

Ims lieberman management services

Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

April 2013

Issue Date

5/2/2013

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Lorraine Stevens Request #: 0554-LRAY979R4M Status: Completed
Address: 1405 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:
owner's brother calling to state a payment for all assessments minus violation fees was mailed last week to the LMS corporate office but has not been cashed. Owners check has not yet been cashed and received legal notice from attorney for collections. Owner wants to contest charges with Board at next meeting.

Name: Richard Ritter Request #: 0554-LRAY96MQ6C Status: Completed
Address: 1405 E Central Rd 112B Arlington Hghts, IL 60005 Date Entered: 04/10/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner bathroom sink is slow draining, and #114 need to schedule appointment to enter both units to clear bathroom sink line.

Name: The Dana Point Condo Assn Request #: 0554-FALZ96SJN5 Status: Completed
Address: 1405 E Central Rd 115B Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Fabiola Alvarez
Type of Request: Account Information

Description:
Daniel Wolger 224-210-8717 Tenant is calling to confirm the amount due on the account.. Tenant states the check he originally sent was returned back to him

Name: Laura Canale Request #: 0554-CBRT96VP5L Status: Completed
Address: 1405 E Central Rd 118C Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Cheri Brandt
Type of Request: Forwarded to Property Manager;Lease Info;Service@lmsnet.com

Description:
Good Afternoon,

Attached is the current lease, due to expire June 30th, 2013 for my unit located in Dana Point Bldg. 1405 Unit 118C. I'm not sure of their vehicles, but they do have the sticker issued by Dana Point and they will not be renewing their lease in June, so I will make sure this information is gathered for my new tenant. I've also attached the info sheet you mailed me. Please do not hesitate to contact me should you require further information or documents.

Regards,
Laura Canale
847.721.8761 -

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Laura Canale Request #: 0554-CBRT96VP7X Status: Completed
Address: 1405 E Central Rd 118C Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Cheri Brandt
Description:
Good Afternoon,

Type of Request: Forwarded to Property Manager;Lease Info;Service@lmsnet.com

Resolution:
Forwarded lease docs to PM.

Attached is the current lease, due to expire June 30th, 2013 for my unit located in Dana Point Bldg. 1405 Unit 118C. I'm not sure of their vehicles, but they do have the sticker issued by Dana Point and they will not be renewing their lease in June, so I will make sure this information is gathered for my new tenant. Please do not hesitate to contact me should you require further information or documents. I will send an additional email with the information sheet.

Regards,
Laura Canale
847.721.8761 -

Name: Laura Canale Request #: 0554-CBRT96VPA2 Status: Completed
Address: 1405 E Central Rd 118C Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Cheri Brandt
Description:
Good Afternoon,

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

Resolution:
Forwarded census form to the PM.

I am not sure if the original email went through. Attached is the information sheet you've requested. Please confirm you have received the lease and information sheet.

Regards,
Laura Canale

Name: Roi Azulay Request #: 0554-FALZ978PGX Status: Completed
Address: 1405 E Central Rd 202A Arlington Hghts, IL 60005 Date Entered: 04/29/2013 Received By: Fabiola Alvarez
Description:
Owner reporting the Door next to her unit is really noisy- Door that leads right to the stairwell. Owner states it makes squeak noises.

Type of Request: Forwarded to Property Manager;Common Area Request

Resolution:
FWD TO PM to inform

Name: Dawn Berngen Request #: 0554-ABOO96GKJV Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Angie Botello
Description:
Sellers atty's office calling to state that this owner is selling and the closing is scheduled for April 29th. Caller states that she would like to get the closing packet so that she can get a PAL. email- j.haasatty@sbcglobal.net

Type of Request: Closing PAL Form Requested

Resolution:
Advised caller that the docs will be sent via email for her to complete.

