

Good morning,

I'm currently staying in Cabin [removed] at Village West Resort and would appreciate assistance with several issues we've encountered since our arrival on July 26.

First, we noticed the deck chairs are either missing or unusable—those present have visible black mold, and the replacements appear to be broken and of poor quality. Enjoying time on the deck is an important part of our experience, and we hope this can be remedied during our stay.

Additionally, we've observed the following concerns that may require maintenance attention:

- The back sliding door does not latch securely
- The dishwasher soap dispenser won't stay closed
- The side wood steps are deteriorating, with exposed screws
- There are visible holes in the siding and around the windows
- The utility closet light is not functioning
- The retaining wall along the side of the sidewalk is falling over

I initially contacted the front desk and was directed to reach out to you. Please let me know who is best equipped to address these matters and whether a maintenance visit can be scheduled.

Thank you in advance for your time and attention. We're hopeful these items can be resolved soon to ensure a safe and enjoyable stay.