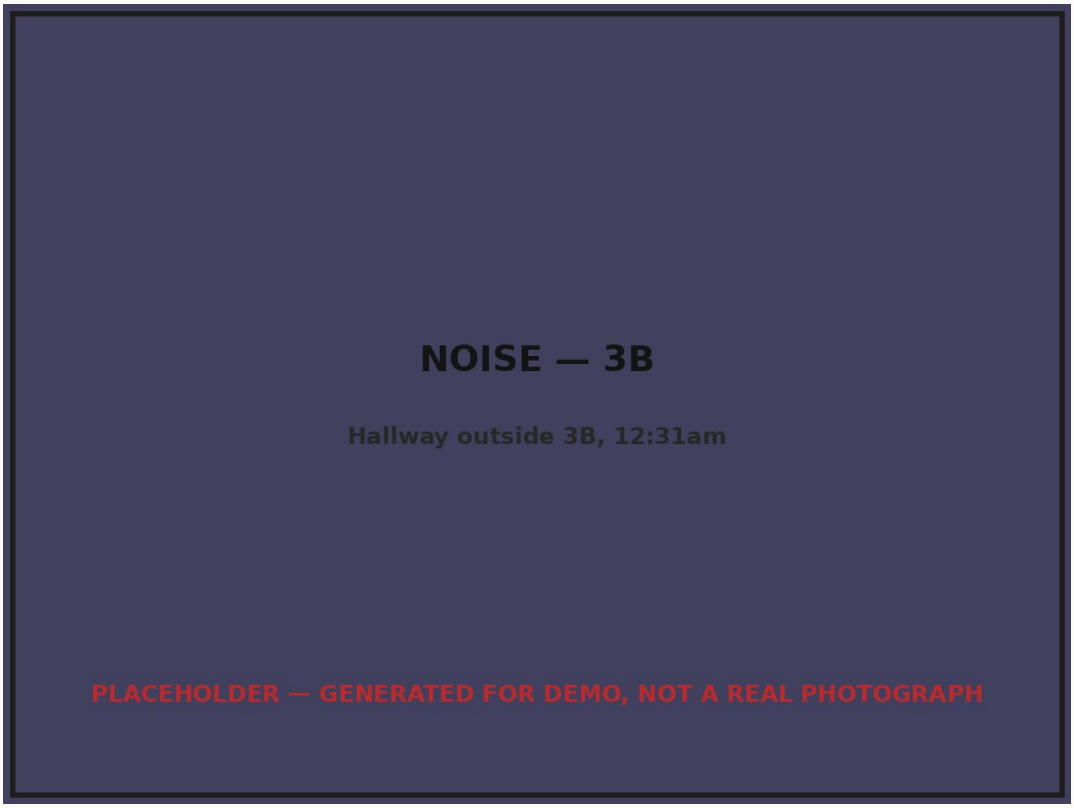


Volume meter app reading, 11:58pm

WHEN IT HAPPENED	Sep 20, 2026, 11:42 PM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	3b-occ-2.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

P5 · ITEM 076



Hallway again once it had gone quiet, 12:31am

WHEN IT HAPPENED	Sep 20, 2026, 11:42 PM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	3b-occ-3.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

Recordings

Audio and video, with the length of each. They are listed separately from the plates because there is nothing to look at on a printed page. The recording itself comes with your downloads.

JPEG photos are checked for location data on the way in — added by hand or attached to an email. A file that was not checked says so beside it.

Recording 1 · recording-2026-03-03.wav · item 001
Taken Mar 3, 7:40 PM · Uploaded Sep 11, 4:41 AM EDT · 1:14
SHA-256 c2d7c2bb830bd12e7fe7207aeb62e9ac723767d1669eb2d364372c6dd955d43a

Recording 2 · recording-2026-03-07.wav · item 002
Taken Mar 7, 11:10 PM · Uploaded Sep 11, 4:41 AM EDT · 0:41
SHA-256 3be9f570cdaa10663aa78dae926c388b157a340aeaed4b1d35ac5865c9fb50ad

Recording 3 · recording-2026-04-02.wav · item 005
Taken Apr 2, 9:55 PM · Uploaded Sep 11, 4:41 AM EDT · 1:36
SHA-256 8fc6f33f69be53ef0883c83026fdc34098e9cb97c3c46ebdb7b016c1fd7e3d27

