



Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

July 2013

Issue Date

8/2/2013

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Gloria Hills

Request #: 0554-AMDK997K8H Status: Completed

Address: 1405 E Central Rd 103A Arlington Hgts, IL 60005

Date Entered: 07/01/2013

Received By: AnnMarie Detrick

Type of Request: Other

Description:

Gloria came into the office today concerns as Debbie Whiteside went to her unit on Saturday taking pictures of a bowl of food. Ms. Whiteside indicated to Gloria that she was going to turn the pictures in as evidence that she was feeding the cats. Gloria wanted us to know that she is working directly with Animal Control in catching the baby kittens so they do not grow up to have more cats in the area. Gloria's main concern was that she did not want Management to think she was part of Ms. Whitesides process and that she was indeed working directly with Animal Control as has to this date caught 35 cats and kittens that Animal Control has removed from the premises.

Resolution:

I assured Gloria that I would note her account as to her concerns so that it is indicated that she is not working with Ms. Whiteside but with Animal Control in helping to remove cats and kittens

Name: Richard Ritter

Request #: 0554-SPEY99UL86 Status: Completed

Address: 1405 E Central Rd 112B Arlington Hgts, IL 60005

Date Entered: 07/22/2013

Received By: Sandra Penway

Type of Request: Appraiser Information

Description:

Julie (appraiser) seeking general information.

Resolution:

Provided Julie with the information as stated in the Property Profile.

Name: The Dana Point Condo Assn

Request #: 0554-SPEY99FLKU Status: Completed

Address: 1405 E Central Rd 115B Arlington Hgts, IL 60005

Date Entered: 07/09/2013

Received By: Sandra Penway

Type of Request: Account Information

Description:

Daniel Walter reporting his rent check is on it's way as there was a problem with his auto deposit through his employer preventing him from sending the check sooner. He is very sorry there is a delay.
phone # 224-210-8717

Resolution:

Thanked Mr Walter for advising and assured him the account would be noted.

Name: Jan Hanson

Request #: 0554-LRAY99JMUB Status: Completed

Address: 1405 E Central Rd 122C Arlington Hgts, IL 60005

Date Entered: 07/12/2013

Received By: Lisette Ray

Type of Request: On Site Information

Description:

Cable for telephone lines cut when bushes were trimmed. Telephone company came out and installed a new line to unit, but cable has not been buried yet.

Resolution:

Advised owner telephone company should bury the line and will advise the landscapers of the line so it is not cut again.

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<u>Name:</u>	Diane Bergen	<u>Request #:</u>	0554-LRAY99JTF7	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 203A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Outbound Call		
<u>Description:</u>	<u>Resolution:</u>				
Outbound call: asked owner if will be home on Tuesday at 10:00 AM for bathtub drain clearing in #205. Work order issued.	Owner will be home.				

<u>Name:</u>	Lorraine Wagner	<u>Request #:</u>	0554-LRAY99MKN4	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 207A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/15/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Outbound Call;Water Intrusion		
<u>Description:</u>	<u>Resolution:</u>				
Outbound call to tenant to set up an appointment for this afternoon to inspect a leak in unit below bathroom.	Left message on voicemail to call office for appointment time today. Update; tenant called stating someone will be home today at 1:00 PM and appointment set for 1:30 PM today.				

<u>Name:</u>	Michele Juliano	<u>Request #:</u>	0554-LRAY999M4U	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 208A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/03/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	<u>Resolution:</u>				
Owner calling regarding laundry room 1405 washer #2 is out of order, lost a dollar and screen states ETL error.	Advised owner we will get it repaired and contact laundry service for reimbursement.				

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-ABOO997T7K	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/01/2013	<u>Received By:</u>	Angie Botello
		<u>Type of Request:</u>	Account Information;Budget/Financial/Doc Request		
<u>Description:</u>	<u>Resolution:</u>				
Owner calling to state that she is refinancing and states that her mtg company has asked for decs, budget and income expense statement. Owner states that she is not sure what the income expense statement is and states that she would like her ledger emailed as well just in case. jmar711@gmail.com	Advised owner that these docs will be emailed to her.				

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-KVGR997UEY	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/01/2013	<u>Received By:</u>	Kasandra Von Gl
		<u>Type of Request:</u>	Budget/Financial/Doc Request		
<u>Description:</u>	<u>Resolution:</u>				
owner Mrs calling to get the Dec's and Bylaws, budget, financials, and the COI	Sent out information to owner via fax				

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<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-JBYE99GQXK	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	Jackie Byrne
<u>Description:</u>	Tom an appraiser is calling to get gen property info.				
		<u>Type of Request:</u>	Appraiser Information		
		<u>Resolution:</u>	Gave info.		

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-FALZ99VLKD	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/23/2013	<u>Received By:</u>	Fabiola Alvarez
<u>Description:</u>	Homeowner Mrs 630-690-0110 is calling to order CQ. Email- jmar711@gmail.com				
		<u>Type of Request:</u>	Closing PAL Form Requested		
		<u>Resolution:</u>	Emailed owner the document order form		

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-MSZK99YMTK	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/26/2013	<u>Received By:</u>	Marta Szlosek
<u>Description:</u>	Owner is requesting a CQ. Owner received form but needs clarification.				
		<u>Type of Request:</u>	Closing PAL Form Requested		
		<u>Resolution:</u>	Advised of procedure to obtain CQ.		

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-DCON9A4M9W	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/30/2013	<u>Received By:</u>	Danielle Corcoran
<u>Description:</u>	Owner calling to advise she emailed CQ in yesterday and is checking status.				
		<u>Type of Request:</u>	Closing PAL Status		
		<u>Resolution:</u>	Advised owner all documents were now received and order will be process standard. Collected owner's credit card information to document.		

<u>Name:</u>	Janet Marasco	<u>Request #:</u>	0554-IAYA9A5M8Z	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 209B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/31/2013	<u>Received By:</u>	Irene Ayala
<u>Description:</u>	7-30 Received CQ				
		<u>Type of Request:</u>	Closing PAL Request Received		
		<u>Resolution:</u>	normal processing missing payment-owner calling to provide cc information		

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Name: Carl Kurtides **Request #:** 0554-LRAY99MLR6 **Status:** Completed
Address: 1405 E Central Rd 313B Arlington Hgts, IL 60005 **Date Entered:** 07/15/2013 **Received By:** Lisette Ray
Type of Request: Outbound Call

Description: Outbound call to owner to arrange for unit entry to clear bathroom sink lines. Neighbor has a back up. Tuesday at 3:30PM.
Resolution: left message on machine for owner to call office to schedule an appointment.

Name: David Van Cura **Request #:** 0554-LRAY998LAN **Status:** Completed
Address: 1405 E Central Rd 408A Arlington Hgts, IL 60005 **Date Entered:** 07/02/2013 **Received By:** Lisette Ray
Type of Request: Projects

Description: Owner calling to request new balcony coating for his balcony.
Resolution: Advised owner of rating system and projected coating timeline, advised owner to put request in writing with picture of balcony to the Board for consideration for faster completion. Owner was not happy that communication had to go to the office for Board consideration.

Name: Tomasz Nawrocki **Request #:** 0554-ARIR998RJQ **Status:** Completed
Address: 1405 E Central Rd 413B Arlington Hgts, IL 60005 **Date Entered:** 07/02/2013 **Received By:** Andrea Ritter
Type of Request: Settlement Statement Received

Description: Received settlement statement for new owner Bozena Anczyk. Closing date was 6-26-13
Resolution: will process move

Name: Tomasz Nawrocki **Request #:** 0554-ARIR99UTDC **Status:** Completed
Address: 1405 E Central Rd 413B Arlington Hgts, IL 60005 **Date Entered:** 07/22/2013 **Received By:** Andrea Ritter
Type of Request: New HO Move-In

Description: Move processed to reflect the new owner Bozena Anczyk
Resolution: Coupon book will be sent for Aug. thru Dec. 2013

Name: Ivelin Miankov **Request #:** 0554-WORE999N9C **Status:** Completed
Address: 1405 E Central Rd 415B Arlington Hgts, IL 60005 **Date Entered:** 07/03/2013 **Received By:** Wendy O'Rourke
Type of Request: Account Information

Description: Owner Mrs calling to check why she is receiving late fees on her account
Resolution: Advised owner that the "late date" on her account is the 15th and while she makes her payments they are not being posted to her account until after the date.

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Name: Deborah Whiteside Request #: 0554-JFIK99RKXF Status: Open
Address: 1415 E Central Rd 103A Arlington Hgts, IL 60005 Date Entered: 07/19/2013 Received By: Jerry Fitzpatrick
Type of Request: Outbound Call

Description: Left message to schedule access to repair bathroom sink in Unit 105A
Resolution: Waiting for call back to schedule access

Name: Jacqueline Prendergast Request #: 0554-JFIK99RKVN Status: Open
Address: 1415 E Central Rd 105A Arlington Hgts, IL 60005 Date Entered: 07/19/2013 Received By: Jerry Fitzpatrick
Type of Request: Work Order Status

Description: Owner needs bathroom sink drain fixed. Left message to schedule access to Unit 103A for repairs
Resolution: Waiting for access to second unit

Name: Larry Dellefield Request #: 0554-JFIK9A5LL3 Status: Completed
Address: 1415 E Central Rd 113B Arlington Hgts, IL 60005 Date Entered: 07/31/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description: Owner lost \$1.75 in laundry machines.
Resolution: Left message with Family Pride to issue refund. Sent to billing address in NV

Name: Harry Psarros Request #: 0554-LRAY99GLJ3 Status: Completed
Address: 1415 E Central Rd 115B Arlington Hgts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: On Site Information;Other

Description: Owner Mrs. came to office to report a large gray animal she saw twice going under garage pedestrian walkway, cannot identify what it is but it comes from the garbage area to the space between her patio and the walkway.
Resolution: Advised will have maintenance locate and close up hole to get rid of animal.