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<u>Name:</u> Dawn Berngen	<u>Request #:</u> 0554-IAYA96MT65	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/10/2013	<u>Received By:</u> Irene Ayala
	<u>Type of Request:</u> Closing PAL Request Received	
 <u>Description:</u> Received order on 4.8 for decs, RR and PAL. Closing 4.29	 <u>Resolution:</u> Normal processing pd via check# 9963 for \$185 Need checklist items. Emailed PM & SA: j.haasatty@sbcglobal.net	
 <u>Name:</u> Dawn Berngen	<u>Request #:</u> 0554-MZIN96VW4N	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/18/2013	<u>Received By:</u> Masha Zingerman
	<u>Type of Request:</u> Closing PAL Complete	
 <u>Description:</u> Emailed Dec's, Rules, checklist to seller atty j.haasatty@sbcglobal.net,	 <u>Resolution:</u> Advised we still need all buyer's items before PAL is sent. Also checking with PM if buyer's items are received.	
 <u>Name:</u> Dawn Berngen	<u>Request #:</u> 0554-SBOA96WNFD	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/19/2013	<u>Received By:</u> Socorro Bocanegr
	<u>Type of Request:</u> Insurance e-certs;Closing PAL Form Requested	
 <u>Description:</u> Agent called to order CQ	 <u>Resolution:</u> sent order form for the CQ and COI information 872-206-4378@lms.fax	
 <u>Name:</u> Dawn Berngen	<u>Request #:</u> 0554-FALZ96ZJVX	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/22/2013	<u>Received By:</u> Fabiola Alvarez
	<u>Type of Request:</u> Sale Questions	
 <u>Description:</u> Homeowner Mrs daughter 847-439-1275 is calling for the procedures in cancelling eDebit. The owner is closing on the unit and the date is for 4/29	 <u>Resolution:</u> Advised owner daughter the eDebit will cancel if a PAL is released. Advised owner daughter if the eDebit is cancelled and closing does not take place they are to send in payments manually.	
 <u>Name:</u> Dawn Berngen	<u>Request #:</u> 0554-JCLK975LST	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/26/2013	<u>Received By:</u> Jean Clark
	<u>Type of Request:</u> Closing PAL Form Requested	
 <u>Description:</u> Arlena relator for buyer needs a CQ filled out.	 <u>Resolution:</u> Advised would email PAL form to include with CQ.	

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Dawn Berngen Request #: 0554-FALZ975SP2 Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 04/26/2013 Received By: Fabiola Alvarez
Type of Request: General Property Info

Description:
Jacki 847-736-4610 is calling for the storage locker number.

Resolution:
Advised the agent she may contact the on site office

Name: Dawn Berngen Request #: 0554-MZIN979MC9 Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Masha Zingerman
Type of Request: Closing PAL Request Received

Description:
Rec'd order for CQ, budget.

Resolution:
Express, paid by Amex

Name: Dawn Berngen Request #: 0554-MZIN979MDY Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Masha Zingerman
Type of Request: Closing PAL Complete

Description:
Emailed CQ, budget, receipt to pisiecka@yahoo.com

Resolution:

Name: Dawn Berngen Request #: 0554-JCLK979RJB Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Jean Clark
Type of Request: Closing PAL Status

Description:
Arelena Tisecka listing agent called CQ for deposit. Did not received budget .

Resolution:
Checked with closing department and advised was all in one attachment.

Name: Elizabeth Dinsmore Request #: 0554-LRAY96TNZA Status: Completed
Address: 1405 E Central Rd 215B Arlington Hghts, IL 60005 Date Entered: 04/16/2013 Received By: Lisette Ray
Type of Request: Neighbor Etiquette

Description:
Owner Mr. calling regarding move out at #212 who seem to not know what they are doing. Owner is concerned they will damage the common elements.

Resolution:
Thanked owner and advised we will monitor the move to ensure no damage to the common elements.

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Name: Christine Friend Request #: 0554-LRAY96CL6J Status: Completed
Address: 1405 E Central Rd 220C Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Tenant calling to see if we have a key on file for the unit since he is locked out.

Resolution:
Advised tenant we do not have a key on file.

Name: James Ambrosino Request #: 0554-JBYE96WPXZ Status: Completed
Address: 1405 E Central Rd 308A Arlington Hghts, IL 60005 Date Entered: 04/19/2013 Received By: Jackie Byrne
Type of Request: Appraiser Information

Description:
Audrey appraiser is calling to get gen property info 847-736-2671

Resolution:
I answered her questions.

Name: James Ambrosino Request #: 0554-SPEY972MHR Status: Completed
Address: 1405 E Central Rd 308A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Sandra Penway
Type of Request: Appraiser Information

Description:
Audrey (appraiser) inquiring the percentage of rentals.

