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| What types of problems?                                                                                                                |
| Oh, I'm sorry to hear that! Yes, of course. I'll speak to them right away.                                                             |
| I'm having some problems with the people living in the apartment above me.                                                             |
| You're very welcome.                                                                                                                   |
| Hi. I'm sorry to bother you. I'm Mr. Aziz from apartment 403.                                                                          |
| Thank you. I appreciate that.                                                                                                          |
| They play music late into the night, their dog is always barking and I saw them throw garbage off the balcony. Could you talk to them? |
| Hi Mr. Aziz. How can I help you?                                                                                                       |