Name: Margaret Burzinski Request #: 0554-JFIK99QLS4 Status: Completed
Address: 1415 E Central Rd 202A Arlington Hgts, IL 60005 Date Entered: 07/18/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description: Owner will be out of town 7/19 to 7/28
Resolution: Account noted

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Name: Paul Wendel

Request #: 0554-CBRT997QCX Status: Completed

Address: 1415 E Central Rd 207A Arlington Hgts, IL 60005

Date Entered: 07/01/2013

Received By: Cheri Brandt

Type of Request: Account Information;Forwarded to Property Manager;Service@lmsnet.com

Description:

Resolution:

FWD TO PM

Paul Wendel

(847)605-6948

Email

pjw713@gmail.com

Comments/Questions

Account # 000554 B207 01

I had some trouble in getting my on-line bill pay to change over from the previous management company to yours, this year, but I believe it has been resolved. As a result I have a \$50 late fee balance. I am requesting that you and or the Dana Point BOD waive this fee. As a 10 year + resident I haven't been late on a payment until now and believe this was an unintentional oversight.

Thank you for your consideration

Paul Wendel

Name: Barbara Johnson

Request #: 0554-LRAY99QKYV Status: Open

Address: 1415 E Central Rd 211B Arlington Hgts, IL 60005

Date Entered: 07/18/2013

Received By: Lisette Ray

Type of Request: On Site Information;Board Consideration

Description:

Owner called to ask to blow out bathtub drains next week at 1 pm. NEED APPT FOR #213 as well.

Owner has question if she needs Board approval to install mulch around patio and tree in front of unit.

Resolution:

Advised owner we would need approval from the board for the mulch and we will call neighbor to arrange for an appointment next week. Office will call her to confirm appointment date once neighbor has been contacted.

Name: John Gaiser

Request #: 0554-LRAY998SJS

Status: Completed

Address: 1415 E Central Rd 214B Arlington Hgts, IL 60005

Date Entered: 07/02/2013

Received By: Lisette Ray

Type of Request: Violations

Description:

Owner calling to state decorations were taken down 2 days after receiving notice of violation, will need inspection to verify compliance.

Resolution:

Please call tenant to set up an inspection with maintenance.

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<u>Name:</u>	John Gaiser	<u>Request #:</u>	0554-JBYE99DLQ8	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 214B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/05/2013	<u>Received By:</u>	John Gaiser/PNTII
		<u>Type of Request:</u>	Unicom;Rules/Regs Info		
<u>Description:</u>	Condo rules and regulations				
		<u>Resolution:</u>	Unicom. I think owner wanted the rules and regs sent to him. I have emailed them to the owner.		
<hr/>					
<u>Name:</u>	John Gaiser	<u>Request #:</u>	0554-LRAY99YRJH	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 214B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/26/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Violations;Board Consideration		
<u>Description:</u>	Owner calling regarding fine for decoration in brick received for tenant's brick. Tenant removed it 2 days after owner called upon receipt of letter who is off-site. Owner wants the violation waived.				
		<u>Resolution:</u>	Advised owner would need to submit request in writing to Board for waiver at next meeting.		
<hr/>					
<u>Name:</u>	John Gaiser	<u>Request #:</u>	0554-DCON99YREJ	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 214B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/26/2013	<u>Received By:</u>	Danielle Corcoran
		<u>Type of Request:</u>	Account Information;On Site Information;Violations;Warning Letter		
<u>Description:</u>	Owner calling to contest \$100 fee on her account as her tenant complied with warning letter. Owner stating there should have not been a charge.				
		<u>Resolution:</u>	Advised owner she would need to submit fee waive request in writing. Advised owner of LMS fax and on site phone number.		
<hr/>					
<u>Name:</u>	Beverley Baron	<u>Request #:</u>	0554-LRAY99MS2A	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 307A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/15/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Board Consideration		
<u>Description:</u>	Owner calling to request to contact neighbor to ask if he can put something under his plants to catch the water when watering plants it is coming down to balcony and wants Board to put out a notice regarding cigar and cigarette smell on balconies and patios that comes in through the windows.				
		<u>Resolution:</u>	Will take appropriate action with regards to neighbor and will forward recommendation.		
<hr/>					
<u>Name:</u>	Beverley Baron	<u>Request #:</u>	0554-BHOD99UH7E	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 307A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/20/2013	<u>Received By:</u>	CN=lmsu01/O=Li
		<u>Type of Request:</u>	Unicom;Forwarded to Property Manager;Neighbor Etiquette;Outbound Call		
<u>Description:</u>					
		<u>Resolution:</u>			

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HO states this is her 2nd call to complain about her neighbor in Unit 407-A. He splashes her balcony every time he waters his plants, she is afraid to even sit outside. Would like a call back at 847-981-0111, this needs to stop. Owner stated she would like the complaint form to be sent via email to bbaron1104@aol.com.

Forwarded to PM for advisement.

Outbound 7/23/13 12:27pm: Advised owner per PM a letter went out to the owner last week to put in something to catch the water. Advised owner per PM if this continues, owner needs to complete a complaint form and submit it to the office for the Board per the Rules. Advised owner the complaint form will be sent via email.

Name: Ardith Ritter

Request #: 0554-MSZK99MSPH **Status:** Completed

Address: 1415 E Central Rd 312B Arlington Hghts, IL 60005

Date Entered: 07/15/2013

Received By: CN=lmsu12/O=Li

Type of Request: Common Area Request; Work Order
Status; Unicom

Description:

Air conditioner is not working in the B hallway, this has been going on for a few days
1415 E Central Rd 312B

Resolution:

Placed work order under common area.

Name: Joan Gordon

Request #: 0554-DCON99ML7M **Status:** Completed

Address: 1415 E Central Rd 319C Arlington Hghts, IL 60005

Date Entered: 07/15/2013

Received By: Danielle Corcoran

Type of Request: Forwarded to Property Manager; Neighbor
Etiquette

Description:

Owner stating there are noises in her ceiling all day sometimes at night as if someone dropped a marble and it is rolling. Owner stating perhaps unit upstairs installed wood floors and it was done without appropriate material to sound proof.

Resolution:

Advised owner information would be forwarded to PM to advise.

Update per PM 7/15: Please advise the owner they need to complete the Complaint Form and submit it to the office. The Board will then take the appropriate action. Here is the form.

Emailed update and form to owner 7/15.

Name: Joan Gordon

Request #: 0554-JFIK9A5R55 **Status:** Completed

Address: 1415 E Central Rd 319C Arlington Hghts, IL 60005

Date Entered: 07/31/2013

Received By: Jerry Fitzpatrick

Type of Request: Other

Description:

Per daughter Laura Gordon ok to add \$7 charge to acct for bus pass

Resolution:

Gave pass #233270

Name: Henry Jemiolo

Request #: 0554-AMDK997R6D **Status:** Completed

Address: 1415 E Central Rd 320C Arlington Hghts, IL 60005

Date Entered: 07/01/2013

Received By: AnnMarie Detrick

Type of Request: Other

Description:

Spoke with Mrs. and she indicated that before she left out of the states she seen the notice regarding the balcony and it did not mention anything regarding cleaning out the storage closets. She indicated that she will be back on July 12 and she can do it then, however, she does not have anyone that would be able to assist her with this at this time and she does not feel she should be penalized for something that was not told to her.

Resolution:

I told Mrs. I would note her account regarding our conversation and that I would let the PM know as well.

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<u>Name:</u>	Henry Jemiolo	<u>Request #:</u>	0554-LRAY99JJZ9	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 320C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Projects		
<u>Description:</u>	owner calling to see if balcony is done, just returned from out of town.				
		<u>Resolution:</u>	Advised owner since items were not removed, the balcony coating could not be completed and would have to be rescheduled for when the workmen return for the second phase. Owner advised she can clear it today. Advised owner the workmen are no longer on the property. Once the contract has been approved, we can advise her of the rescheduled date. Owner may use balcony until then.		
<u>Name:</u>	Tadeusz Wiczowski	<u>Request #:</u>	0554-LRAY99JSQ5	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 403A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Work Order Status		
<u>Description:</u>	Tenant called regarding slow tub drain, will drop off key on Monday to have someone clear the line. Advised we will need to enter neighboring unit to clear line.				
		<u>Resolution:</u>	Advised will attempt to contact neighbor and arrange an appointment for Monday if possible. Tenant will drop off key to office Monday.		
<u>Name:</u>	Lynn Raymond	<u>Request #:</u>	0554-LRAY99JSUG	<u>Status:</u>	Open
<u>Address:</u>	1415 E Central Rd 405A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Outbound Call		
<u>Description:</u>	Outbound call to tenant: need access to unit to clear bathtub lines in neighbor unit #403.				
		<u>Resolution:</u>	Left message on cell phone to call back and schedule appointment.		
<u>Name:</u>	Susan Cesek	<u>Request #:</u>	0554-LRAY99GK9H	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	Outbound call to tenant, need appointment to enter unit to clear drain line, tenant will drop off key for unit at office today.				
		<u>Resolution:</u>	Thanked tenant and will notify neighbor we can arrange it for today.		

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Name: Susan Cesek **Request #:** 0554-JFIK99XKLQ **Status:** Completed
Address: 1415 E Central Rd 406A Arlington Hghts, IL 60005 **Date Entered:** 07/25/2013 **Received By:** Jerry Fitzpatrick
Type of Request: Work Order Status

Description: Left msgs for tenants Ali & Steven to gain access to unit to clear neighbor's (Unit 404A) bathtub drain WO
Resolution: Left msg

Name: Milka Kokotovic **Request #:** 0554-LRAY999PXJ **Status:** Completed
Address: 1415 E Central Rd 410B Arlington Hghts, IL 60005 **Date Entered:** 07/03/2013 **Received By:** Lisette Ray
Type of Request: On Site Information

Description: Owner Mr. came into office, son dropped phone down elevator, wants to see if someone can get it out for him.
Resolution: Advised will have maintenance meet owner and retrieve it if possible. Sent owner back to building.

