

Hi Kelley,

I'm attaching the invoice that was sent to Ms. Hinken back in February. The total is \$655.00 for the repairs and meter installation. Ms. Hinken requested that the water be turned off, therefore, there will be a reconnection fee of \$50.00 due as well. This makes a total balance owed of \$705.00 to begin the service.

Please let me know if you have any questions.

The email address you have for Paul is correct. I'm not sure why it did not go through.

Thank you,

Karen Klaus

(512) 629-5717

Paul Klaus

(512) 663-1921

**From:** Kelley Harris <[kelley.harris1@gmail.com](mailto:kelley.harris1@gmail.com)>

**To:** [p.m.klaus@yahoo.com](mailto:p.m.klaus@yahoo.com); 'Karen Klaus' <[karenklaus@rocketmail.com](mailto:karenklaus@rocketmail.com)>

**Cc:** [dalana.goetz@austintitle.com](mailto:dalana.goetz@austintitle.com)

**Sent:** Tuesday, August 11, 2015 3:24 PM

**Subject:** FW: 000 Edmonson/ Jade Hinken

**From:** Kelley Harris [<mailto:kelley.harris1@gmail.com>]

**Sent:** Tuesday, August 11, 2015 3:15 PM

**To:** [p.m.klaus@yahoo.com](mailto:p.m.klaus@yahoo.com)

**Cc:** [dalana.goetz@austintitle.com](mailto:dalana.goetz@austintitle.com)

**Subject:** 000 Edmonson/ Jade Hinken

Hi Paul & Karen

We are closing on this property tomorrow. Can we get an invoice so the new buyer can get water service? If you have any questions please feel free to contact myself or Dalana Goetz at Austin Title 512-303-9633. Thank you and I am looking forward to hearing from you soon.

I just tried to send this to Paul, but I believe I had the wrong e-mail address.

<image001.jpg>

Kelley Harris

Realtor

(512) 517-6650

[kelley.harris1@gmail.com](mailto:kelley.harris1@gmail.com)

Stanberry & Associates Realtors

111 N. Hasler Blvd.

Bastrop TX 78602

FAX 512-581-9985

Informal

TQEC/PUC  
1701 N Congress Ave, 7th floor  
PO Box 13326  
Austin, TX 78711-3326

Re: Complaint against Bastrop West Water

Hello,

Last year I went through the subdivision process prior to a sale, which was required by the buyer's lender. Bastrop County required the house have its own water service. TCEQ was to determine if the old meter, (& thus the new meter) which had been serviced by BWW since 1983, was in Aqua Water's service area, as per the TQEC maps.

This was an issue for 3 months, so the buyer became my renter & paid for the BWW service in his name. It was ultimately decided between the county & TCEQ that the buyer was required to get service from Aqua Water or a well. He opted for a well, but it was my understanding that he & BWW would be attempting to get an amended CNN after the closing in July.

In November, I discovered that BWW was continuing to provide service to the buyer off my meter. BWW had been ignoring my phone calls, but finally on 12/16/14, Paul Klaus told me that it was between me & the buyer!! He had been allowing the buyer to squat on my meter for about 5 months. The problem came when the buyer denied me access to my own water meter.

I emailed the buyer & BWW on 1/18/15 & when I didn't get a response, sent it certified letter to Paul on 1/22/15, requesting any documentation they had regarding their right to my service.

The buyer had been trespassing on my land 2-3 times to threaten my handyman, who had been trying to replace the second line from the meter to my property. He wound up quitting in the middle of the job. But apparently, Paul Klaus, who had yet to return my calls, emails or letters, told him that BWW could place a second meter on the buyer's property. Still not receiving any response, I emailed them both the evening of 1/30/15, mailed BWW & sent it certified to the Buyer.

On 1/31, the buyer finally emailed me that he would agree to half. The next day, I sent them both an email that I would pay the buyer \$225 towards the water service of his choice, but only after he signed an agreement waiving his claim on my meter. To date, he has neither contacted me nor signed it.

On 2/2, I emailed both of them that I wasn't sure I needed water service. I also decided that the man possibly making an offer would be more assertive in his rights than I have been.

The following day, 2/3, I got an email from Paul Klaus, demanding \$655. Ignoring my letter & emails, he didn't have the courtesy to even call me before trespassing on my land.

- 1). The buyer, & BWW, were legally obligated to terminate his service on my meter on the day of closing, last July. It was mutually self serving; the buyer avoided the costs of putting in his own meter, and BWW got a paying customer when my service was shut off.
- 2). I find it difficult to believe that TQEC refused to allow 168 Edmonson Lane to be considered in BWW's CNN from May til August, but suddenly decides on February 1 or 2 that it will be allowed. I would like some verification from TQEC/PUC that this property in a valid BWW service area.
- 3). On Feb 1, I agreed to pay half, but to be paid ONLY to the buyer & ONLY after the buyer signed a waiver. This he still has not done. BWW had a copy of that agreement.
- 4). I was on the premises all afternoon on Feb 2 & saw no sign of BWW installing the meter. The buyer made no attempt to inform me of that either
- 5). That same day, I emailed both the buyer & BWW that I wasn't sure I needed to use the meter AND that I was waiting to see if I'd get an offer on the land. Neither party ever attempted to call me, email me or get my permission in writing, although I have called, emailed & sent certified letters to both of them.
- 6). Paul, BWW, is trying to charge \$225 for half the meter charge that I a) specifically stated in writing that I would pay to the buyer & then b) one day later emailed that I wasn't going to need it.
- 7). BWW is trying to charge me \$430 in damages.
  - a. I did not do it.
  - b. The handyman had started trying to replace an existing spigot line since January 14th I finally had to pay another man to finish it on January 30th
  - c. That PVC line is over 32 years old
  - d. I was told that the repair was needed around noon on January 29th.
  - e. Apparently Paul, BWW, does not have any emergency back-up & neglected to answer his business phone until after dark that day. If Paul had taken his responsibilities more seriously, his costs would have been significantly reduced.
  - f. BWW has failed to provide any documentation that his demand reflects the actual costs of a repair.
  - g. I am not sure that the BWW easement for my property entitles him to trespass on my land to install a meter for another customer, but courtesy & good business practice would suggest that he at least call prior to doing so.
  - h. The buyer's meter looks like it's been there for quite a while. Mine however, is left uncovered & unfinished.
- 8). BWW may be entitled to damages, but like everyone else, is obliged to seek them from the person responsible. BWW is not empowered to threaten my water service because of their unethical, possibly illegal & irresponsible actions.
- 9). In addition, the water service was not even in my name at the time of the water line break, & as far as I know is not in my name at this time. I may decide differently in a few days, but I specifically stated in my 2/2 email that I do not need water service at this time.

