PROMISES

Unit 3B — noise and repairs

Ongoing noise from the apartment above, and the ceiling damage underneath it.

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

CONCERNING

Fair Oaks Property Management · The resident of 3B

PREPARED
November 10, 2026

PREPARED BY
Marion Okafor

PERIOD COVERED
March 3, 2026 to September 24, 2026

CONTAINS
4 promises

What is in this file

Promises, and what came after 3
Promises in the words they were made in, and what is recorded after each.

Nothing in this file was written by BuildMyEvidence. Every entry is the account holder's own words. Every other line is counted from those entries.

The record in this file was written by the account holder. BuildMyEvidence added the structure, the numbering, the dates and the counts, and wrote none of the content.

Every date shows two things: when the account holder says it happened, and when it was written down. Where those are far apart, the file says so on the entry itself. An entry with no date is held out of the chronology and marked "date not stated" — it is never filed under the day it was uploaded.

This document does not say what happened. It does not characterize anyone, and it does not ask for anything. Those are the account holder's to say, in their own words, somewhere other than here.

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. What was found is shown beside each file.

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

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 · item · 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.