Name: Milan Dzupin **Request #:** 0554-LRAY99EQ38 **Status:** Completed
Address: 1415 E Central Rd 414B Arlington Hghts, IL 60005 **Date Entered:** 07/08/2013 **Received By:** Lisette Ray
Type of Request: Account Information

Description: Owner calling regarding letter received for expired lease on file. Owner stated provided all the information previously.
Resolution: Advised owner emergency information is on file but lease expired 9/30/12. Owner will drop off current lease expiring 9/30/13.

Name: Sam Miller **Request #:** 0554-LRAY99QMZX **Status:** Completed
Address: 1415 E Central Rd 415B Arlington Hghts, IL 60005 **Date Entered:** 07/18/2013 **Received By:** Lisette Ray
Type of Request: Work Order Status

Description: Tenant calling to check the status on the hot water.
Resolution: Advised maintenance is on site to complete repair, if all goes well hot water should be restored within 30 minutes.

Name: Barbara Syrek **Request #:** 0554-LRAY99YR5Z **Status:** Completed
Address: 1415 E Central Rd 420C Arlington Hghts, IL 60005 **Date Entered:** 07/26/2013 **Received By:** Lisette Ray
Type of Request: Pool

Description: Owner was at pool on 7/26/13 and when leaving asked for pool pass from guard. No pool pass with her name was in the box at the time. Guard who checked her in was not on duty as there was a shift change.
Resolution: Guard may have given pass to wrong owner but cannot verify. Owner may be granted a replacement if pass is not located.

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<u>Name:</u>	Marie Miller	<u>Request #:</u>	0554-LRAY99EKNK	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 422C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/08/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	Owner calling to see how she can get two more building keys.				
		<u>Resolution:</u>	Advised owner keys are available at site office, \$25.00 per key payable by check only.		
<hr/>					
<u>Name:</u>	Louise Gulliford	<u>Request #:</u>	0554-LRAY99HRJ9	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 201A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/11/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	Owner states sinks are backing up in kitchen.				
		<u>Resolution:</u>	Advised plumbers are on-site and will be there shortly to address back up.		
<hr/>					
<u>Name:</u>	Gerald Morin	<u>Request #:</u>	0554-LRAY99ELHM	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 204A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/08/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Account Information		
<u>Description:</u>	Owner called regarding letter received for lease request and emergency contact information. Owner advised unit is not leased since they current live in it. The owner is a snow bird and is not always in residence.				
		<u>Resolution:</u>	Thanked owner for update and confirmed emergency contact information. Owner's daughter is main contact where all correspondence goes since they are not in residence full time.		
<hr/>					
<u>Name:</u>	Louis Ruttkay	<u>Request #:</u>	0554-BHOD999GT9	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 207A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/02/2013	<u>Received By:</u>	Louis Ruttkay/PN7
		<u>Type of Request:</u>	Unicom;Board Minutes;Forwarded to Property Manager		
<u>Description:</u>	I called some time ago to find out when the Board Meeting Minutes would be posted and the only ones posted for 2013 are from February. When will the more current ones be posted. And must they be scattered throughout the rest of the publications? I think not.				
		<u>Resolution:</u>	Forwarded to PM for advisement.		
<hr/>					
<u>Name:</u>	Louis Ruttkay	<u>Request #:</u>	0554-LRAY99JLJG	<u>Status:</u>	Open
<u>Address:</u>	1505 E Central Rd 207A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	Owner calling regarding garage cleaning, does not think a good job was done, wants PM to inspect and call back.				
		<u>Resolution:</u>	Advised will inspect today and call owner back with findings. Spoke to owner after inspection, can see what he was trying to explain. Advised Board did not go with a power scrub on the floor but will speak with vendor to see if there is anything that can be done to clean it up.		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Marguerite Train **Request #:** 0554-LRAY99HT4K **Status:** Open
Address: 1505 E Central Rd 208A Arlington Hgts, IL 60005 **Date Entered:** 07/11/2013 **Received By:** Lisette Ray
Type of Request: On Site Information

Description: **Resolution:**
 Tenant called, one side of sink is backed up in kitchen, please
 advise when plumber can clear. Tenant Heidi Franco can be
 reached at 224-388-8163. Forwarded to Capps who is on site doing rodding.

Name: Marguerite Train **Request #:** 0554-KVGR9A3HWC **Status:** Completed
Address: 1505 E Central Rd 208A Arlington Hgts, IL 60005 **Date Entered:** 07/29/2013 **Received By:** Kasandra Von Gl
Type of Request: Account Information

Description: **Resolution:**
 Allan Train son of the owner with is deceased. Caller stated that
 he should not have a balance on the account. Advised that there is a credit on the account not a balance.

Name: US Bank National Association **Request #:** 0554-BHOD99UHFG **Status:** Completed
Address: 1505 E Central Rd 212B Arlington Hgts, IL 60005 **Date Entered:** 07/22/2013 **Received By:** Beverly Hood
Type of Request: Unicom;Closing PAL Form Requested;Outbound
 Call

Description: **Resolution:**
 Joe with Mortgage Connect would like a call back at
 866-789-1814 ext. 531 regarding 1505 E. Central Road, Unit
 212-B. Outbound 8:10am: LM Advised Joe we need the email address to
 This is a foreclosed property, he needs to order a paid assessment send the order form for PAL and 22.1.
 letter and a 22.1 disclosure letter. Inbound: Advised Joe the order form and checklist will be sent
 via email.

Inbound 12:56pm: Joe stated he need the order form sent via
 email to jschmalstieg@mortgageconnectlp.com.

Name: US Bank National Association **Request #:** 0554-LRAY9A5SXA **Status:** Completed
Address: 1505 E Central Rd 212B Arlington Hgts, IL 60005 **Date Entered:** 07/31/2013 **Received By:** Lisette Ray
Type of Request: Homeowner Responsibility;New HO
 Move-In;Other

Description: **Resolution:**
 New owner came into office to report unit closed for sale
 purchased through foreclosure auction. New owner had locksmith
 change locks on unit door to open entry as there are no keys. Unit
 is full of stuff and suspect previous resident was still living in unit.
 new owner left a note for resident to arrange for removal of
 personal possessions. Key is the same as 1515 unit owned and
 key is on file in office. Thanked owner. Owner will be filing report to police in case there
 is any further repercussions. Advised to keep a copy of police
 report on file in office. No action by association is needed.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Gary Haeger Request #: 0554-AMDK99EJYL Status: Completed
Address: 1505 E Central Rd 304A Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: AnnMarie Detrick
Type of Request: Other;Water Intrusion

Description:

There is a leak on the first floor and we are eliminating each unit that may be the start of the leak. I left a message for tenant to call our office so we may enter his unit.

Resolution:

Left message for tenant to call us so we may access his unit to help find the source of the leak in the tier.
Update per PM: owner called back and made appointment for 2:00 PM today to allow maintenance to inspect for leak.

Name: Gary Haeger Request #: 0554-JBYE99VR6D Status: Completed
Address: 1505 E Central Rd 304A Arlington Hghts, IL 60005 Date Entered: 07/23/2013 Received By: Jackie Byrne
Type of Request: On Site Information;Forwarded to Property Manager

Description:

Owner is calling to say that he needs a call from the on site office or maintenance person right away. He said that he called the on site office but got transferred here.

call can be called back at 312-656-2052

Resolution:

I advised owner I'd send this message over to the on-site. Update: PM called owner at 3:05PM on 7/24/13. Owner had questions regarding the rodding of the unit that occurred last week, wanted to verify the tenant and maintenance had cleared unit since tenant was out of town. Advised tenant left key which was left in the unit when maintenance finished. We no longer have access and drains were cleared by maintenance.

Name: Richard Kluchenek Request #: 0554-LRAY998QEZ Status: Completed
Address: 1505 E Central Rd 308A Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Outbound call to owner, hall light out which may be connected to unit circuit breaker. Need access to unit to ensure it is on.

Resolution:

Owner advised he has electric turned off for work in unit. Owner will turn breaker on when finished today. Thanked owner.

Name: Marcia Cale Request #: 0554-LRAY997Q8C Status: Completed
Address: 1505 E Central Rd 309B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Owner calling to report someone broken the cord for blinds in laundry room.

Resolution:

Thanked owner and will have maintenance take a look to see if we can repair it.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Krystle Seifert

Address: 1505 E Central Rd 403A Arlington Hghts, IL 60005

Description:

Owner Ms. calling regarding violation notice received in mail today regarding \$250 fine for no insurance, owner states she has not received a previous request for the insurance and was upset that she is being fined when she was not previously notified.

Request #: 0554-LRAY997MF9 Status: Completed

Date Entered: 07/01/2013

Received By: Lisette Ray

Type of Request: Association to HO Correspondence;Insurance Information;Violations

Resolution:

PM advised owner previous request letters where mailed to unit on May 7, 2013 and March 27, 2013 requesting insurance. Owner states she never received them. PM inquired when owner can provide insurance so that an extension may be requested by the Board of Directors. Owner advised she would have to do it next week from agent, or she can provide a copy of the bill since she just paid for it. Owner was upset that whenever the office tries to contact her, they fail, thinks there is an issue in the office. Advised owner she can deliver a copy of the insurance to the office today before 5:00 PM, need policy number, expiration, and coverage amounts as evidence of insurance. Apologized if owner did not receive 2 prior requests and will note in account.

Name: Timothy Dykes

Address: 1505 E Central Rd 404A Arlington Hghts, IL 60005

Description:

There is a leak on the first floor and we are eliminating each unit that may be the start of the leak. I left a message for tenant to call our office so we may enter his unit.