J. Hinken

att: January 17 letter (sent certified January 22)  
January 30 letter (certified)

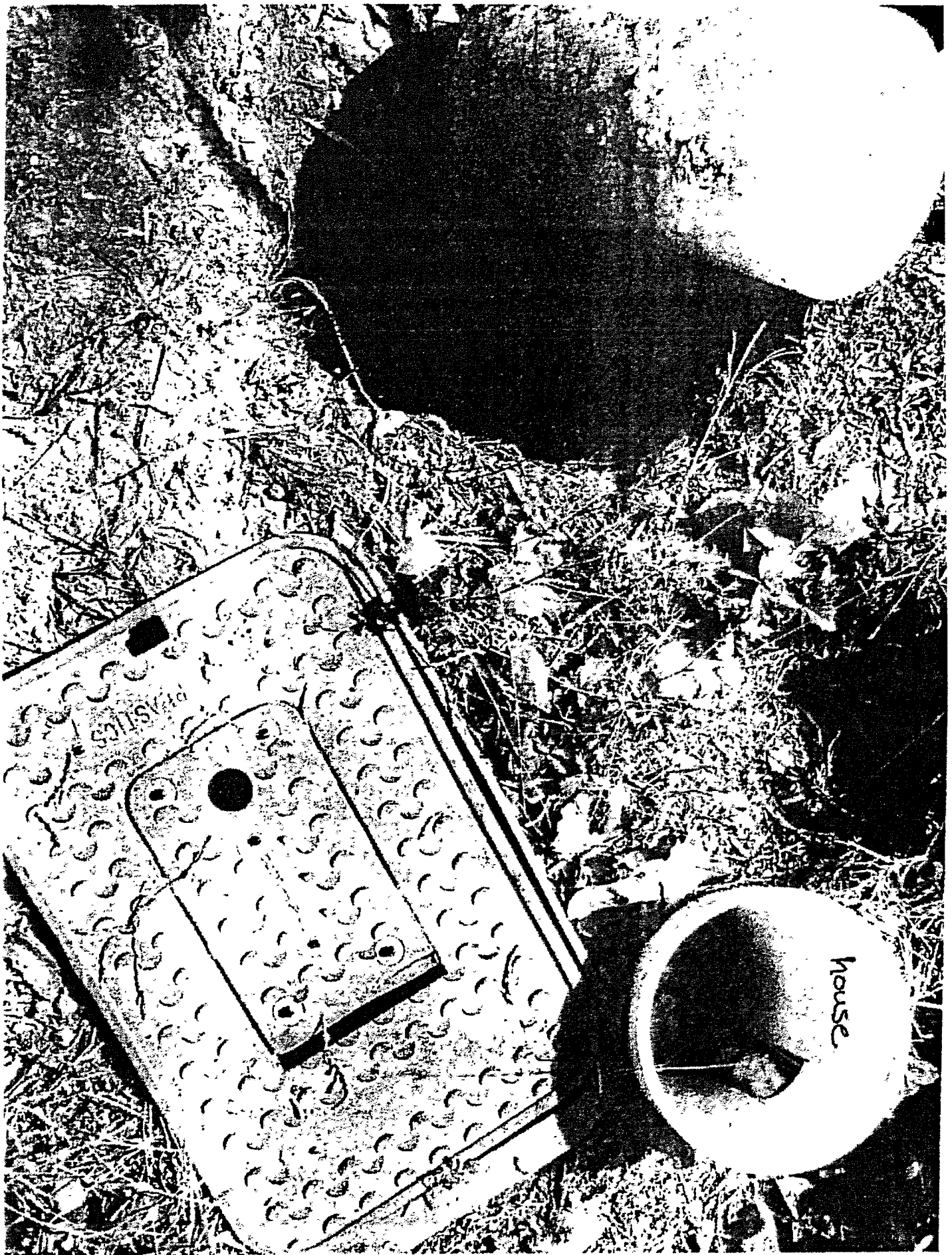
Hello,

I would like to file a second informal complaint against Bastrop West Water; below is a copy of the letter I mailed 5/12/15

Bastrop West Water has been run & managed more like a dictatorship than like a utility company. I have the following additional complaints:

1. Since July 2014 BWW has trespassed on my property; NOT to maintain its property, but to collude with the man who purchased a subdivision of the property in using my service meter without my knowledge or authorization.
2. On February 2, 2015, BWW trespassed on my property in order to install a new water meter & service for the subdivided property, despite that location not being in the BWW authorized CNN water service area.
3. BWW charged me, and continues to try to charge me \$250 for this illegal meter, despite my January 30<sup>th</sup> certified letter that I would pay the owner, NOT BWW, & only upon a written release by him from my water meter. That permission was rescinded prior to the meter installation 2 days later with an email to both parties; that release has never been signed.
4. BWW fails to run the water utility business in a professional and business like manner. His charges are arbitrary and unsupported with documentation. He fails to respond to emergency repairs in a timely manner. He fails to remove charges that are not justified. He even fails to mail his bills to me.
5. BWW has a habit of using blackmail & intimidation to collect its unauthorized charges. Instead of legitimately trying to collect on its (unauthorized & illegal) bill, BWW simply removed the actual meter. Instead of an actual bill or letter, an unsigned, handwritten note was stuffed in the ground where the meter had been situated.
6. In January 2007, TCEQ received a complaint against BWW for attempting to collect charges from a new owner for an alleged & undocumented bill from the previous owner. This was a common practice with the West Oak Loops properties. BWW is now attempting to collect \$780 from the party who has signed an offer to purchase my property, claiming it's my bill. NOTE: When I sold this property in July 2014, I did not owe anything to BWW. Without initiating or receiving any water service, I am told (via the realtor) that I owe \$780, up without explanation from \$676.67. Apparently, BWW is charging monthly (twice each month) for water usage without any meter even being in place or service being provided.
7. Later in 2007, TCEQ received another complaint against BWW for attempting to collect an application fee from a current water service customer. BWW is currently attempting to charge the new owners \$1000 to restoring the stolen meter back to its original location. Not only is this illegal & unethical, but it greatly exceeds the legitimate & authorized application charge of \$450, which was place last February. Bastrop West Water's arbitrary & unsupported practices have most likely cost me the sale of my property. No one wants to own property that is serviced by an unethical water utility.