Recording 4 · recording-2026-04-14a.wav · item 007
Taken Apr 14, 10:40 PM · Uploaded Sep 11, 4:41 AM EDT · 0:18
SHA-256 c1378bb43f4b631711210c356fbf8135c6c3ca271eb6627e528684ad33ef207a

Recording 5 · recording-2026-08-05a.wav · item 015
Taken Aug 5, 8:10 PM · Uploaded Sep 11, 4:41 AM EDT · 1:03
SHA-256 d4d1d6ee1aca70ade9a24bfb40f2443a214d144b8d37ccfbd83da26097c589b0

Recording 6 · recording-2026-08-05b.wav · item 016
Taken Aug 5, 11:40 PM · Uploaded Sep 11, 4:41 AM EDT · 0:27
SHA-256 11c094357e4ab62c4d572312af4bb39c2ee36e233408158e420b6898697f8054

Recording 7 · recording-2026-07-04.wav · item 018
Taken Jul 4, 1:10 AM · Uploaded Sep 11, 4:41 AM EDT · 0:35
SHA-256 90a7cfa72171ccae58aa08c3e75dce57fc63a776ddb5d8b33626cefa6de43538

Recording 8 · recording-2026-08-24.wav · item 021
Taken Aug 24, 9:30 PM · Uploaded Sep 11, 4:41 AM EDT · 0:52
SHA-256 eff90b3d8666f04c6c55e756399a04c2a2be6372997ad28396b174a1c26408ea

Recording 9 · recording-2026-09-04.wav · item 024
Taken Sep 4, 7:00 PM · Uploaded Sep 11, 4:41 AM EDT · 1:50
SHA-256 e3ed327af7b8e3ed50926132472e5a90afb4cc6ec889ccb433c8feb5c972c7fc

Recording 10 · voicemail-unknown.wav · item 028
Uploaded Sep 11, 4:41 AM EDT · 0:22
SHA-256 cbe6f3e3ff3c5ecce14936034ea49c729336d030c03706106b0c725b1ec30522

Documents not attached

No copy of these was supplied and no fingerprint exists for them. Recorded as existing but not kept here. Listed so the record accounts for them; there is nothing attached to look at, and BuildMyEvidence holds no copy. Who holds each one is stated beside it where it was recorded.

Signed lease (paper) · item 010

Date stated Jun 15, 9:00 AM · Recorded Sep 11, 4:41 AM EDT · size not recorded · application/pdf · held by the account holder · not held by BuildMyEvidence

The money

Every amount the account holder recorded against this case, on two sides: what the account holder is asking them to pay, and what they are asking the account holder to pay. Each side is added up on its own. Where the account holder gave a number and a rate, the two are multiplied and the working is printed beside the figure.

THE ACCOUNT HOLDER IS ASKING THEM TO PAY

Asked for Item 077	$640.00
Paid to the account holder so far None recorded	$0.00
Not paid yet	**$640.00**

THEY ARE ASKING THE ACCOUNT HOLDER TO PAY

Asked for None recorded	$0.00
Paid by the account holder so far None recorded	$0.00
Not paid yet	**$0.00**

The two sides are kept apart. One is never taken off the other.

Figures entered by the account holder, with any working shown — see page 33.

ALSO RECORDED, NOT IN THE FIGURES ABOVE

The account holder’s own costs for this case	$145.00
The account holder’s own costs for this case, in time	8 hours

Neither is part of the figures above, and neither has been added to them.

WHAT EACH FIGURE RESTS ON

Item 077 has nothing attached. It is shown here as recorded, with that gap stated rather than covered.

Every amount, in date order

ITEM	DATE	WHAT IT WAS	WHICH	AMOUNT
077	September 24, 2026	Cost of the ceiling repair, per the second quote from Ferro Restoration due October 15, 2026	Account holder asking	$640.00

Not paid yet — the account holder is asking them to pay	$640.00
Not paid yet — they are asking the account holder to pay	$0.00

These figures were entered by the account holder and added together. They have not been verified. The two sides are kept apart. This page does not say who is right.