Request #: 0554-AMDK99EJW4 Status: Completed

Date Entered: 07/08/2013

Received By: AnnMarie Detrick

Type of Request: Other

Resolution:

Left message for tenant to call us so we may access his unit to help find the source of the leak in the tier.

Name: Marilyn Courter

Address: 1505 E Central Rd 405A Arlington Hghts, IL 60005

Description:

Marilyn calling to state that she has contacted the PM earlier today regarding a back up in her kitchen sink. Owner states that the PM advised her that this was due to the rodding taking place currently. Owner states that she would like to check the status on this work.

Request #: 0554-ABOO99HTN3 Status: Completed

Date Entered: 07/11/2013

Received By: Angie Botello

Type of Request: On Site Information

Resolution:

Outbound call to onsite.
PM stated that the plumber has been given he owners phone number and will be contacted. The plumber is on site until 6pm today.

Name: Anna Malek

Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005

Description:

Owner calling, received welcome letter asking for settlement statement, insurance and emergency contact information. Owner already supplied information so is not sure why she is being asked for it again.

Request #: 0554-LRAY99ET3D Status: Completed

Date Entered: 07/08/2013

Received By: Lisette Ray

Type of Request: Account Information;Settlement Statement Received

Resolution:

Advised owner we have her settlement statement and insurance but we still need a contact sheet. Owner stated she did not receive a coupon book yet. PM checked with Closing and new coupon book will be mailed out today.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Anna Malek	<u>Request #:</u>	0554-MSZK9A5SNR	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/31/2013	<u>Received By:</u>	Marta Szlosek
		<u>Type of Request:</u>	Board Consideration;Account Information		

Description:

Owner is calling to state that late fee was received for \$25 and she is inquiring how to have that waived. Owner states she thought assessment payment was \$251.00 and not \$251.22. She just received coupon book.

Resolution:

Advised owenr she is able to write to the BOD for reversal consideration.

<u>Name:</u>	Robert Schmitz	<u>Request #:</u>	0554-LRAY99JLNQ	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 410B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		

Description:

Owner calling to see if she can use the water in her unit again, maintenance stopped by to ask not to use it while doing a repair.

Resolution:

Checked with maintenance, water can be used. Advised owner.

<u>Name:</u>	Robert Schmitz	<u>Request #:</u>	0554-LRAY99JQHR	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 410B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Homeowner Responsibility;Other		

Description:

Owner calling to see if anyone in the building wants a curtain rod, shade, and drapes in good shape.

Resolution:

Advised owner to post a note on the laundry bulletin board with her name and number so if anyone wants it, they can contact her directly.

<u>Name:</u>	Benjamin Mule	<u>Request #:</u>	0554-JFIK99QM38	<u>Status:</u>	Open
<u>Address:</u>	1505 E Central Rd 411B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/18/2013	<u>Received By:</u>	Jerry Fitzpatrick
		<u>Type of Request:</u>	Account Information		

Description:

Tenant Antonio Franco to allow access to unit for plumbing repairs in 413B 7/19 at 9AM

Resolution:

work to be completed 7/19

<u>Name:</u>	Carol Thomas	<u>Request #:</u>	0554-KVGR998JCK	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/02/2013	<u>Received By:</u>	Kasandra Von Gl
		<u>Type of Request:</u>	Violations		

Description:

Carol Owner Mrs calling to see what the list with names and codes was for and if her name is on the list.

Resolution:

Advised That there are no violations on her account recently.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: The Dana Point Condo Assn Request #: 0554-LRAY99WQGW Status: Open
Address: 1515 E Central Rd 117C Arlington Hgts, IL 60005 Date Entered: 07/24/2013 Received By: Lisette Ray
Type of Request: Account Information; Coupon Book Request

Description:
Please increase the monthly rental amount by \$25.00 to \$1,200 per month beginning July 1, 2013 and send owner a new coupon book for remaining lease period. Lease extended through June 30, 2014.

Resolution:
forward to EK and AR

Name: Daniel Hajduk Request #: 0554-LRAY99HK77 Status: Completed
Address: 1515 E Central Rd 121C Arlington Hgts, IL 60005 Date Entered: 07/11/2013 Received By: Lisette Ray
Type of Request: Account Information; Violations

Description:
Owner ms. calling to see if violation fine will be invoiced so she can pay it before her father finds out.

Resolution:
Advised she can send a check to the lockbox where the assessments go to pay, no invoice given, provided account number for check payment without coupon.

Name: Ronald Prazuch Request #: 0554-LRAY999RZS Status: Completed
Address: 1515 E Central Rd 151A Arlington Hgts, IL 60005 Date Entered: 07/03/2013 Received By: Lisette Ray
Type of Request: Account Information; Pool

Description:
Owner came to office to ask if paylease payment is reflected on ledger since funds were withdrawn from his account last night. Owner wants to renew pool passes but cannot with a past due balance on account.

Resolution:
PM checked with accounting to verify Paylease information, advised owner Paylease typically takes 24 hours to post to ledger after funds are drawn, verified payment in full and authorized pool pass renewal. Owner needed one replacement and wants account charged back for \$5.00.

Name: Dorothy Nelson Request #: 0554-LRAY998QZR Status: Completed
Address: 1515 E Central Rd 152A Arlington Hgts, IL 60005 Date Entered: 07/02/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:
Please change name on account to "The Estate Of".

Resolution:
Forward to LK with obit enclosed as attachment.
UPDATE 7-9-13 Changed salutation. LK

Name: Maria Sievert Request #: 0554-LRAY99GKZM Status: Completed
Address: 1515 E Central Rd 156A Arlington Hgts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: Scavenger

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Tenant calling regarding mattress left in garbage area, spoke to driver last week who said they would remove it, but they did not. Tenant wants to make arrangements for removal, tried calling waste management but need account owner's authorization.

Advised tenant office will call to arrange for pick up and will need to charge back unit for \$40 removal fee. Tenant can pay fee directly to office once picked up. Advised tenant that mattress will have to be wrapped in plastic in order for driver to pick up on Friday per new bed bug ordinance laws. Provided maintenance phone number to help with wrapping. Waste Management did not pick up Friday, will pick up Monday for rescheduled date. 7/15/13

Name: Frank Soprano

Request #: 0554-JFIK99QP9R Status: Completed

Address: 1515 E Central Rd 166B Arlington Hgts, IL 60005

Date Entered: 07/18/2013

Received By: Jerry Fitzpatrick

Type of Request: Account Information

Description:

3 new unit key purchased by owner

Resolution:

keys delivered to owner

Name: Marlene Rivara

Request #: 0554-LRAY99FPTZ Status: Completed

Address: 1515 E Central Rd 222C Arlington Hgts, IL 60005

Date Entered: 07/09/2013

Received By: Lisette Ray

Type of Request: Move-out received Renter

Description:

Tenant wants to move out some furniture on Sunday, wants to know what is needed.

Resolution:

Advised elevator key and move permit are needed on Friday before furniture removal, if owner does not want to use elevator, then still need a move permit since large items are being removed. Advised of Sunday moving hours and will schedule pads if needed.

Name: Marlene Rivara

Request #: 0554-LRAY99JRVR Status: Completed

Address: 1515 E Central Rd 222C Arlington Hgts, IL 60005

Date Entered: 07/12/2013

Received By: Lisette Ray

Type of Request: Walk Ins

Description:

Son came to get move out permit to remove a few large furniture pieces from unit. Gave new insurance copy for unit.

Resolution:

Issued move out permit for Sunday 7/14/13 and gave move out rules to son with instructions.

Name: Howard Mirsky

Request #: 0554-LRAY99XQ5K Status: Completed

Address: 1515 E Central Rd 253A Arlington Hgts, IL 60005

Date Entered: 07/25/2013

Received By: Lisette Ray

Type of Request: Pool

Description:

Owner calling to renew pool passes but cannot walk as he was in the hospital.

Resolution:

Advised owner will mail out waiver form to owner, he can authorize someone to bring the completed waiver and the passes from last year and they will be validated. Owner provided name to person who will renew passes as owner has mobility issues. 7/25: Hold Harmless mailed to resident

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Sarah Bootz Request #: 0554-JFIK9A3S4X Status: Open
Address: 1515 E Central Rd 260B Arlington Hgts, IL 60005 Date Entered: 07/29/2013 Received By: Jerry Fitzpatrick
Type of Request: Address Change Request

Description: Please change billing address to:
Sarah Bootz
603 Fairbanks
Unit W1
Schaumburg, IL 60194

Resolution: Forwarded to Lisa Kaltenbach
UPDATE 8-1-13 Changed mailing address. LK

Owner will be renting her unit

Name: Kresimir Misetic Request #: 0554-LRAY99PQD2 Status: Completed
Address: 1515 E Central Rd 261B Arlington Hgts, IL 60005 Date Entered: 07/17/2013 Received By: Lisette Ray
Type of Request: Parking Info/Pass

Description: Owner calling to advise resident is leasing parking space and provided car information.

Resolution: Thanked owner and advised key is at office, resident may pick it up with a valid ID.

Name: Nancy Balis Request #: 0554-LRAY997KXE Status: Completed
Address: 1515 E Central Rd 265B Arlington Hgts, IL 60005 Date Entered: 07/01/2013 Received By: Lisette Ray
Type of Request: Closing PAL Status

Description: Attorney for seller calling regarding sale requirements for unit closing. Attorney spoke to closing department who advised there was nothing received for the requirements. Wants to know how to get this closed for tomorrow. Attorney advised seller documents were forwarded to service email address for LMS on 6/25 and buyer states all information was faxed but does not know to which fax number. Key inventory log was already received by seller.

Resolution: Advised will have to check with closing as we do not have anything here on-site for this unit. Will call attorney, Norman Kurtz, back once I have more information at 847-577-8310.

Update Per PM: Outbound to attorney Norman Kurtz, received seller's portion but not buyer's. Will need move in fee and a copy of all paperwork at on-site office. If all requirements are met today, we can release information for closing tomorrow. While on phone with attorney, buyer's agent called to request information, was advised of move in fee and paperwork requirement, will need to have it delivered today for closing.