J Hinken

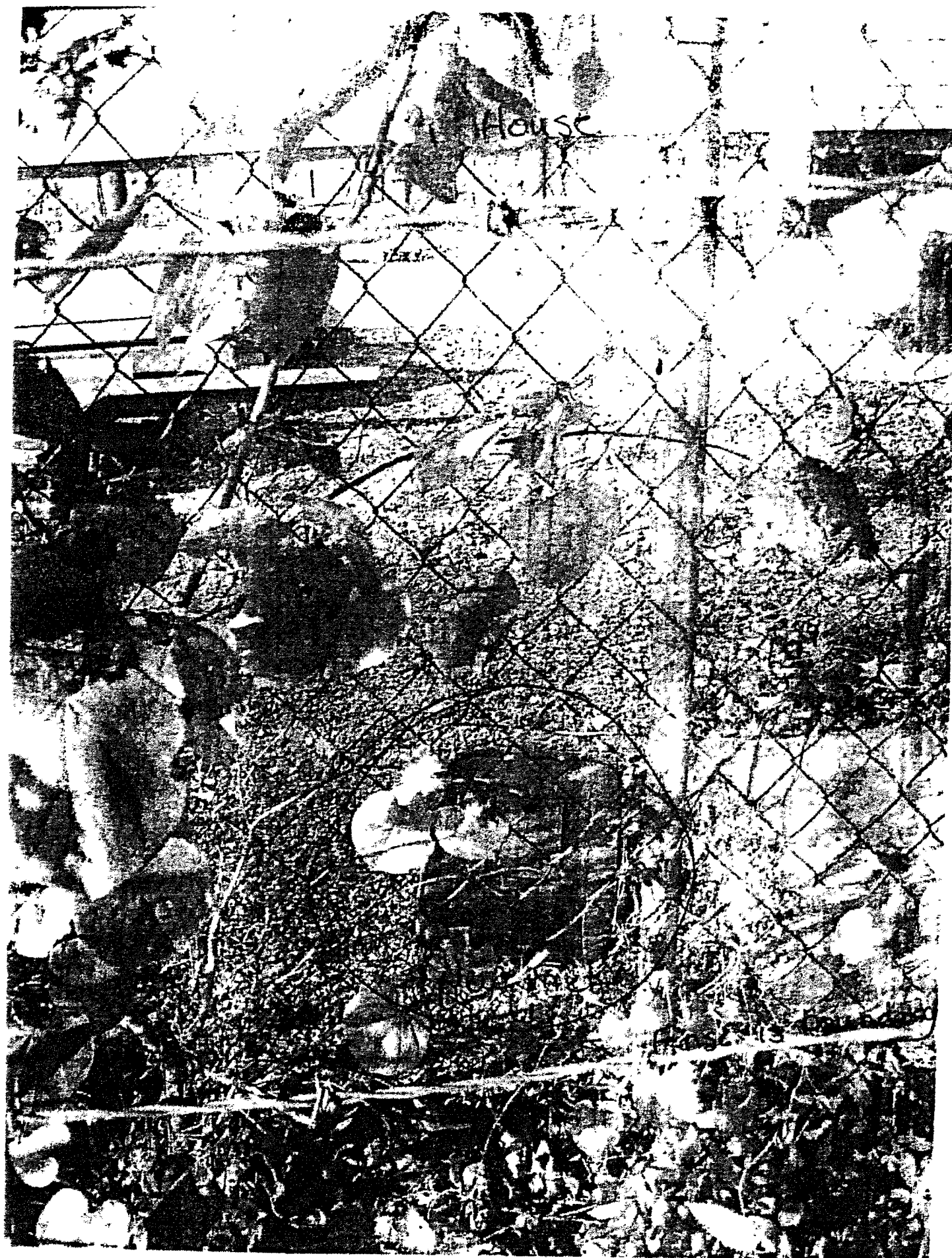




Spigot Shut off











**THIS DOCUMENT CONTAINED A BARCODE**

**UNABLE TO SCAN**

**TO VIEW DOCUMENT(S)  
PLEASE GO TO  
PUC'S  
CENTRAL RECORDS**

**(512) 936-7180**

# Exhibit

8

**RE: Invoice**

Monday, February 16, 2015 12:48 PM

From: "T PE" <realDest@hotmail.com>

To: "paul klaus" <p\_m\_klaus@yahoo.com>

---

Hello,

During the 1 or 2 days that I emailed my agreement to split the meter costs, I specifically denied any agreement with Bastrop West Water. I agreed solely to pay Jeff Hill & only AFTER he signed the agreement, which he did not sign.

If you feel the man I hired caused you damage, you must work it out with him. His name is Vaughn Stevenson, DBA Hammer & Nail Works, 16102 Stewart Rd, Austin, TX 78734.

**Edmonson water service bill**

Friday, March 13, 2015 2:24 PM

From: "T PE" <real0est@hotmail.com>

To: "paul klaus" <p\_m\_klaus@yahoo.com>

March 13, 2015

(sent mail & email)

Paul Klaus  
Bastrop West Water  
231 Mandy Lane  
Red Rock, TX

Re: Edmonson water meter

I have repeatedly stated that I will not pay your last bill.

My EMAIL agreement to pay for adding a meter to Jeff Hill's property was of two days duration & cancelled by me before the meter was installed. In addition, I stated specifically that I would pay Jeff Hill, NOT you, after he signed a statement, which was not done.

I did not damage your water lines. If you feel there was damage done, you need to contact

Vaughn Stevenson  
16102 Stewart Rd  
Austin, TX 78734.

I specifically stated that I did NOT want or need water service for the month of February 2015. I am not paying for that month.

I will be needing it for the month of March, 2015. I am not sure if I will need it after that. Assume that you should shut it off, unless you hear directly from me before the first of April. Thank you.

J. Hinken

# **Exhibit**

**9**



[Home](#) > [Business or Charity Reviews](#) > [Construction & Remodeling Services](#) > [Hammer & Nail Works](#)

## BBB Business Review

### CONSUMER COMPLAINTS

**THIS BUSINESS IS NOT BBB ACCREDITED.**

### Hammer & Nail Works

(512) 627-1251

#### Customer Complaints Summary

1 complaint closed with BBB in last 3 years | 0 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	0
Billing/Collection Issues	0
Delivery Issues	0
Guarantee/Warranty Issues	0
Problems with Product/Service	1
Total Closed Complaints	1

[Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against Hammer & Nail Works](#)

[See Trends in Complaints on Hammer & Nail Works](#) | [View Complaints Summary by Type Pie Chart on Hammer & Nail Works](#)

#### Complaint Breakdown by Resolution

##### Complaint Resolution Log (1)

The Business addressed the issues within the complaint, but the consumer did not accept the response, OR BBB has not heard back from the consumer as to their satisfaction. (1 complaint)

Problems with Product/Service | Read Complaint Details

Additional Notes

X

**Complaint:** \*\*\*\*\* DBA Hammer & Nail Works, signed a contract to build a small 560 Sq ft semi portable cabin, to be finished in 9 weeks. 6 weeks later, after he received almost half of his fee & did about 16 hours or less on site, he broke the contract. He claimed to have experience & equipment that he doesn't have. He charged \$3838.32 to drop off 4 used doors & 5 small 2X2' brand X windows. He managed to cut the main water line before locating the shut off valve. He feels entitled to break the contract because he received a complaint that he wasn't putting in 40 hours a week per the contract & unilaterally decided to demand more money for 'time & materials'. I believe he's a scam. He has repeatedly refused to document his charges.

**Desired Settlement:** He owes me \$8295.00, not to mention additional costs I've had due to his walking off the job without due cause or due cause.

**Business Response:** In response to complaint from J. \*\*\*\*\* assigned ID # \*\*\*\*\*

Everything in the complaint is a lie or misrepresented. I was contracted to build a small "alternative" house using two 8' x 20'

shipping containers at a price of \$23,700 which included materials and labor. The job started on schedule on 12/29/2014 and was to take between 9 and 12 weeks to complete. I ended our agreement via email on 2/2/2015 ( 4 work weeks) due to several factors:

The primary reason being that she lied to me about ownership of a water line to be used for the project. The water was her neighbor's line and she had no permission to use it or cut into the line. This was verified to me by her neighbor and the water

2/27/2015

company. It is my understanding that the neighbor has filed a complaint with the Sheriff in Bastrop County. There has been a pattern of erratic behavior and fabrication throughout.

I ended the agreement after 4 weeks on the job, not 6 as she states. She had paid \$11,295 for materials and labor. I had delivered both 20' shipping containers, done

all foundation work and trenching, placement of the containers, all door and window openings, purchased all doors and windows, trenched and laid a 100' water line up to the meter in question, and numerous other jobs including building a specialty mixer for the papercrete blocks to be used.

Her request of a \$8295 settlement is absurd. The cost of the shipping containers and delivery alone was \$4612. That

amount alone (11295 -4612 = 6683 ) compared to her settlement request shows you what I am dealing with.

There is no penalty for ending our agreement early stated anywhere in the agreement.

I am attaching an final invoice that I sent her via email on 2/6/2015 and certified mail with material and labor cost breakdowns showing a balance owed to me by her of \$2667.32.