Each line above whose entry is printed in this file leads to it in the chronology, and from there to whatever that entry carries, by the page numbers shown. Pages run straight through this file, attachments included.

The account holder’s own costs for this case

Postage, printing, filing fees and time the account holder recorded for this case. A separate list, never added to the money in the dispute. A record of what was entered, not a claim.

August 20, 2026 · $145.00 · item 022
Replacement door seal and draught strip

September 7, 2026 · 8 hours
Time spent on calls, letters and keeping the log

TOTAL RECORDED, MONEY — 1 item $145.00

TOTAL RECORDED, TIME — 1 item 8 hours

The correspondence

Every message between the account holder and the other side that is on the record, both ways, in the order it happened, with the words it was stored with. Where a message was forwarded in, the account holder's forwarding note is left out, and an earlier message it quotes is noted rather than printed again. Messages that had nothing back are included: the silence is part of the record.

003 · LETTER · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT
Wed, Mar 11, 2026

Note under the door of 3B asking them to keep it down after 10

ANSWERED IN 6 WEEKS

Note under the door of 3B asking them to keep it down after 10

006 · EMAIL · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT
Thu, Apr 9, 2026 · 10:30 AM

No subject line

ANSWERED IN 12 DAYS

Emailed Fair Oaks Property with every date and time so far

009 · EMAIL · FAIR OAKS PROPERTY MANAGEMENT -> ACCOUNT HOLDER
Tue, Apr 21, 2026 · 4:05 PM

No subject line

ANSWERED IN 8 WEEKS
12 DAYS AFTER THE ACCOUNT HOLDER'S

"We have passed this to the resident and asked them to be considerate."

010 · LETTER · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT · 1 PICTURE
Mon, Jun 15, 2026 · 9:00 AM

Second letter to Fair Oaks — repairs and noise, asked for a written response

ANSWERED IN 11 WEEKS
8 WEEKS AFTER THEIRS

Second letter to Fair Oaks — repairs and noise, asked for a written response

ATTACHED
Signed lease (paper) · Kept by the account holder, not attached

017 · EMAIL · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT
Tue, Aug 11, 2026 · 12:00 PM

No subject line

ANSWERED IN 3 WEEKS

Emailed the property manager asking who is responsible for the floor between 2B and 3B

022 · TEXT MESSAGE · FAIR OAKS PROPERTY MANAGEMENT +1 -> ACCOUNT HOLDER

Mon, Aug 31, 2026 · 11:05 AM

“"we'll keep it down after 11"”

ANSWERED IN 7 DAYS
3 WEEKS AFTER THE ACCOUNT HOLDER’S

"we'll keep it down after 11"

078 · LETTER · THEM -> ACCOUNT HOLDER

Wed, Sep 2, 2026

Letter from Fair Oaks — inspection booked for Sep 15

ANSWERED IN 5 DAYS

Letter from Fair Oaks — inspection booked for Sep 15

025 · EMAIL · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT +1

Mon, Sep 7, 2026 · 2:45 PM

No subject line

NO REPLY IN 10 WEEKS
5 DAYS AFTER THEIRS

Replied to Fair Oaks confirming Sep 15 and asked for it in writing

029 · EMAIL · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT +1

Tue, Sep 8, 2026 · 10:05 AM

No subject line

NO REPLY IN 10 WEEKS

Sent the floor plan to the property manager, as promised

033 · LETTER · ACCOUNT HOLDER -> FAIR OAKS PROPERTY MANAGEMENT

Fri, Sep 11, 2026

On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling damage underneath it.. I haven't yet...

NO REPLY IN 9 WEEKS

Hi Fair Oaks Property Management,

On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling damage underneath it.. I haven't yet received a substantive response.

Could you please confirm receipt and let me know when I can expect a reply? If I haven't heard back within 14 days I will follow up again in writing.

Thanks,
Marion Okafor

027 · TEXT MESSAGE · FAIR OAKS PROPERTY MANAGEMENT +1 -> ACCOUNT HOLDER · 1 PICTURE

No date given

“Screenshot of a text — no date visible anywhere in the image”

NO DATE GIVEN — NOT MEASURED

Screenshot of a text — no date visible anywhere in the image

ATTACHED

P2 · screenshot-text.png · Uploaded Sep 11, 4:41 AM

Nothing has come from them since Sep 2, 2026. 3 of the account holder’s messages have never been answered — “On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling damage underneath it.. I haven't yet...” on Sep 11, 2026, “No subject line” on Sep 8, 2026 and 1 more.