Name: Nancy Balis Request #: 0554-SPEY997KEG Status: Completed
Address: 1515 E Central Rd 265B Arlington Hgts, IL 60005 Date Entered: 07/01/2013 Received By: Sandra Penway
Type of Request: Closing PAL Status

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Norm Kurtz (Attorney for the seller) and is seeking status as the closing is scheduled for Tuesday July 2, 2013 @ 9:00 am and he is in need of the documents today.

Advised Mr Kurtz, per KK in Closing Dept and the PM (LR) the following is needed prior to the release of the ordered documents.

SELLER:
Intent to sell
Sales contract

BUYER
Purchaser information form
\$150 moving fee
Rules & Regulation Acknowledgment form

Provided the on site phone number

Name: Nancy Balis

Request #: 0554-LRAY997Q2W Status: Open

Address: 1515 E Central Rd 265B Arlington Hgts, IL 60005

Date Entered: 07/01/2013 Received By: Lisette Ray

Type of Request: Closing PAL Status

Description:

Seller attorney confirming all requirements are met, please email 22.1 PAL sent to norm@kurtzlawoffice.com. Assistant is out on vacation and will not receive it if emailed to her attention.

Resolution:

Advise Closing that all requirements have been met, please release PAL and 22.1 to email address above in IR.

Name: Nancy Balis

Request #: 0554-KKOS997SUJ Status: Completed

Address: 1515 E Central Rd 265B Arlington Hgts, IL 60005

Date Entered: 07/01/2013 Received By: Krisztina Kovacs

Type of Request: Closing PAL Complete

Description:

Emailed budget, financial, PAL, and 22.1. Closing date: 7-2-13.

Resolution:

.

Name: Nancy Balis

Request #: 0554-FALZ99JQL3 Status: Completed

Address: 1515 E Central Rd 265B Arlington Hgts, IL 60005

Date Entered: 07/12/2013 Received By: Fabiola Alvarez

Type of Request: Settlement Statement Requested; Lockbox Address Requested; Account Information

Description:

Homeowner Mrs 312-404-
Alivah Salario- New Owner
Close date- 07/02/2013
Email- alizahrose@gmail.com-send account information

Resolution:

Emailed owner the account information and requested for the settlement statement.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Nancy Balis	<u>Request #:</u>	0554-ARIR99MLBQ	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 265B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/15/2013	<u>Received By:</u>	Andrea Ritter
		<u>Type of Request:</u>	Settlement Statement Received		
<u>Description:</u>	<u>Resolution:</u>				
Received settlement statement for new owners Alizah & Daniellah Salario. Closing date was 7-2-13	will process move				

<u>Name:</u>	Nancy Balis	<u>Request #:</u>	0554-ARIR9A3LRD	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 265B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/29/2013	<u>Received By:</u>	Andrea Ritter
		<u>Type of Request:</u>	New HO Move-In		
<u>Description:</u>	<u>Resolution:</u>				
Move processed to reflect the new owners Alizah & Daniellah Salario	Statement will be sent for credit. Coupon book will be sent for Sep. thru Dec. 2013				

<u>Name:</u>	Alizah & Daniellah Salario	<u>Request #:</u>	0554-JFIK9A3RGQ	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 265B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/29/2013	<u>Received By:</u>	Jerry Fitzpatrick
		<u>Type of Request:</u>	Insurance Information		
<u>Description:</u>	<u>Resolution:</u>				
Rcvd COI for new owner valid from 7/12/2013 to 7/12/2014	Placed in file				

<u>Name:</u>	Kiyohiko Shirataki	<u>Request #:</u>	0554-LRAY99MM96	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 321C Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/15/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Pool;Board Consideration		
<u>Description:</u>	<u>Resolution:</u>				
Owner came into office to report over weekend that someone at the pool was playing with a plastic football and hit his wife. Wants to recommend an adult swim hour during the week and recommends to Board that when owners come to pick up their passes, they be given a copy of the pool rules.	Advised will forward suggestion to Board for consideration.				

<u>Name:</u>	Kiyohiko Shirataki	<u>Request #:</u>	0554-LRAY99MMC4	<u>Status:</u>	Open
<u>Address:</u>	1515 E Central Rd 321C Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/15/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Homeowner Responsibility;Walk Ins		
<u>Description:</u>	<u>Resolution:</u>				

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Owner reported something from overhead pipe, condensation, leaked onto car window and when he washed it, it was etched into the glass. Wants to know if the association will pay for window replacement and to cover pipe.

Advised owner the window is the owner's responsibility and should contact insurance. Association will not cover damage to personal property. Will have to check with maintenance to see what kind of pipe it is and if it can be covered. Will call owner back at 847-508-9001 with more information after plumber has inspected.

Name: Shirley Kalergis

Request #: 0554-JFIK9A3RTS Status: Completed

Address: 1515 E Central Rd 353A Arlington Hgts, IL 60005

Date Entered: 07/29/2013

Received By: Jerry Fitzpatrick

Type of Request: Account Information

Description:

Ok per owner for tenant to purchase new bldg key adv \$25 rcvd check from Kim Hash

Resolution:

Key given to tenant

Name: Bozena Kijowska

Request #: 0554-SBOA9A3LW6 Status: Completed

Address: 1515 E Central Rd 366B Arlington Hgts, IL 60005

Date Entered: 07/29/2013

Received By: Socorro Bocanegr

Type of Request: e-STAR

Description:

Owner Ms calling for help with estar registration

Resolution:

Advised

Name: Ljiljanka Eickelman

Request #: 0554-LRAY99WTBL Status: Completed

Address: 1515 E Central Rd 453A Arlington Hgts, IL 60005

Date Entered: 07/24/2013

Received By: Lisette Ray

Type of Request: Move-in/out Tenant

Description:

Tenant would like to move out Saturday, will pick up moving information and elevator key on Friday.

Resolution:

Advised tenant of deposit requirements and permit. Will pick up packet and permit with key on Friday during office hours.

Name: John Moon

Request #: 0554-LRAY99HQHM Status: Completed

Address: 1515 E Central Rd 456A Arlington Hgts, IL 60005

Date Entered: 07/11/2013

Received By: Lisette Ray

Type of Request: Address Change Request

Description:

Owner wants to update address: 1845 Noblin Ridge Way, Duluth, GA 30097. Please change Bill TO address for this unit.

Resolution:

Forward to LK to update account information. UPDATE 7-11-13 changed mailing address. Lk

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Angela Mauriello Request #: 0554-WORE99JUGF Status: Completed
Address: 1515 E Central Rd 458A Arlington Hgts, IL 60005 Date Entered: 07/12/2013 Received By: Wendy O'Rourke
Type of Request: General Property Info

Description: Carol realtor calling got request decs and bylaws emailed to her
Resolution: Emailed caller decs and bylaws

Name: Janis Pinkerton Request #: 0554-ABOO99PQCD Status: Completed
Address: 1515 E Central Rd 462B Arlington Hgts, IL 60005 Date Entered: 07/17/2013 Received By: Angie Botello
Type of Request: e-STAR

Description: Janis calling to state that she is online trying to register onto e-star but states that it is not working.
Resolution: Provided owner with her registration number and advised to keep pop-up blockers off.

Name: Janet Skogen Request #: 0554-LRAY99GRR6 Status: Completed
Address: 1515 E Central Rd 464B Arlington Hgts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: Insurance e-certs

Description: Owner came to on-site office with copy of insurance, stated she brought it in last month so is unsure why she got another letter.
Resolution: Advised copy provided last month has an expiration date of 7/23/13 so we needed the renewal copy. Confirmed she is good for one year.

Name: Janet Skogen Request #: 0554-JFIK99WTGZ Status: Completed
Address: 1515 E Central Rd 464B Arlington Hgts, IL 60005 Date Entered: 07/24/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description: Ok for access on 08/01/2013 at 10AM to rod Unit 362B bathroom drain
Resolution: Will allow access on 8/2/2013

Name: Su Chang Lim Request #: 0554-SBOA99GRCC Status: Completed
Address: 1515 E Central Rd 466B Arlington Hgts, IL 60005 Date Entered: 07/10/2013 Received By: Socorro Bocanegra
Type of Request: Account Information

Description: FORMER Ms. calling as her bank account was debited however she sold the unit in May, call back number is 847-401-5748
Resolution: Advised SP will call her back concerning this.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Su Chang Lim	<u>Request #:</u>	0554-LRAY9A4RX7	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 466B Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/30/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Tenant wants to move out August 12, Monday and needs elevator pads and more information on moving.				
<u>Resolution:</u>	Advised we will reserve moving date and will need deposit for elevator key. Resident will come August 9, 2013 for move out instructions and move out procedures.				

<u>Name:</u>	Future Generation Investment Group	<u>Request #:</u>	0554-ARIR998LYL	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 101A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/02/2013	<u>Received By:</u>	Andrea Ritter
<u>Description:</u>	Move processed to reflect the new owners Boris & Perla Samovalov.				
<u>Resolution:</u>	Statement will be sent for balance. Coupon book will be sent for Aug. thru Dec. 2013				

<u>Name:</u>	Mohammed Said	<u>Request #:</u>	0554-KVGR998LWV	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 103A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/02/2013	<u>Received By:</u>	Kasandra Von Gl
<u>Description:</u>	Owner Mr calling to state tha the got the coupon book and would like to know how to send in the payment with his bank.				
<u>Resolution:</u>	Advised of the account information to make payments to.				

<u>Name:</u>	Mohammed Said	<u>Request #:</u>	0554-LRAY99JQAV	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 103A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Outbound call: owner in #105 has slow bathtub drain, need access to unit to enter and clear line.				
<u>Resolution:</u>	Owner advised he should have a key on file, owner will drop off key over weekend so maintenance can get in Monday to clear line. Owner states if there is no key on file, office may keep key given to add to lockbox.				