**Consumer Response:** Complaint: \*\*\*\*\*

I am rejecting this response because:

1) I am enclosing a copy of the contract, dated 12/22/14. His quitting date of 2/2/15 is 6 (not 4) weeks later. It should have been 2/3 done.

2) The contract clearly states that the project was to be completed within 9 weeks. (not 12)

3) \*\*\*\*\* apparently quit because on January 29th (after starting on January 14th), he

either neglected to shut off the water main &/or broke the water main, which is located on my property (I have the survey to prove it). Email from Utility owner is attached regarding his damages. Nor does his excuse provide a valid reason for quitting a contract. It is also not mentioned in his quitting email of 2/2/15.

4) I have attached pictures of the state he left the project; a project he barely started (& poorly executed) that he thinks is worth \$13,962 (\$11,395 & \$2667) or almost 60% payment. I am also enclosing a list of all the materials & labor that was supposed to be included in the project that were not.

5) \*\*\*\*\* claims he paid \$4612 for the 2 shipping containers. Yet he has repeatedly refused to provide documentation. Two shipping containers comparable in condition are worth between \$2000-\$3000, including shipping. I have more pictures of the interior condition, if you wish them.

6). The foundation & trenching he did was insufficient & had to be re-done by my current contractor. The used materials he provided look like they came out of a dumpster (I have pictures). Yet according to him, they're worth \$3838.32; \$440 in phone calls alone.

7) When bidding for the job, \*\*\*\*\* claimed to have the equipment & prior experience. He spent 8 days off the job building a specialty mixer that he originally claimed he had already owned & then left it halfway built on my property. I doubt he's built a complete structure before. The internet websites list him & his company merely as a bathroom remodeler & demolition company.

8) \*\*\*\*\*'s bid was insufficient to cover all the requirements of his contracted agreement. \$8295 will not begin to cover all the costs to do or re-do the tasks required to finish this project as it was bid, much less the added costs (rental, etc) for the delay.

cc: contract, pictures, (interior, BWW email, list of projects. Quitting email: Unable to attach. Please provide another email for additional attachments. Thank you.)

Regards,

\* \*\*\*\*\*

**Business Response:** In response to complaint #\*\*\*\*\*.

I will respond to her 8 points by number.

1) Contract dated 12/22/2014 states an estimated start date of 12/29/2014 which was accurate.

Start date of 12/29 = 32 days less 4 rain outs =28 days..... 4 work weeks

2) It is clearly stated in the contract that the "estimated" time to complete is 9 weeks, and we discussed that it could take up to 12 weeks and would need to be finished by the end of March. There is no penalty in the contract for length of the job.

3) A lie regarding all of this. In point 1 she claims a start date in December, but here she

claims I started on 1/14. I started on 12/29 as stated. The water line came loose due at an improperly glued joint by whoever installed it originally. the shut off valve was improperly installed sideways( rather than facing upward) and buried. A brittle outdated pvc pipe broke when trying to dig to access the shutoff valve. Upon this happening I stayed, and after many attempts, was able to reach the water supplier and had the problem resolved. At this time I found out from the supplier and the neighbor that the water bill was in the neighbors name and that Ms. \*\*\*\*\* did not have permission to access it. This is in direct opposition to what I had been told by her. In fact, the neighbor told me that he was filing a complaint with the Bastrop Sheriff Dept on Ms. \*\*\*\*\*. I am attaching a copy of my email to her on 2/2 which ended the relationship.

4) All materials that were included in the final bill were at the job site. I have not seen her pictures, but have pictures of my own showing the job site and materials. I will attach them.

5) I am attaching the receipt for the 2 "sea-worthy" shipping containers and delivery totaling \$4612.

6) The claim of Insufficient trenching is a lie. The \$3838.32 she mentions is also a lie. Please see my final invoice which I attached to my 1st response and you will see the amount is clearly stated at \$2653.32. The \$440 she references is not "phone calls alone" as she states but listed on the final invoice under my Labor section for administrative charges (this included ordering and arranging transport of the shipping containers, my time for all phone calls, and a trip to Houston to view shipping containers.

7) I did not claim to have the specialty mixer. I said I had access to one. It was unavailable at the time, so I built one, which took 3 days and not the 8 days she claims. I left it at the job site and it was completely built. The blade (also left at the job site) was left unattached for safety reasons during transport. I have 14 years experience as you can see from your BBB records and have successfully completed my jobs.

8) I refer you to my final invoice, showing that she owes me \$2667.32. I also refer you to my email to her stating why our relationship was terminated.

**Consumer Response:** Complaint: \*\*\*\*\*

I am rejecting this response because:

It was HIS contract. There was no "rain delay" clauses, because there was plenty of interior work he should have been doing. There was nothing in HIS contract about not using the first week to start preparing for the project—lining up workers (none), scheduling rentals (making his \$440 phone calls), getting materials & equipment in place (the half finished mixer he made the last week). He never brought any workers, any supplies, or any tools (other than the mixer, which he wants to charge \$480 for, after 'giving' it to me). It would have taken 4 months for the papercrete bricks to cure; much less build with them.

Now he thinks that he can break his own contract, with no contractual (or valid) reasons for breaking & arbitrarily assigning his own & totally undocumented costs. He thinks he should get more money for breaking his contract? I don't know if he sent you any receipts, but I haven't received any. There are no permits in his name for any actual work as a home builder; he is worse than any mere handyman I've ever hired. I am the daughter of an architect; I know how houses are build.

All anyone has to do is look at the pictures. He left a rusted & dented shipping container, with rotting floors (sea worthy is the LOWEST quality possible; not even waterproof) & then cut wrong sized holes in the wrong places, leaving neither a container nor a house & wants over \$13,000. People can find finished cabins with roofs, walls, cabinets, bathrooms, kitchens, electricity & plumbing on Craigs list for less than that. Look at his contract & then look at what he delivered.

\*\*\*He has no experience, expertise or training for building a cabin, much less a papercrete & shipping container cabin. \*\*\* He is a handyman doing bathroom remodels & demolition. He was not even capable of replacing (not adding) the outside spigot without causing \$450 damages to Bastrop West Water on January 29th; apparently his inability, not his conscience, was his reason for quitting. And he only quit after I sent him an email requiring him to put in 40 hours/week (not 16 hours in 5 weeks)

I have asked my current contractor for his receipts for the trenching; I can forward pictures, if you require.

Regards,

\* \*\*\*\*\*

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View Complaints Summary by Resolution Pie Chart on Hammer & Nail Works

Industry Comparison | Chart

Construction & Remodeling Services

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# **Exhibit**

# **10**

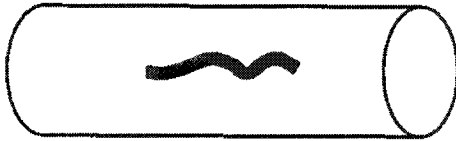
	35.45	Parts	99.56
	64.11	Total	<u>800.00</u>
Curb Stop			38.95
Meter Box			25.16
1 1/2" Tee PVC			2.18
1 1/2" X 3/4" Bushing PVC			1.42
3/4" Brass Nipple			6.25
Glue + Cleaner			7.92
2') 1 1/2" PVC Pipe			3.41
1 1/2" 90° PVC			1.45
3 Bags Bedding Sand @ 10.65			3.55 EA
8 Hrs Labor @ 100.00 Per Hr			800.00
Back Hoe + Operator			
2') 3/4" PVC			1.52

# Exhibit

# 11

# Rectangular Break

Long Break



Length of break  in inches      PSI

Width of break  in inches

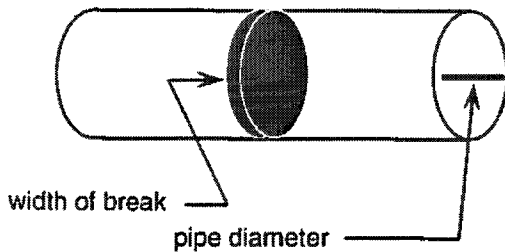
Leak Time  in hours      Area of Hole  0.0000 sq. ft.