Nothing from the other side reached this case after it. They may have replied to another address or by phone.

Points raised, and what the record shows.

These points are the account holder's summary of the other side's letter. Under each is what the record holds — not an answer, and not a finding.

Item 009 · April 21, 2026

009·3 “You refused entry to our contractor on three occasions.”

The record holds:

item 013 · July 16, 2026

item 017 · August 11, 2026

009·1 “You have been running machinery in the flat after 11pm since February.”

The record holds:

item 001 · March 3, 2026

009·2 “Repainting the hallway wall and the stairwell you marked.” · $680 in their letter

Nothing linked.

Promises, and what came after

Each promise is quoted exactly as it was made, with who made it and when. Under it: whether it was kept, in the account holder's own word, and every entry dated after it, so a reader can decide for themselves.

THEIR PROMISE · FAIR OAKS PROPERTY MANAGEMENT · AUGUST 31, 2026

Item 022 · text · in the register at its date

As the account holder put it: Keep the noise down after 11pm — from or by September 7, 2026

The account holder has not said whether it was kept.

Everything on the record after it — counted from August 31, 2026:

- item 078 · September 2, 2026 · 2 days after — The other side: Letter from Fair Oaks — inspection booked for Sep 15
- item 024 · September 4, 2026 · 7:00 PM · 4 days after — Recorded by the account holder: Noise, 7pm to 9:30pm
- item 025 · September 7, 2026 · 2:45 PM · 7 days after — The account holder: Replied to Fair Oaks confirming Sep 15 and asked for it in writing
- item 029 · September 8, 2026 · 10:05 AM · 8 days after — The account holder: Sent the floor plan to the property manager, as promised
- item 033 · September 11, 2026 · 11 days after — The account holder: On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling…
- item 035 · September 11, 2026 · 8:21 PM · 11 days after — Recorded by the account holder: Bass through the floor from 11pm, stopped about 1am
- item 076 · September 20, 2026 · 11:42 PM · 20 days after — Recorded by the account holder: Loud music and stomping again, well past 11. Recorded it on the volume meter app and photographed the…
- item 077 · September 24, 2026 · 24 days after — Recorded by the account holder: Second quote came back from Ferro Restoration: $640 to repair the ceiling and repaint, once Fair Oaks confirms…

THE ACCOUNT HOLDER’S PROMISE · AUGUST 11, 2026

Item 017 · email · in the register at its date

As the account holder put it: Send the floor plan to the property manager — from or by September 11, 2026

The account holder’s word: Kept (marked September 8, 2026).

Everything on the record after it — counted from August 11, 2026:

- item 020 · August 19, 2026 · 8 days after — Recorded by the account holder: Photographed the crack in the ceiling below the bathroom
- item 021 · August 24, 2026 · 9:30 PM · 13 days after — Recorded by the account holder: Noise, 9:30pm
- item 022 · August 31, 2026 · 11:05 AM · 20 days after — Fair Oaks Property Management: "we'll keep it down after 11"
- item 078 · September 2, 2026 · 22 days after — The other side: Letter from Fair Oaks — inspection booked for Sep 15
- item 024 · September 4, 2026 · 7:00 PM · 24 days after — Recorded by the account holder: Noise, 7pm to 9:30pm
- item 025 · September 7, 2026 · 2:45 PM · 27 days after — The account holder: Replied to Fair Oaks confirming Sep 15 and asked for it in writing
- item 029 · September 8, 2026 · 10:05 AM · 28 days after — The account holder: Sent the floor plan to the property manager, as promised
- item 033 · September 11, 2026 · 31 days after — The account holder: On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling…
- item 035 · September 11, 2026 · 8:21 PM · 31 days after — Recorded by the account holder: Bass through the floor from 11pm, stopped about 1am
- item 076 · September 20, 2026 · 11:42 PM · 40 days after — Recorded by the account holder: Loud music and stomping again, well past 11. Recorded it on the volume meter app and photographed the…
- item 077 · September 24, 2026 · 44 days after — Recorded by the account holder: Second quote came back from Ferro Restoration: $640 to repair the ceiling and repaint, once Fair Oaks confirms…

THEIR PROMISE · THE OTHER SIDE · SEPTEMBER 2, 2026

“inspection booked for Sep 15”

Item 078 · letter · in the register at its date

As the account holder put it: Inspect the ceiling on Sep 15 — from or by September 15, 2026

The account holder’s word: Not kept (marked September 27, 2026).