<u>Name:</u>	Candace Farmer	<u>Request #:</u>	0554-LRAY99JQ3F	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 105A Arlington Hgts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Owner leases unit and lives off-site, please update mailing address for all correspondence to: 1610 E. Vermillion Lane, Palatine, IL 60074				
<u>Resolution:</u>	Forward to LK. to update address. UPDATE 7-12-13 Changed mailing address LK				

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Candace Farmer Request #: 0554-LRAY99JQ6G Status: Completed
Address: 1605 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Owner states tub line for unit is draining slow, need to make appointment with unit #103 to enter and clear.

Resolution:

Advised owner will call her back once we can get a hold of neighbor and make appointment.

Name: The Dana Point Condo Assn Request #: 0554-BHOD99GGY9 Status: Completed
Address: 1605 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: CN=lmsu03/O=Li
Type of Request: Unicom;Forwarded to Property Manager;On Site Information;Outbound Call

Description:

Caller Nick from 24/7 Locksmith Company. Stated that he was called out to get HO into unit but the entire mechanized deadbolt needs to be replaced. HO would like to know if he is being reimbursed for the locksmith fee. Call him at 773-671-8771 ASAP. unit 107a

Resolution:

Forwarded to PM for advisement.

Outbound 11:30am: Advised Nick per PM owner need to submit a written request and a receipt to the Board for approval of the reimbursement request. Advised Nick per PM this is one of our rental units so they will have to consider this at the next board meeting before issuing a written determination on it.

Name: The Dana Point Condo Assn Request #: 0554-LRAY99WQEH Status: Open
Address: 1605 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 07/24/2013 Received By: Lisette Ray
Type of Request: Account Information;Coupon Book Request

Description:

Please increase monthly rent amount by \$25.00 per month, total monthly rent should be \$1,100 until July 31, 2014. Please send a new coupon book for new monthly rent amount.

Resolution:

Forward to E.K and A.R. for processing.

Name: N Oyen Request #: 0554-JFIK99VNQN Status: Completed
Address: 1605 E Central Rd 108A Arlington Hghts, IL 60005 Date Entered: 07/23/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description:

Ok per secty Helen to reissue pool passes

Resolution:

Tenant to bring in old passes or have new ones issued

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Mariusz Augustynski Request #: 0554-LRAY99PS62 Status: Completed
Address: 1605 E Central Rd 110B Arlington Hghts, IL 60005 Date Entered: 07/17/2013 Received By: Lisette Ray
Type of Request: Landscaping

Description:

Outbound call: PM calling owner to advise one yew will be replaced at the patio. Dead bush will be removed but new plant will not go in until later in the fall.

Resolution:

No answer , left message on voicemail.

Name: Rossen Nikolov Request #: 0554-DCON997JD9 Status: Completed
Address: 1605 E Central Rd 115B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Danielle Corcoran
Type of Request: Insurance Information

Description:

Owner calling to request insurance information.

Resolution:

Provided owner name and phone number of insurance.

Name: Jack Bornhoeft Request #: 0554-DCON99GRYE Status: Completed
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: Danielle Corcoran
Type of Request: Account Information

Description:

Owner inquiring current balance and last payment.

Resolution:

Advised owner of current balance and last payment.

Name: Jack Bornhoeft Request #: 0554-LRAY99GSFJ Status: Completed
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: Account Information;Balance Due Letter

Description:

Owner Mrs. calling regarding payment of account. Mailed a check for payment in full on Friday from work, but it has not yet been received. Wants to know where she can bring another check.

Resolution:

Advised owner if check is stopped, the lockbox will attempt to cash it and will end up with a stop payment fee. Advised owner to wait until Friday to see if funds clear. If not, she can pay on-line through eStar using free statement balance or additional credit card options. Advised payments are not accepted in office and would be mailed/forwarded to bank. Owner will call back on Friday but wants noted in account that she is attempting to pay balance.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Jack Bornhoeft **Request #:** 0554-LRAY99GT57 **Status:** Completed
Address: 1605 E Central Rd 121C Arlington Hgts, IL 60005 **Date Entered:** 07/10/2013 **Received By:** Lisette Ray
Type of Request: On Site Information

Description: Owner advised tenant gave frantic call regarding garage space not being cleared for work in garage. Owner has notice for July 11th but not for the 9th.

Resolution: Advised owner 1405 and 1615 were completed on the 9th, so there was an error. Owner confirmed will remove car for the 11th.

Name: Annette Wozniczka **Request #:** 0554-FALZ99MP49 **Status:** Completed
Address: 1605 E Central Rd 205A Arlington Hgts, IL 60005 **Date Entered:** 07/15/2013 **Received By:** Fabiola Alvarez
Type of Request: On Site Information

Description: Homeowner Mrs 847-721-2768 is calling to advise her HVAC unit fan constantly runs even if it is off. Owner wanted a name of the company the association provides to the owners when having an air conditioning unit issue. Owner also wanted to see if maintenance can come to her unit to provide guidance as may determine the issue.
Homeowner can be reached at 847-721-2768

Resolution: Advised owner the number to Ibbotson and FWD information request to the property manager.

Name: Kathy Pantazis **Request #:** 0554-BHOD99MMBL **Status:** Completed
Address: 1605 E Central Rd 211B Arlington Hgts, IL 60005 **Date Entered:** 07/13/2013 **Received By:** CN=Kathy Pant
Type of Request: Unicom;Account Information;e-Debit;e-STAR

Description: my association fee was taken out twice this month. please put back into my account ASAP! thanks.

Resolution: Outbound 7/15/13 11:28am: LM Advised owner she is signed up for E-Debit and Paylease. Advised owner she would not be able to receive a refund. Advised owner she would need to cancel one of the automatic payments she has set up.

Name: Kathy Pantazis **Request #:** 0554-LRAY99MKY4 **Status:** Completed
Address: 1605 E Central Rd 211B Arlington Hgts, IL 60005 **Date Entered:** 07/15/2013 **Received By:** Lisette Ray
Type of Request: Account Information;e-Debit

Description: Owner calling regarding account that was set up on auto pay was taken out twice this month. Owner wants refund of one month assessments.

Resolution: Advised owner will have to check with accounting what happened. Show a paylease payment on 7/4/13 and a auto-debit on 7/5/13. Forward to accounting to advise what happened and how to get a refund.

Update: Pm advised owner to cancel fixed amount payment from eStar and keep statement balance due. Advised Accounting will initiate a refund for extra payment pulled.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Delores Burling

Address: 1605 E Central Rd 213B Arlington Hghts, IL 60005

Description:

Outbound call: PM called owner regarding tax bill submitted to on-site office. Owner advised she wants to opt out of tax appeal since she has a senior freeze so she supplied a copy of the bill to the office.

Request #: 0554-LRAY99FL42

Status: Completed

Date Entered: 07/09/2013

Received By: Lisette Ray

Type of Request: Tax Bill

Resolution:

Advised owner the Board did not offer an opt out option for the new real estate appeal. Board signed for appeal on behalf of all owners. Owner refused stating previously they were able to opt out and that they cannot charge her for something that is no benefit to her. Advised again there is no opt out option and will note refusal in account. Wants Board to grant permission to opt her out of the appeal already in process and will refuse to pay any legal fees.

Name: William Obal

Address: 1605 E Central Rd 217C Arlington Hghts, IL 60005

Description:

Per Mr Obal 224-201-2700 he has a letter he is trying to deliver for the Board with the next day and a half he was only given 14 days to do so and by the time he gets off work the office is closed and he's unable to even put it in the slot because the door is locked. He is going to try and get it there as soon as he can please give him a call.

Request #: 0554-BHOD99HGHH

Status: Completed

Date Entered: 07/10/2013

Received By: CN=lmsu09/O=Li

Type of Request: Unicom;Outbound Call

Resolution:

Outbound 7/11/13 7:34am: Advised owner if there was anything else he needed.

Name: James Stanley

Address: 1605 E Central Rd 218C Arlington Hghts, IL 60005

Description:

James calling to state that he received a letter from the assoc regarding fluid bottles from his garage. Owner states that they are bottles on the corner of the garage and states that he is not sure whose they are. Owner states that he does not want to remove them as they are not his. Owner states that the PM or maint is more than welcome to come by and remove them if they'd like but states that he will not do it because he does not know who they belong to. Owner also states that he thought it was not allowed to hang anything on the walls of the garage and states that there is an electrical bicycle hanging 4 spots down from him, and a book case in the first spot. Owner states that they have been there since he moved in 2 years ago.

Request #: 0554-ABOO99EJTZ

Status: Completed

Date Entered: 07/08/2013

Received By: Angie Botello

Type of Request: Association to HO Correspondence;Forwarded to Property Manager

Resolution:

Advised owner that the PM will be notified of both issues.

Name: Marchela Campobasso

Address: 1605 E Central Rd 219C Arlington Hghts, IL 60005

Description:

Request #: 0554-LRAY99EQPL

Status: Completed

Date Entered: 07/08/2013

Received By: Lisette Ray

Type of Request: Water Intrusion

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Need appointment to enter unit and #119 to find leak reported by
bathrooms of #119.

Tried number on file, no voicemail. Will leave a note on door to
arrange for an appointment.
Update 7/9/13 11:45AM: called owner again, owner just returned
from vacation, will call back with a time for Wednesday when
boyfriend will be home to inspect for leak.
Update 7/10/13 2:33PM - Attempted to contact owner again to set
up a time to inspect unit. No voicemail and cannot leave message.
7/11/13: owner downstairs called to report tenant was home.
Maintenance went to unit to inspect for leak.

Name: Sara Fields

Request #: 0554-ABOO99HRPP Status: Completed

Address: 1605 E Central Rd 222C Arlington Hgts, IL 60005

Date Entered: 07/11/2013 Received By: Angie Botello

Type of Request: Common Area Request

Description:

Tenant calling to state that she lost her storage room key and
would like to know how to get another one.