GPM  →  0.00

Total Loss  →  0.00

# Circular Break

around whole pipe



Pipe Size (Dia.)  in inches

Width of Break  in inches      Area of Hole  0.0000 sq. ft.

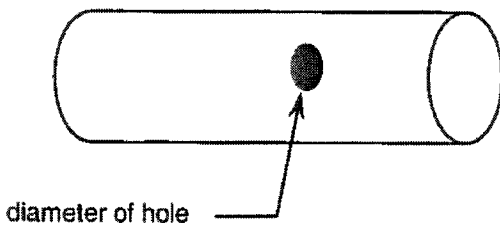
Leak Time  in hours

PSI

GPM  0.00

Total loss  0.00  
in gals

# Hole in Pipe



Dia. Of Hole  0.75 in inches      area of hole  0.0031

Leak Time  7 in hours

PSI  85

GPM  87.10

Total Loss  36582.39  
in gals

*2.90 Per Thousand  
36 Thousand  
104.4*

# **Exhibit**

# **12**

**FW: 168 - BWW**

Friday, January 30, 2015 5:49 PM

From: "TPE prop" <realDest@hotmail.com>

To: "Jeff" <jh@wdfx.net> "paul klaus" <p\_m\_klaus@yahoo.com>

Hello,

I have not yet received any response from the January 2015 letter I sent certified to Bastrop West water & also as email to Jeff Hill & BWW, in which I asked for any written documents that transferred the water service (easement?) from me to Jeff Hill.

Below, you will find a copy of a letter that I sent certified to Jeff Hill, via regular mail to BWW as well as email.

January 30, 2015

Jeff Hill

168 Edmonson Ln  
Cedar Creek, TX 78612

Re: Bastrop West Water service

Hello,

My handyman talked to Paul Klaus, BWW, today & he was told that Bastrop West Water cleared up the issue with Aqua Water/TCEQ/BWW that delayed our closing for 4 months last year. Paul Klaus told him that he could put a new meter on your property for \$450, so you would stop using my meter.

Although the current meter is well within the bounds of my property which the James Garron subdivision plat clearly shows and the subdivision plat required you to put in new service on your subdivision property with either Aqua Water or a well, I will agree to pay half of the \$450, just to get this resolved. I am sorry that you understood that you purchased an easement to the water, which is why I have not pursued my legal rights prior to now.

Please get back to me by this weekend, because I will be re-attaching the old spigot replacement.

In addition, I have not said anything about your continuing to use my driveway rather than the new one you just installed last month, but I will ask you again to remove your carpet trash from my carport.

Thank you.



J. Hinken

CC: Paul Klaus, Bastrop West Water

RE: 168 - BWW

Sunday, February 1 2015 3:29 PM

From: "TPE prop" <real0est@hotmail.com>

To: "paul klaus" <p\_m\_klaus@yahoo.com> "Jeff" <jh@wdfx.net>

---

Thank you for the response. I'm glad the issue has been resolved. I will get the meter set as soon as I can. Please send me your mailing address.

This is between you & Jeff. I will be giving him a \$225 payment towards the water service of his choice. He will be responsible for the payment of the water service for the house until the service gets disconnected from my meter. This should have been done when he bought the property last July.

Below is a copy of our agreement:

\*\*\*\*\*

February 1, 2015

Jeff Hill agrees to forfeit all claims to the Bastrop West Water service meter located in Ms. Hinken's property to the rear of his house & agrees to put water service on his property located at 168 Edmonson Lane, Cedar Creek, TX 78612. Application process is to start within 2 days of signing this agreement & is to be completed no later than March 25, 2015. The current water meter line to the house will be removed at that time.

J. Hinken agrees to pay \$225 to Jeff Hill towards the costs of installing a new water service of Jeff Hill's choice, simply to expedite this process \$100 will be paid upon signing this document and the remaining \$125 will be paid on completion.

Jeff Hill will continue to pay the monthly Bastrop West Water bills until the completion of new water service or the termination on March 25, 2015, which ever is first.

---

Jeff Hill	Date	J. Hinken	Date
-----------	------	-----------	------

# **Exhibit**

# **13**

**RE: 168 - BWW**

Tuesday, February 3, 2015 9:40 PM

From: "TPE prop" <real0est@hotmail.com>

To: "Jeff" <jh@wdfx.net> "paul klaus" <p\_m\_klaus@yahoo.com>

---

From: real0est@hotmail.com  
To: jh@wdfx.net; p\_m\_klaus@yahoo.com  
Subject: RE: 168 - BWW  
Date: Mon, 2 Feb 2015 19:02:07 -0600

---

I spoke with Paul and let him know that splitting the cost would be OK with me. Please give him a call and let him know that you and I have come to an agreement so that he can move forward as soon as possible and we can put this behind us.  
-Jeff Hill

Hi,

I had someone come out to see about purchasing the land. I'm going to hold off on the BWW water meter & if he makes an offer, let him deal with it. Also, at this point, not sure I'll be needing it right away.

# **Exhibit**

# **14**

**Invoice**

Tuesday, February 3, 2015 8:38 PM

**From:** "paul klaus" <p\_m\_klaus@yahoo.com>**To:** "TPE prop" <real0est@hotmail.com>

1 File(s) 13KB Download All

Save

Ms. Hinken,

As requested, I completed the meter separation on the evening of February 2, 2015. Per the agreement, your cost is \$225.00 payable to Bastrop West Water.

Also, you are responsible for repair costs totaling \$430.00 for the water main break caused by your contractor on January 29, 2015.

Attached you will find an invoice for the charges totaling \$655.00. This invoice is due and payable within 15 days.

Thank you,

Paul Klaus



BASTROP WEST WATER COMPANY  
231 Mandy Lane  
Red Rock, TX 78662  
(512) 663-1921 - Paul  
(512) 629-5717 - Karen

## INVOICE FOR SERVICES

TO: Jade Hinken  
1006 Wilson Street  
Bastrop, TX 78602

Water main repairs caused by contractor on January 29, 2015:

Parts:	\$ 50.00
Labor:	\$275.00
Water Loss:	<u>\$105.00</u>
Total:	\$430.00

Separation and installation of new meter service per agreement on February 2, 2015:

\$225.00

**TOTAL: \$655.00**

This invoice is due and payable within 15 days.