Everything on the record after it — counted from September 2, 2026:

- item 024 · September 4, 2026 · 7:00 PM · 2 days after — Recorded by the account holder: Noise, 7pm to 9:30pm
- item 025 · September 7, 2026 · 2:45 PM · 5 days after — The account holder: Replied to Fair Oaks confirming Sep 15 and asked for it in writing
- item 029 · September 8, 2026 · 10:05 AM · 6 days after — The account holder: Sent the floor plan to the property manager, as promised
- item 033 · September 11, 2026 · 9 days after — The account holder: On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling…
- item 035 · September 11, 2026 · 8:21 PM · 9 days after — Recorded by the account holder: Bass through the floor from 11pm, stopped about 1am
- item 076 · September 20, 2026 · 11:42 PM · 18 days after — Recorded by the account holder: Loud music and stomping again, well past 11. Recorded it on the volume meter app and photographed the…
- item 077 · September 24, 2026 · 22 days after — Recorded by the account holder: Second quote came back from Ferro Restoration: $640 to repair the ceiling and repaint, once Fair Oaks confirms…

THE ACCOUNT HOLDER’S PROMISE · JUNE 15, 2026

Item 011 · in the register at its date

As the account holder put it: Get a second quote for the ceiling — from or by September 30, 2026

The account holder has not said whether it was kept.

Everything on the record after it — counted from June 15, 2026:

- item 012 · June 27, 2026 · 11:55 PM · 12 days after — Recorded by the account holder: Noise, 11:55pm to about 2am
- item 018 · July 4, 2026 · 1:10 AM · 19 days after — Recorded by the account holder: Noise, 1:10am
- item 013 · July 16, 2026 · 6:30 PM · 31 days after — The account holder: Called the after-hours line, no answer and no voicemail
- item 019 · July 22, 2026 · 10:15 PM · 37 days after — Recorded by the account holder: Noise, 10:15pm to around 1am
- item 014 · July 29, 2026 · 44 days after — The account holder: Left a voicemail for the property manager
- item 015 · August 5, 2026 · 8:10 PM · 51 days after — Recorded by the account holder: Party downstairs, noise from 8pm
- item 016 · August 5, 2026 · 11:40 PM · 51 days after — Recorded by the account holder: Still going at 11:40pm
- item 017 · August 11, 2026 · 12:00 PM (noon) · 57 days after — The account holder: Emailed the property manager asking who is responsible for the floor between 2B and 3B
- item 020 · August 19, 2026 · 65 days after — Recorded by the account holder: Photographed the crack in the ceiling below the bathroom
- item 021 · August 24, 2026 · 9:30 PM · 70 days after — Recorded by the account holder: Noise, 9:30pm

(continued)

item 022 · August 31, 2026 · 11:05 AM · 77 days after — Fair Oaks Property Management: "we'll keep it down after 11"

item 078 · September 2, 2026 · 79 days after — The other side: Letter from Fair Oaks — inspection booked for Sep 15

item 024 · September 4, 2026 · 7:00 PM · 81 days after — Recorded by the account holder: Noise, 7pm to 9:30pm

item 025 · September 7, 2026 · 2:45 PM · 84 days after — The account holder: Replied to Fair Oaks confirming Sep 15 and asked for it in writing

item 029 · September 8, 2026 · 10:05 AM · 85 days after — The account holder: Sent the floor plan to the property manager, as promised

item 033 · September 11, 2026 · 88 days after — The account holder: On Jun 15, 2026 I wrote to you regarding Ongoing noise from the apartment above, and the ceiling...

item 035 · September 11, 2026 · 8:21 PM · 88 days after — Recorded by the account holder: Bass through the floor from 11pm, stopped about 1am

item 076 · September 20, 2026 · 11:42 PM · 97 days after — Recorded by the account holder: Loud music and stomping again, well past 11. Recorded it on the volume meter app and photographed the...

item 077 · September 24, 2026 · 101 days after — Recorded by the account holder: Second quote came back from Ferro Restoration: $640 to repair the ceiling and repaint, once Fair Oaks confirms...