Resolution:

Advised caller per the PP, these are the on site office and have a
fee of \$2

Name: Nancy Hwastecki

Request #: 0554-LRAY99MSWP Status: Completed

Address: 1605 E Central Rd 309B Arlington Hgts, IL 60005

Date Entered: 07/15/2013 Received By: Lisette Ray

Type of Request: On Site Information;Projects

Description:

Owner calling to see what happened to all the squirrels, they are
not around any more.

Resolution:

Advised owner we have not trapped or removed any, we have kept
a tighter control on the garbage so they may not have a food
source anymore and have since moved on. Advised owner
meeting to discuss bids for tuck pointing was cancelled and will be
rescheduled. Will call to make an appointment if necessary for
tuck pointers to repair wall where leaking with a north wind.

Name: Joseph Yellin

Request #: 0554-JFIK99PTLY Status: Completed

Address: 1605 E Central Rd 318C Arlington Hgts, IL 60005

Date Entered: 07/17/2013 Received By: Jerry Fitzpatrick

Type of Request: Account Information

Description:

Please see attached Death Cert & P of A. Change responsibility
to: SSAPP, LLC c/o Steve Yellin 476 Tanglewood Dr, Cary IL
60013

Resolution:

Forward info to Lisa Kaltenbach
UPDATE 7-18-13 Changed mailing address LK

Name: Guydan Living Trust

Request #: 0554-LRAY9A4LF9 Status: Completed

Address: 1605 E Central Rd 320C Arlington Hgts, IL 60005

Date Entered: 07/30/2013 Received By: Lisette Ray

Type of Request: On Site Information

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Owner called to address some concerns, owner at last meeting asked about open forum question raised, wanted to confirm it was previously in the middle of the meeting, wants to know if we can send something to the owner to explain why it was moved to the beginning. Also wants to note she was unhappy with the LMS newsletter description of Dana Point, wants to know who gets the newsletter. Also wants to address new owner move in who was stopped from using front door.

Advised owner why the Open Forum was moved to the beginning, will ask to see if a letter can go out to owner who had the complaint. Advised will have to check on newsletter and who it was distributed to. Advised office did not instruct new resident to use front door for delivery, provided map and highlighted entrance to be used for moves and deliveries. Owner came in to apologize Monday morning for the move error. Advised owner will get a notice out regarding tuckpointing start date for repairs. Owner requests a written letter regarding tuckpointing leak as owner is contemplating filing a claim for damaged property in unit as a result of leak.

Name: Phyllis Borchers

Request #: 0554-JBYE998LZC **Status:** Completed

Address: 1605 E Central Rd 321C Arlington Hgts, IL 60005

Date Entered: 07/02/2013 **Received By:** Jackie Byrne

Type of Request: Closing PAL Form Requested

Description:

Nancy from the SA office is calling to get closing order form

Resolution:

I advised I'd email that over, sent checklist as well.

Email to: j.haasatty@sbcglobal.net

Name: Phyllis Borchers

Request #: 0554-LRAY99HPXU **Status:** Completed

Address: 1605 E Central Rd 321C Arlington Hgts, IL 60005

Date Entered: 07/11/2013 **Received By:** Lisette Ray

Type of Request: Closing PAL Form Requested

Description:

Owner's agent needs to have key inventory log emailed since she is offsite.

Resolution:

Advised we will email the key log and sellers forms for her to sign and return.

Name: Phyllis Borchers

Request #: 0554-IAYA99HVK8 **Status:** Completed

Address: 1605 E Central Rd 321C Arlington Hgts, IL 60005

Date Entered: 07/11/2013 **Received By:** Irene Ayala

Type of Request: Closing PAL Request Received

Description:

7-10 Received order decs, 22.1, PAL and RR. Closing 7-25

Resolution:

normal processing
missing payment - emailed SA
checklist items required - emailed SA: j.haasatty@sbcglobal.net
UPDATE: 7-11 Received payment

Name: Phyllis Borchers

Request #: 0554-BHOD99UH9F **Status:** Completed

Address: 1605 E Central Rd 321C Arlington Hgts, IL 60005

Date Entered: 07/20/2013 **Received By:** CN=lmsu01/O=Li

Type of Request: Unicom;Work Order Status

Description:

Ron Zieman would like a call back at 847-732-9383, in the midst of purchasing the unit he forgot to mention to Lisette that he no longer needs the elevator padded Tuesday 7/23/13, the closing has been delayed.

Resolution:

Cancelled the work order.

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<u>Name:</u>	Phyllis Borchers	<u>Request #:</u>	0554-JFIK99UKVJ	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 321C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/22/2013	<u>Received By:</u>	Jerry Fitzpatrick
		<u>Type of Request:</u>	Account Information		
<u>Description:</u>	Called new owner Ron Zeiman back to confirm order cancelled for elevator padding		<u>Resolution:</u>	Called new owner back	

<u>Name:</u>	Phyllis Borchers	<u>Request #:</u>	0554-KKOS99UVBH	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 321C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/22/2013	<u>Received By:</u>	Krisztina Kovacs
		<u>Type of Request:</u>	Closing PAL Complete		
<u>Description:</u>	Emailed budget, financial, declarations, rules, and 22.1.		<u>Resolution:</u>	.	

<u>Name:</u>	Phyllis Borchers	<u>Request #:</u>	0554-KKOS99WSSD	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 321C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/24/2013	<u>Received By:</u>	Krisztina Kovacs
		<u>Type of Request:</u>	Closing PAL Complete		
<u>Description:</u>	Emailed PAL. Closing date: 7-25-13.		<u>Resolution:</u>	.	

<u>Name:</u>	Eldred Hudson	<u>Request #:</u>	0554-WORE99GPK6	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	Wendy O'Rourke
		<u>Type of Request:</u>	General Property Info		
<u>Description:</u>	Home owner Mrs calling to verify where to send her updated Homeowners ins policy to.		<u>Resolution:</u>	Advised owner per letter she received to mail to The Dana Point Condominium Association 1519 East Central Road Arlington Heights, IL 60074	

<u>Name:</u>	John Sheehan	<u>Request #:</u>	0554-LRAY9A4QY6	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 407A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/30/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Outbound Call;Parking Info/Pass;Projects		
<u>Description:</u>	Outbound call to owner regarding equipment stored at 1605 parking lot. Advised resident, Board was originally going to continue working on balcony project this year, but has delayed until 2014. All equipment is being removed and should be completed by next week.		<u>Resolution:</u>	owner wanted to know what was being done about the 4 B plated vans parked in the lot overnight. Advised per by-laws, they are not permitted and owners have other vehicles on-site. Owner could not speak further as he was at work and advised he will call back or stop in the office.	

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Grazyna Kijowska Request #: 0554-LRAY99MLK4 Status: Completed
Address: 1605 E Central Rd 410B Arlington Hgts, IL 60005 Date Entered: 07/15/2013 Received By: Lisette Ray
Type of Request: Walk Ins
Description: Owner is going to rent unit and needs an additional door key to building. Owner authorizes chargeback to unit.
Resolution: Provided N key #402 and will charge back \$25.00 for the building key to account.

Name: Gloria Goldstein Request #: 0554-LRAY99GPHS Status: Completed
Address: 1605 E Central Rd 412B Arlington Hgts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: HVAC
Description: Owner's friend came to ask if HVAC on 4th floor B wing is working, no a/c.
Resolution: Advised owner, new units will be installed on Tuesday, notices will be posted today.

Name: Sumitra Chatterjee Request #: 0554-LRAY99EQCN Status: Completed
Address: 1605 E Central Rd 419C Arlington Hgts, IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: Violations
Description: owner calling regarding the motorcycle fine in garage, owner stated tenant has a large rain storm and the association opened all the garage doors to allow everyone in to avoid the hail. Owner does not feel fine is justified since this was an extraordinary circumstance.
Resolution: Advised owner, we did not open all of the garages and permit owners to bring in their motorcycles. Any other owners who were in violation are being addressed. Request owner submit in writing to Board for waiver of fee. Owner thinks PM should speak with Board and plead case since this is reflecting poorly on management and Board. Advised owner he must submit request in writing as the PM must follow the Board's directives with regards to fines and violations. Owner will mail letter to Board for consideration.

Name: Chuck Vetter Request #: 0554-LRAY997M6M Status: Completed
Address: 1615 E Central Rd 109B Arlington Hgts, IL 60005 Date Entered: 07/01/2013 Received By: Lisette Ray
Type of Request: Landscaping
Description: Owner Mrs. came to on-site office regarding rose bush that was pruned by landscaper without notice. Owner spoke to PM on Friday who was checking with landscapers to see why it was cut.
Resolution: PM verified bush was trimmed in error, owner would have received notification if bush was too high. Apologized for landscaper error in pruning the bush since they are not suppose to be clipping owner plantings. Owner was upset that no notice was provided but understands it was a mistake.

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Name: Sergio Ruiz **Request #:** 0554-LRAY999QB9 **Status:** Completed
Address: 1615 E Central Rd 110B Arlington Hghts, IL 60005 **Date Entered:** 07/03/2013 **Received By:** Lisette Ray
Type of Request: Account Information;Pool

Description: Owner wants sauna keys for each locker room, authorized charge to assessments account, renewed pool passes with confirmation call to attorney that payment in full was received for assessments and wants to have intercom number programmed.

Resolution: Confirmed sauna key charge back to account, and confirmed payment in full with attorney on 6/17/13, legal case is closed.

Name: Sergio Ruiz **Request #:** 0554-LRAY99HSPC **Status:** Completed
Address: 1615 E Central Rd 110B Arlington Hghts, IL 60005 **Date Entered:** 07/11/2013 **Received By:** Lisette Ray
Type of Request: Account Information;e-Debit

Description: Owner came to office to ask about e-debit payment, signed up 3 weeks ago and has not had the funds withdrawn yet.