# **Exhibit**

# **15**

**Consumer Complaint Opening Sheet (pink sheet)**

Received Date: 11/19/15 Region: 1 - Austin Assigned to: Raquel

**Respondent:** Harris, Kelley License Type: Salesperson

License/Entity#: 405740 Expiration Date: 2/29/16

**Complainant:** Hlinken, J

**Complaint #:** 160485

---

Classification Code: NONJ - Non Jurisdiction

Respondent Violations:

**Additional Respondents:**

Name: Lic/Entity: Expiration Date: License Type:  
Violations:

Name: Lic/Entity: Expiration Date: License Type:  
Violations:

Name: Lic/Entity: Expiration Date: License Type:  
Violations:

Name: Lic/Entity: Expiration Date: License Type:  
Violations:

**Comments/Addt'l info:**

---

☒ **NO JURISDICTION CLOSING CODE: NJNA - No Jurisdiction not licensee activity**

Jurisdictional Cases:

☐ DPSA – Disciplined Previously for Similar Activity

☐ ADR – Alternative Dispute Resolution

Date submitted to ADR:

Date returned from ADR:

☐ Need info/docs from complainant Date:

☐ HQ Investigation – Priority Date:

☐ Field Investigation: Investigator: - Priority Date:

Attorney approval: ac Date: 12/2/15

Change Approval : Date:

Rev. 7/15/2015

Delet, 3 (1974) 1-59 + 109

**NOTE:** A copy of the document must be furnished to the Attorney General and the Department of Justice if the information is classified as "CONFIDENTIAL".

IF COMPLETING BY HAND, PLEASE PRINT OR TYPE WITH BLACK OR BLUE INK.

Approved educational provider of:  state

## 113.

Academy Number or Registration Number (if known):

WHAT ACTION HAS BEEN TAKEN BY THE OTHER AGENCY?

DO YOU HAVE AN ATTORNEY REPRESENTING YOU IN THIS MATTER? ☐ YES ☒ NO

IF YES, PLEASE PROVIDE THE FOLLOWING INFORMATION:

Attorney's Name: \_\_\_\_\_

Attorney's Address: \_\_\_\_\_

City \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

DATE(S) OF TRANSACTION: May 2015 through the present

COMPLAINT DETAIL: List the facts of your complaint in the order of their occurrence, starting with the earliest date and working forward. Attach additional sheets as needed.

HAVE YOU PREVIOUSLY NOTIFIED THE PERSON OR COMPANY ABOUT YOUR COMPLAINT? ☒ YES ☐ NO

HOW DID YOU NOTIFY THEM? ☐ WRITTEN (attach copies) ☐ ORAL (detail each contact)

WHAT WAS THE RESPONSE?

PLEASE LIST THE NAME(S), ADDRESS(ES), AND TELEPHONE NUMBERS(S) OF ANY WITNESS(ES) WHO HAVE INFORMATION CONCERNING THE SUBJECT MATTER OF YOUR COMPLAINT:

**RELEVANT DOCUMENTATION CHECKLIST:** (check all that are enclosed)

- ☐ Sales contract (front and back)-all pages and all accompanying forms and attachments
- ☒ Lease/rental agreement (front and back)
- ☐ Listing/management agreement (front and back)
- ☐ Disclosure statement(s) (e.g. Information about Brokerage Services, Intermediary Relationship Notice, Seller's Disclosure Notice)
- ☐ Closing statement (HUD 1)
- ☐ Multiple listing service (MLS) printout(s)
- ☐ Appraisal(s)
- ☐ Inspection report(s)
- ☐ Photograph(s)
- ☐ Advertising
- ☐ Repair bill(s)
- ☐ Receipt(s)
- ☐ Canceled check(s) (front and back)
- ☐ Monthly statement(s)
- ☒ Correspondence, including demand letter(s) and e-mail(s)
- ☐ Judgment/civil lawsuit document(s) (e.g. original petition, settlement document(s))
- ☒ Other (describe): Escrow agreement

**SIGNATURE BLOCK**

- I certify that the information contained herein and all enclosed documents are true and correct to the best of my knowledge.
- I understand that a copy of my complaint will be made available to the person or company against whom it is filed and that I may be required to testify at a hearing.
- I understand that a copy of my complaint and accompanying documentation is subject to public inspection.
- I understand that neither the Texas Real Estate Commission nor any of its officers or employees can act or will act as my legal representative or attorney at anytime, and that I am encouraged to retain separate legal counsel.

Signature \_\_\_\_\_

10/30/15

Date \_\_\_\_\_

**PRIVACY NOTICE**

In accordance with Chapter 559, Government Code, the following notice about certain information laws and practices is given.

- (1) With few exceptions, an individual is entitled on request to be informed about the information that a state governmental body collects about the individual.
- (2) Under Sections 552.021 and 552.023 of the Government Code, the individual is entitled to receive and review the information.
- (3) Under Section 559.004 of the Government Code, the individual is entitled to have the governmental body correct information about the individual that is incorrect.

October 31, 2015

TREC

Austin, TX 787

Re: Complaint against realtor

Kelley Harris  
Stanberry & Assoc  
Bastrop, TX 78602

I would like to file a complaint against Kelley Harris, who was the realtor for Anastacio & Laura Reyna, who purchased my land in August, 2015. I was out of state at the time of the sale, & it was frustrating that when issues developed, she would not respond to my requests for information, but then would prepare the amendments & require me to immediately drop everything to sign them before the buyers even signed them. But it is her habit of unilaterally deciding that written contracts are what she wants them to be, rather than as they are, that are the real problem.

First: On June 11<sup>th</sup>, Kelley Harris & her company attempted to coerce me into paying for a new survey, when the original signed offer specifically stated that the Seller was not providing anything but a copy of the one done around 2012.

However, the main problem is her behavior AFTER the sale. She is extremely unprofessional. She has presented herself as parent, judge, jury, landlord, and now sheriff.

Second: There was/is a problem where Bastrop West Water utility illegally removed the meter from the property, in order to extort money prior to the sale. From the beginning, I have stated I refuse to pay this \$655 bill. I agreed to put the amount of the alleged bill (which has varied on a weekly basis) in escrow until the Formal PUC complaint (45207) has been resolved. (At this point BWV has stated that they did not require anything but a \$50 reconnect fee). The Escrow Agreement I signed states, "All parties must agree on the final amount to be paid to Bastrop West Water Company or if funds are not used...." It also has a clause where the escrow agent may tender the funds into court for settlement, or back to me. Kelley Harris has encouraged escalating harassment by the owners because I am holding to the terms of the escrow agreement they wrote up.

Third: Part of the sale included a residential lease for me on a couple of small shipping container cabins & a shed until the end of the year. Since the sales, Kelley Harris has decided that her clients are not obliged to honor the Escrow Agreement nor the **Residential Rental Lease** we signed. She continues to send harassing emails to me. Twice she has come out to my leased premises to try to evict me, once leaving a note on my car ordering me off the premises that I am leasing. Note: I gave them notice I was moving into the property on September 23<sup>rd</sup> (to the owner only). She is not the Owner or landlord or rental agent. I have a signed Residential Lease agreement. On October 12th, I got an email from her stating that because the buyers haven't cashed my \$1 rent payment (#1594, dated 9/7/15) they are entitled to void the lease, immediately, without going through correct legal procedures.

In my opinion, she is not a good realtor. When her clients signed their agreement for no further survey, she did not have the right to inaccurately insist that I provide one. After the escrow agreement was signed at closing, with language she approved before I saw it, allowing me to retain \$655 in escrow until I was satisfied with the amount owed, she followed me, she

threatened me. And finally she very sloppily wrote what apparently the buyers wanted to be a 3 month storage of the house & shed & what I intended to be a place I went to/would stay at on a daily basis on a Residential Lease Agreement form, which they refuse to honor.

At best, she is very inept. At worst, she deliberately used forms & language that put buyer & seller at odds, while implying both sides got what they want, in order to make her sale.