BuildMyEvidence has not judged whether the promise was kept. The items are listed so the reader can.

The whole record, for a first read

14 occasions recorded between Mar 3, 2026 and Sep 11, 2026.

Mar 3, 2026 · 7:40 PM item 001

Noise from the apartment above — bass through the floor, 7:40pm to about 11pm

Mar 7, 2026 · 11:10 PM item 002

Noise again, 11:10pm to 1:30am

Apr 2, 2026 · 9:55 PM item 005

Noise, 9:55pm to around midnight

Apr 14, 2026 · 10:40 PM item 007

Noise, 10:40pm

Apr 14, 2026 · 11:50 PM item 008

Still going at 11:50pm

Apr 16, 2026 · 10:50 PM item 026

Noise — found this going back through the phone, had not written it down at the time

Jun 27, 2026 · 11:55 PM item 012

Noise, 11:55pm to about 2am

Jul 4, 2026 · 1:10 AM item 018

Noise, 1:10am

Jul 22, 2026 · 10:15 PM item 019

Noise, 10:15pm to around 1am

Aug 5, 2026 · 8:10 PM item 015

Party downstairs, noise from 8pm

Aug 5, 2026 · 11:40 PM item 016

Still going at 11:40pm

Aug 24, 2026 · 9:30 PM item 021

Noise, 9:30pm

Sep 4, 2026 · 7:00 PM item 024

Noise, 7pm to 9:30pm

Sep 11, 2026 · 8:21 PM item 035

Bass through the floor from 11pm, stopped about 1am

People in this case

The people the account holder has said something about, by side, with the details they wrote down. Nothing here was looked up or verified.

THEIR SIDE

Fair Oaks Property Management · property management company

Reference

FO-2026-3B

Mailing · used on letters

PO Box 4417, Example Springs, ST 00000

Phone

(555) 0148

Email

office@fairoaks.example

The resident of 3B · the other side

No details recorded.

ALSO IN THIS FILE

Ray Mendoza · witness — neighbor in 2A

No details recorded.

YOUR SIDE

Marion Okafor

Address · used on letters

12 Bellevue Road, Apt 3B
Springfield, IL 62704

Email

marion.okafor@example.test

How this file was made

This file was assembled by BuildMyEvidence from a record kept by the account holder as events occurred. It is set out here so that anyone relying on it can see how it was made, and where its limits are.

TWO DATES	Every entry carries the date the account holder says it happened, which they set and can correct, and the date it was written down, which the application set and which cannot be altered by anyone, including BuildMyEvidence. Where a date was taken from a message or a file rather than typed, the entry says so.
FILES	Each attached photograph and document was fingerprinted (SHA-256) when it reached BuildMyEvidence — in the account holder's own browser, before it left their device, for a file they added; on arrival, for a file attached to an email. The fingerprints are printed below and beside the files at the appendices. A file altered afterwards would no longer match.
PHOTOGRAPHS	Where a JPEG photograph carried location data, it was removed on the way in, before the fingerprint was taken; other files were not inspected for it. What was found is stated beside each file. Where a file carries its own date inside it, that date is shown beside it.
DOCUMENTS	Where a PDF is reproduced, its pages were copied into this file without the document's own properties (who made it, with what and when), notes added on top of its pages, or the metadata inside any photograph in it. How much of each document is reproduced is stated beside it.
PAGES	Numbered straight through, attachments included, so any page in this file can be cited by its number alone.
AMOUNTS	Held and added in whole cents, so no total has been rounded. Where a figure is a number multiplied by a rate, it was rounded to the nearest cent once, and both numbers are printed beside it.

How to check a file

A matching fingerprint shows a file has not changed since it reached us. It cannot show anything about the file before that — a phone often hands over its own copy of a photo rather than the one the camera made.