Resolution: spoke with SP who advised owner is set up for eStar but not for any payments. Will have to set up Statement Balance payment option again. Advised owner should wait to set it up after legal payments have posted to account so that the entire balance is not pulled out.

Name: Sergio Ruiz **Request #:** 0554-SBOA9A4QHV **Status:** Completed
Address: 1615 E Central Rd 110B Arlington Hghts, IL 60005 **Date Entered:** 07/30/2013 **Received By:** Socorro Bocanegr
Type of Request: Account Information;e-Debit Application
Status;Forwarded to Property Manager

Description: Owner Ms calling to confirm the edebit is active and if she was in fact charged a late fee for July per a statement she received from the attorney

Resolution: Advised edebit is active and will debit the amount of \$969.89, advised a July late fee has not been charged.
Fwd to PM as fyi

Name: Audrey Hakman **Request #:** 0554-LRAY99EMCE **Status:** Completed
Address: 1615 E Central Rd 112B Arlington Hghts, IL 60005 **Date Entered:** 07/08/2013 **Received By:** Lisette Ray
Type of Request: On Site Information;Sale Questions

Description: Bill from Parkview realty, is now agent for bank owned property needs to know how to get access to building.

Resolution: Advised need authorization letter from Fannie Mae and confirmation of sale before building keys can be released. Need \$25 per building key payable by check and no unit keys in possession. Agent will forward documents to PM email.

Name: Audrey Hakman **Request #:** 0554-JFIK99VS6Y **Status:** Open
Address: 1615 E Central Rd 112B Arlington Hghts, IL 60005 **Date Entered:** 07/23/2013 **Received By:** Jerry Fitzpatrick
Type of Request: Account Information

Description: Left message for tenant Robert Ross at 847-971-8902 to get access to bathroom for neighbor's (Unit 114B) plumbing problem

Resolution:

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Name: Jennifer Nitch

Request #: 0554-PROY99M4JE Status: Completed

Address: 1615 E Central Rd 114B Arlington Hgts, IL 60005

Date Entered: 07/14/2013

Received By: Property

Type of Request: Emergency On Call

Description:

Emergency call taken- Owner is calling stating that the sewer is backing up into the parking lot, and there is a strong smell of sewage in her unit.

Resolution:

On Call PM informed maintenance for PM to address Monday morning,

Name: Dean Bartello

Request #: 0554-ABOO99EJND Status: Completed

Address: 1615 E Central Rd 115B Arlington Hgts, IL 60005

Date Entered: 07/08/2013

Received By: Angie Botello

Type of Request: Forwarded to Property Manager

Description:

Owner calling to state that he lives on the first floor and there is noise coming from the boiler and thought it was the garage door. Owner states that the whole unit shakes, and this is getting louder and louder and is afraid that something may erupt. Owner states that the bushes had wood chips around them to minimize the dust and states that he was told to remove this. Owner states that now alot of dust comes into the unit, and is getting his mother more and more sick. Owner states that something has to be done about the dust. Owner would like to know why cant they buy there own wood chips. Owner states he will be writing to the BOD about this now. 708.372-9206

Resolution:

Advised owner that a WO will be sent for the boiler and the PM will be notified about the dust issue.

Name: Scott Koch

Request #: 0554-MSZK99NM3N Status: Completed

Address: 1615 E Central Rd 222C Arlington Hgts, IL 60005

Date Entered: 07/16/2013

Received By: CN=Scott Koch/

Type of Request: Unicom;Forwarded to Property Manager

Description:

Hi there. I am seeing a lot of cigarette butts on the ground below me even after I have been picking them up. I'm not sure if it is the 1st floor where there have been workers in the condo, the 3rd floor (which I doubt as the lady is elderly and does not smoke) or the 4th floor. Can you put some notices up?
Thanks, JoEllyn Koch

Resolution:

Sent to PM to address.

Name: Scott Koch

Request #: 0554-JFIK9A4L2T Status: Completed

Address: 1615 E Central Rd 222C Arlington Hgts, IL 60005

Date Entered: 07/30/2013

Received By: Jerry Fitzpatrick

Type of Request: Account Information

Description:

Owners turned in window & door replacement request. Advised need contractor COI

Resolution:

Advised owner need COI

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Raymond Fredrich Request #: 0554-JFIK99QLC7 Status: Completed
Address: 1615 E Central Rd 304A Arlington Hghts, IL 60005 Date Entered: 07/18/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information
Description: Resolution:
Tenant Elizabeth Purta purchased new unit key at mgmt office. New key given to tenant
Paid via check #1048

Name: Paula Poplawski Request #: 0554-LRAY99FQVE Status: Completed
Address: 1615 E Central Rd 305A Arlington Hghts, IL 60005 Date Entered: 07/09/2013 Received By: Lisette Ray
Type of Request: On Site Information
Description: Resolution:
Owner's brother calling to see if any keys have been turned in, Advised no keys have been turned in but will have maintenance
owner lost them walking in South parking lot. take a look to see if we can find them. If keys are located, we will
call her back.

Name: James Cardoni Request #: 0554-JFIK99WNJR Status: Completed
Address: 1615 E Central Rd 307A Arlington Hghts, IL 60005 Date Entered: 07/24/2013 Received By: Jerry Fitzpatrick
Type of Request: Insurance Information
Description: Resolution:
2nd request: Sent e-mail to get updated COI E-mail sent

Name: Daniel Sinard Request #: 0554-KVGR999LMS Status: Completed
Address: 1615 E Central Rd 310B Arlington Hghts, IL 60005 Date Entered: 07/03/2013 Received By: Kasandra Von Gl
Type of Request: Other
Description: Resolution:
Kendra With US bank calling to get general information on the property Advised of the general information on the property

Name: Daniel Sinard Request #: 0554-WORE99NKJ5 Status: Completed
Address: 1615 E Central Rd 310B Arlington Hghts, IL 60005 Date Entered: 07/16/2013 Received By: Wendy O'Rourke
Type of Request: Address Change Request
Description: Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Home owner Mr calling to advise he will be renting out his condo and needs to update address in the system Forwarded to LK

4869 N Anita Ave.
Whitefish Bay, WI
53217

Name: Marion Hilgers **Request #:** 0554-JBYE99JPQF **Status:** Open
Address: 1615 E Central Rd 319C Arlington Hgts, IL 60005 **Date Entered:** 07/12/2013 **Received By:** Jackie Byrne
Type of Request: Forwarded to Property Manager

Description:

Owner's calling to say that last Saturday the maintenance men came in to unplug her kitchen sink, they rodged it out. She said today it was gurgling and she went over to look at it and it backed up in her sink, but she said that it did go down again but she didn't know if anything was still wrong. She wanted me to mention it to the maintenance men.

Resolution:

I advised owner that I'd make a note of this and forward to the PM. Update per PM: left outbound message on machine to set appointment to enter unit on MOnday 7/15/13 at 2:30PM. Will wait for confirmation from owner to schedule.

Name: Donald Less **Request #:** 0554-LRAY9A5QVF **Status:** Completed
Address: 1615 E Central Rd 321C Arlington Hgts, IL 60005 **Date Entered:** 07/31/2013 **Received By:** Lisette Ray
Type of Request: Projects

Description:

owner came to office regarding leak in dining room causing flooring to buckle. Had window company check and thinks it is a tuckpointing issue. Also has leaking in bedroom windows, windows have been caulked.

Resolution:

Advised owner, added to tuckpointing list and will notify when scheduled to complete inspection and repairs. Owner will then have to have windows replaced and floors done in leaking persists.

Name: Giyung Chong **Request #:** 0554-LRAY99FMHK **Status:** Completed
Address: 1615 E Central Rd 407A Arlington Hgts, IL 60005 **Date Entered:** 07/09/2013 **Received By:** Lisette Ray
Type of Request: On Site Information

Description:

Owner calling back, car was brothers, he is moving it right now out of garage.

Resolution:

Thanked owner.

Name: Giyung Chong **Request #:** 0554-BHOD9A3J47 **Status:** Completed
Address: 1615 E Central Rd 407A Arlington Hgts, IL 60005 **Date Entered:** 07/27/2013 **Received By:** CN=lmsu01/O=Li
Type of Request: Unicom;Forwarded to Property Manager;On Site Information

Description:

Owner dropped her house keys down the garbage chute. Has spare set of keys but would like to get them Monday morning. Would like a call back at 847-312-8904.

Resolution:

Forwarded to PM for advisement. Maintenance was able to retrieve her keys.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Alfred Szebel Request #: 0554-LRAY99JRB7 Status: Completed
Address: 1615 E Central Rd 420C Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: On Site Information; Work Order Status
Description: Daughter called to report storage door lock and knob for storage 4A-3 is broken. Cannot get into storage room.
Resolution: Thanked her and will have maintenance repair it.

Name: Alfred Szebel Request #: 0554-LRAY9A3QUB Status: Completed
Address: 1615 E Central Rd 420C Arlington Hghts, IL 60005 Date Entered: 07/29/2013 Received By: Lisette Ray
Type of Request: On Site Information
Description: Storage 4A door does not work with owner, key is old and works in other doors. Wants to have lock fixed or get new key.
Resolution: Advised owner can come to office with old key to trade, old keys no longer work since we have changed the keys recently. Owner asked about tuck pointing approval, advised owner contract was approved last week, we will be sending a notice when the repairs are scheduled.

Name: Federal Home Loan Mortgage Corporation Request #: 0554-ARIR99FQ76 Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 07/09/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In
Description: Move processed to reflect the new owners Thomas & Irene Corcoran
Resolution: Statement will be sent for balance. Coupon book will be sent for Aug. thru Dec. 2013

Name: Lisette Ray Request #: 0554-LRAY99ET74 Status: Completed
Address: THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: Pool
Description: Resident inquiring if pool is open.
Resolution: Advised it is currently open.