Attachments: Escrow Agreement  
Residential Lease  
Kelley's 10/10/15 note  
Kelley's 10/12/15 email  
6/13/15 email re: survey



Box 18188, 78711

AUSTIN TX 787  
P.O. GRANDE DISTRICT  
18 NOV 2015 PM 3 L



T Real Estate Comm  
PO Box 12188

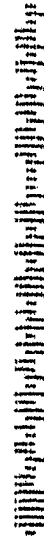
Austin, TX 78711-2188

RECEIVED  
TEXAS REAL ESTATE COMMISSION

NOV 18 2015

CASHIER'S SECTION  
OPERATOR 13

7871121888



Karen Long

---

**From:** Brenda Davis  
**Sent:** Monday, November 23, 2015 8:46 AM  
**To:** Karen Long  
**Subject:** FW: Complaint Acknowledgment TREC File #160485 Rec 11/19/15  
**Attachments:** scan- Kelley Escrow p2.pdf; scan- Kelley Res lease.pdf; scan- Kelly note.pdf

Hi Karen,

**From:** T PE [mailto: [REDACTED]]  
**Sent:** Monday, November 23, 2015 8:35 AM  
**To:** Brenda Davis <Brenda.Davis@trec.texas.gov>  
**Subject:** Re: Complaint Acknowledgment TREC File #160485 Rec 11/19/15

Hello,

Attached is the supporting evidence mentioned in my letter. The 2 emails are forwarded separately. Thank you.

We may request additional information or documentation from you and one of our investigators may interview you.

Standards & Enforcement Services  
Texas Real Estate Commission  
P. O. Box 12188  
Austin, Texas 78711-2188

11/23/2015 10:05 AM

**ESCROW AGREEMENT**  
(Continued)

2. South 45 degrees 38 minutes 38 seconds West a distance of 412.66 feet to a 3/4" iron pipe found for the common corner of said Hinken 10.478 Acre tract and 15.601 Acre tract.

3. South 45 degrees 27 minutes 55 seconds West a distance of 478.40 feet to a 1/2" iron rod found for the Westerly corner of said Gonzales 10.58 Acre tract;

4. South 47 degrees 58 minutes 09 seconds West a distance of 467.55 feet to the point of beginning, containing 23.392 Acres of land, more or less.

NOTE: The Company is prohibited from insuring the area or quantity of the land described herein. Any statement in the above legal description of the area or quantity of land is not a representation that such area or quantity is correct, but is made only for informational and/or identification purposes and does not override Item 2 of Schedule B hereof.

In connection with the above referenced matter, the undersigned do hereby authorize Escrow Agent to hold monies according to the following terms and conditions:

1. The sum to be escrowed is One Thousand And No/100 Dollars (\$1,000.00).

2. The funds are to be held pending satisfaction of the following:  
Restoring the water meter. All parties must agree on the final amount to be paid to Bastrop West Water Company or if funds are not used for the Water installation/restoration, all parties must agree to release the funds to the seller.

3. In the event the funds are insufficient, any and all adjustments will be made between the Seller and Buyer.

4. The funds are to be held until September 14, 2015.

5. The funds are to be released ONLY upon written notification given by ALL PARTIES.

6. In the event no written notification is received by Escrow Agent on or before the date cited in No. 4 above, Escrow Agent, at its sole election and discretion, shall pay all remaining funds to J. Hinken without recourse or liability to Escrow Agent and its underwriter and without notice to the undersigned.

7. In the event a controversy arises over said funds, Escrow Agent, at its sole discretion, may tender the funds into court for settlement, after deducting its attorney's fees, court costs, and escrow fees, if any, which have accrued.

8. An initial fee of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_) shall be paid to Escrow Agent for escrowing said funds. For each successive six(6) month period thereafter a charge of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_) shall be deducted by Escrow Agent from the remaining funds as an escrow fee.

9. The undersigned agree to save and hold harmless Escrow Agent and its underwriter from any liability arising under and as a result of the Escrow Agreement and further agree that the Escrow Agent may, at its option, require the receipt, and release and authorization in writing of all parties before paying money or delivering or redelivering documents or property to any party or to third parties. Escrow Agent shall not be liable for any interest or other charges on the money held by it.



PROMULGATED BY THE TEXAS REAL ESTATE COMMISSION (TREC)  
 (NOTICE: For use only when SELLER occupies the property for no more than 90 days AFTER the closing)

12 05 2011

### SELLER'S TEMPORARY RESIDENTIAL LEASE

1. **PARTIES:** The parties to this Lease are Anastacio A. Reyna, Laura P. Reyna  
 (Landlord) and J. Hinken (Tenant).
2. **LEASE:** Landlord leases to Tenant the Property described in the Contract between Landlord as Buyer and Tenant as Seller known as 000, Edmonson Ln, Cedar Creek, TX 78612  
 (address).
3. **TERM:** The term of this Lease commences on the date the sale covered by the Contract is closed and funded and terminates December 1, 2015, unless terminated earlier by reason of other provisions.
4. **RENTAL:** Tenant shall pay to Landlord as rental \$ n/a per day (excluding the day of closing and funding) with the full amount of rental for the term of the Lease to be paid at the time of funding of the sale. Tenant will not be entitled to a refund of rental if this Lease terminates early due to Tenant's default or voluntary surrender of the Property.
5. **DEPOSIT:** Tenant shall pay to Landlord at the time of funding of the sale \$ 1.00 as a deposit to secure performance of this Lease by Tenant. Landlord may use the deposit to satisfy Tenant's obligations under this Lease. Landlord shall refund any unused portion of the deposit to Tenant with an itemized list of all deductions from the deposit within 30 days after Tenant (a) surrenders possession of the Property and (b) provides Landlord written notice of Tenant's forwarding address.
6. **UTILITIES:** Tenant shall pay all utility charges except n/a which Landlord shall pay.
7. **USE OF PROPERTY:** Tenant may use the Property only for residential purposes. Tenant may not assign this Lease or sublet any part of the Property.
8. **PETS:** Tenant may not keep pets on the Property except n/a.
9. **CONDITION OF PROPERTY:** Tenant accepts the Property in its present condition and state of repair at the commencement of the Lease. Upon termination, Tenant shall surrender the Property to Landlord in the condition required under the Contract, except normal wear and tear and any casualty loss.
10. **ALTERATIONS:** Tenant may not alter the Property or install improvements or fixtures without the prior written consent of the Landlord. Any improvements or fixtures placed on the Property during the Lease become the Property of Landlord.
11. **SPECIAL PROVISIONS:** This lease is only good for the 2 containers, storage shed & contents. The rent will be \$1.00 total. Landlord is not responsible for any damage or theft to these items. If these items are not removed by December 1, 2015 they become the property of the landlord and tenant forfeits rights to the items and premises.  
  
 Tenant must give at least 24 hour notice to landlord before entering the premises.
12. **INSPECTIONS:** Landlord may enter at reasonable times to inspect the Property. Tenant shall provide Landlord door keys and access codes to allow access to the Property during the term of Lease.
13. **LAWS:** Tenant shall comply with all applicable laws, restrictions, ordinances, rules and regulations with respect to the Property.
14. **REPAIRS AND MAINTENANCE:** Except as otherwise provided in this Lease, Tenant shall bear all expense of repairing and maintaining the Property, including but not limited to the yard, trees and shrubs, unless otherwise required by the Texas Property Code. Tenant shall promptly repair at Tenant's expense any damage to the Property caused directly or indirectly by any act or omission of the Tenant or any person other than the Landlord, Landlord's agents or invitees.