Where a photo's location data was found, it was taken out before the fingerprint was taken, so the copy that matches is the one you download back from BuildMyEvidence, not the file you added it from.

It also says nothing about whether this document is complete, and nothing about whether what the account holder wrote is accurate. It is a check on the bytes of the attached files, and only that.

This document cannot carry its own fingerprint — a file cannot contain a number worked out from itself. To check the document, ask the person who sent it for the fingerprint their copy shows, and compare the two lists below line by line.

1. Take any file supplied with this document.
2. Run shasum -a 256 on it, or use any SHA-256 tool.
3. Compare the result with the fingerprint listed against that file below.
4. If they match, that file has not changed since it was fingerprinted, on the date shown.

FILE	FINGERPRINT (SHA-256)	ARRIVED
Plate 1 · ceiling-crack.jpg	037abb074e7c70824172c25c43b381ce474426b2fefa9048d9be4ab3f2eed765	Uploaded Sep 11, 4:41 AM EDT
Plate 2 · screenshot-text.png	010035e6f387009cceb7840952ef43b69f58082fd5e69fb6c4ca0a7140106427	Uploaded Sep 11, 4:41 AM EDT
Plate 3 · 3b-occ-1.jpg	cb9245369a0ce8bf52aefc38433acabaf94f04521cac6bef3ec7c51a28825f9b	Uploaded Sep 27, 8:40 AM EDT
Plate 4 · 3b-occ-2.jpg	16be17e8b2cc2a02a8a03a549bbee8c7888b77704a4f2f5f8a11abe8619f406b	Uploaded Sep 27, 8:40 AM EDT
Plate 5 · 3b-occ-3.jpg	4067f18f72aae15c1035ae373697844aa6305f7435529b120dc9ecf83b1c0219	Uploaded Sep 27, 8:40 AM EDT
Recording 1 · recording-2026-03-03.wav	c2d7c2bb830bd12e7fe7207aeb62e9ac723767d1669eb2d364372c6dd955d43a	Uploaded Sep 11, 4:41 AM EDT
Recording 2 · recording-2026-03-07.wav	3be9f570cdaa10663aa78dae926c388b157a340aeaed4b1d35ac5865c9fb50ad	Uploaded Sep 11, 4:41 AM EDT
Recording 3 · recording-2026-04-02.wav	8fc6f33f69be53ef0883c83026fdc34098e9cb97c3c46ebdb7b016c1fd7e3d27	Uploaded Sep 11, 4:41 AM EDT
Recording 4 · recording-2026-04-14a.wav	c1378bb43f4b631711210c356fbf8135c6c3ca271eb6627e528684ad33ef207a	Uploaded Sep 11, 4:41 AM EDT
Recording 5 · recording-2026-08-05a.wav	d4d1d6ee1aca70ade9a24bfb40f2443a214d144b8d37ccfbd83da26097c589b0	Uploaded Sep 11, 4:41 AM EDT
Recording 6 · recording-2026-08-05b.wav	11c094357e4ab62c4d572312af4bb39c2ee36e233408158e420b6898697f8054	Uploaded Sep 11, 4:41 AM EDT
Recording 7 · recording-2026-07-04.wav	90a7cfa72171ccae58aa08c3e75dce57fc63a776ddb5d8b33626cefa6de43538	Uploaded Sep 11, 4:41 AM EDT
Recording 8 · recording-2026-08-24.wav	eff90b3d8666f04c6c55e756399a04c2a2be6372997ad28396b174a1c26408ea	Uploaded Sep 11, 4:41 AM EDT
Recording 9 · recording-2026-09-04.wav	e3ed327af7b8e3ed50926132472e5a90afb4cc6ec889ccb433c8feb5c972c7fc	Uploaded Sep 11, 4:41 AM EDT
Recording 10 · voicemail-unknown.wav	cbe6f3e3ff3c5ecce14936034ea49c729336d030c03706106b0c725b1ec30522	Uploaded Sep 11, 4:41 AM EDT

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COVERS	33 entries · 15 files
BUILT	November 10, 2026 at 7:00 AM EST

Drawn from the same record as the case file. This document is not a revision of the case file and carries no revision number.