(FAR 910) 12 05 2011 Initialed for identification by Landlord LA and Tenant JH TREC NO. 15-5

Phone: (512) 517-5630

Fax: (512) 591-7985

Kelley Harris

Produced with zipForm® by zipLogic 18070 Fifteen Mile Road, Fraser, Michigan 48020 [www.ziplogic.com](http://www.ziplogic.com)

000, Edmonson Ln

Seller's Temporary Residential Lease

000, Edmonson Ln  
Cedar Creek, TX 78612  
(Address of Property)

Page 2 of 2 12-05-2011

15. **INDEMNITY:** Tenant indemnifies Landlord from the claims of all third parties for injury or damage to the person or property of such third party arising from the use or occupancy of the Property by Tenant. This indemnification includes attorney's fees, costs and expenses incurred by Landlord.
16. **INSURANCE:** Landlord and Tenant shall each maintain such insurance on the contents and Property as each party may deem appropriate during the term of this Lease. **NOTE: CONSULT YOUR INSURANCE AGENT; POSSESSION OF THE PROPERTY BY SELLER AS TENANT MAY CHANGE INSURANCE POLICY COVERAGE.**
17. **DEFAULT:** If Tenant fails to perform or observe any provision of this Lease and fails, within 24 hours after notice by Landlord, to commence and diligently pursue to remedy such failure, Tenant will be in default.
18. **TERMINATION:** This Lease terminates upon expiration of the term specified in Paragraph 3 or upon Tenant's default under this Lease.
19. **HOLDING OVER:** Tenant shall surrender possession of the Property upon termination of this Lease. Any possession by Tenant after termination creates a tenancy at sufferance and will not operate to renew or extend this Lease. Tenant shall pay \$ n/a per day during the period of any possession after termination as damages, in addition to any other remedies to which Landlord is entitled.
20. **ATTORNEY'S FEES:** The prevailing party in any legal proceeding brought under or with respect to this Lease is entitled to recover from the non-prevailing party all costs of such proceeding and reasonable attorney's fees.
21. **SMOKE ALARMS:** The Texas Property Code requires Landlord to install smoke alarms in certain locations within the Property at Landlord's expense. Tenant expressly waives Landlord's duty to inspect and repair smoke alarms.
22. **SECURITY DEVICES:** The requirements of the Texas Property Code relating to security devices do not apply to a residential lease for a term of 90 days or less.
23. **CONSULT YOUR ATTORNEY:** Real estate licensees cannot give legal advice. This Lease is intended to be legally binding. **READ IT CAREFULLY.** If you do not understand the effect of this Lease, consult your attorney **BEFORE** signing.
24. **NOTICES:** All notices from one party to the other must be in writing and are effective when mailed to, hand-delivered at, or transmitted by facsimile or electronic transmission as follows:

To Landlord: Anastacio A. ReynaLaura F. Reyna489 ColoradoCedar Creek TX 78612Telephone: (512) 431-1837

Facsimile: \_\_\_\_\_

E-mail: \_\_\_\_\_

Landlord Anastacio A. ReynaLandlord Laura F. ReynaTo Tenant: J. Hinken1718 Labrador RdOregon WI 53575Telephone: (608) 298-3995

Facsimile: \_\_\_\_\_

E-mail: \_\_\_\_\_

Tenant J. HinkenTenant

This form of this contract has been approved by the Texas Real Estate Commission. TREC forms are intended for use only by licensed real estate licensees. No representation is made as to the legal validity or adequacy of any provision in any specific transactions. It is not intended for complex transactions. Texas Real Estate Commission, P.O. Box 12188, Austin, TX 78711-2188. 512-936-3000 (<http://www.trec.texas.gov>) TREC NO. 15-5. This form replaces TREC NO. 15-4.

(TAR-1910) 12-05-2011

TREC NO. 15-5

Produced with zipForm® by zipLogix 18070 Fifteen Mile Road, Fraser, Michigan 48026 [www.ziplogix.com](http://www.ziplogix.com)

000 Edmonson Ln.

Stanberry & Associates

10/10/15

Dear Ms Hinken,

You are required to give the  
owner of this property 24 hour  
notice This has not been  
done. You need to move  
your car immediately  
Thank you for your  
Rapid response.

Kelley Harris

Karen Long

---

**From:** Brenda Davis  
**Sent:** Monday, November 23, 2015 9:16 AM  
**To:** Karen Long  
**Subject:** FW: edmondson survey File 160485

**From:** T PE [mailto: ]  
**Sent:** Monday, November 23, 2015 8:51 AM  
**To:** Brenda Davis <Brenda.Davis@trec.texas.gov>  
**Subject:** Fw: edmondson survey

Hi,

Below is a June 13, 2015 email

**From:** T PE [mailto: ]  
**Sent:** Saturday, June 13, 2015 2:43 PM  
**To:** Blake Kaiser; [mailto: ]  
**Subject:** RE: edmondson survey

I got a call from the surveyors office today. The survey provided is not an accurate survey for the remaining property. The contract calls for the Seller to provide a survey. The survey provided is not stamped and is for a larger tract of land so the legal description and field notes would not apply.

This contract needs a new survey.

Hello,

I looked over the signed Offer to Purchase for Edmonson Ln. In regards to the Survey, the language requiring the survey is closed out (& initialed by all parties); only the Affidavit is required. In addition, #4 is checked stating no survey is required & that the buyers had accepted the survey I provided.

I talked to James Garon; he stated updating the survey would cost about \$425 & take 1 to 1.5 weeks.

Plus it's rather strange that this request didn't come from the buyer's realtor.

So if the buyers want a new survey, it is up to them to arrange for it. Thank you.

Karen Long

---

**From:** Brenda Davis  
**Sent:** Monday, November 23, 2015 9:16 AM  
**To:** Karen Long  
**Subject:** FW: Voided Lease File 160485

**Importance:** High

**From:** T PE [mailto: [REDACTED]]  
**Sent:** Monday, November 23, 2015 8:53 AM  
**To:** Brenda Davis <Brenda.Davis@trec.texas.gov>  
**Subject:** Fw: Voided Lease  
**Importance:** High

Hello,

Here is a 10/12/15 email

**From:** Kelley Harris < [REDACTED] >  
**Sent:** Monday, October 12, 2015 10:07 AM  
**To:** 'T PE'; 'Anastasio'  
**Cc:** 'Bill Stanberry'; 'Sharon Rosshirt'; 'Blake Kaiser'  
**Subject:** Voided Lease

Hello Ms. Hinken.

Since your payment of the lease was never received by the new owners the option to lease is hereby withdrawn.

Kelley Harris







Karen Long

---

**From:** Karen Long  
**Sent:** Thursday, December 03, 2015 12:19 PM  
**To:** [REDACTED]  
**Subject:** Re: TREC File # 160485  
**Attachments:** 160485.Hinken.NJNA.pdf

The attached document is a letter informing you of the determination made regarding the above referenced matter.

If you have any questions or wish to discuss the determination that was made, you may contact this office at (512)936-3005 and reference the file number.

Karen Long  
Administrative Assistant  
Texas Real Estate Commission  
Standards & Enforcement Services  
Tel: 512-936-3005  
Fax: 512-936-3809