Resolution:
Provided Audrey the information as stated in the Property Profile.

Name: Charles VanBoxtaele Request #: 0554-SBOA96GLGM Status: Completed
Address: 1405 E Central Rd 311B Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Socorro Bocanegr
Type of Request: Account Information;Forwarded to Property Accountant

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Owner Mr calling to confirm account balance as he received the edebit welcome letter but believes that April is already paid as he mailed two payments last month

Advised I show two payments received in February which paid the account for January and February, then a 3rd payment received in February 28th which was applied to March.
However he says he mailed a payment end of December for January

Advised will review further and call him back. Fwd to PA to confirm where in the O drive/Transitions New/2013....I would find the prior ledgers.

UPDATE 11:20AM advised owner the prior agency debited the monthly assessments, I asked him for all the check numbers for the checks he has mailed so far.

He says he mailed one end of December however he had noted in his check book that a scheduled payment would be debited from his bank account not realizing that the prior agency would not be debiting for January as there would be a new agency.

I reviewed in detail that the Dec debit did not take place that he was suppose to mail the January payment and that the double payment he made in February actually covered Jan. and Feb, and then the payment he mailed 2/26 covered March. We did not debit in March because that payment was received before the 5th, therefore the first debit is today 4/5 (although our welcome letter said we would debit in March).

I believe he understands now.

PAYMENTS HE MAILED

02/01/13 \$461.62 check #621 -received
02/26/13 \$230.81 check #629 - received

Name: Bernadette Guziak

Request #: 0554-BHOD96ZR74 Status: Completed

Address: 1405 E Central Rd 312B Arlington Hghts, IL 60005

Date Entered: 04/21/2013

Received By: lmsu06/Lieberman

Description:

Thinks there is a leak in the upstairs bathroom from the unit above. It's not anything that's actually leaking I see but bubbling in the wall from over time. I don't know if this is actually from upstairs, or another source, but this is not an emergency.

Type of Request: Unicom;Forwarded to Property Manager;Neighbor Etiquette;Water Intrusion;Outbound Call

Resolution:

Forwarded to PM for advisement.

Inbound: Owner stated she is not available right now but will be available in the morning tomorrow.

Outbound 4/22/13 3:28pm: Advised owner per PM if owner was available today before 4pm to get someone to check the unit out. Advised owner would check with PM and call back.

Inbound: Owner stated she is available for that time.

Outbound 4/22/13 3:40pm: Advised owner per PM if owner is available for 9:30am on Tuesday April 23, 2013.

Name: Bernadette Guziak

Request #: 0554-SPEY973HLK Status: Completed

Address: 1405 E Central Rd 312B Arlington Hghts, IL 60005

Date Entered: 04/24/2013

Received By: Sandra Penway

Type of Request: Forwarded to Property Manager;Work Order Status

Resolution:

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Ms Guziak states Maintenance was in her unit yesterday and determined the unit above may have a leaking toilet as she is experiencing bubbling on the ceiling and walls.

She was to be contacted yesterday as to when an appointment could take place so she may be home. She would appreciate a call @ 847-909-8470 (cell #)

Advised Ms Guziak the PM (LR) would be notified of her concern regarding setting up an appointment.
FWD to PM (LR)

Name: Bernadette Guziak

Request #: 0554-DCON975TRW Status: Completed

Address: 1405 E Central Rd 312B Arlington Hghts, IL 60005

Date Entered: 04/26/2013 Received By: Danielle Corcoran

Type of Request: Work Order Status

Description:

Owner calling to inquire status of work order for leak on her ceiling.

Resolution:

Advised owner there has not yet been any update on work order status.

Name: Elizabeth Drake

Request #: 0554-FALZ96VJT4 Status: Completed

Address: 1405 E Central Rd 319C Arlington Hghts, IL 60005

Date Entered: 04/18/2013 Received By: Fabiola Alvarez

Type of Request: Forwarded to Property Manager;Other

Description:

Homeowner Mrs is calling the on site office to confirm if the garages will be inspected due to the heavy rain and possible flood.

Resolution:

FWD TO PM

*update per the PM-

Yes our maintenance men are inspecting and working on all of them right now. Thanks.

Name: Christopher Kaechele

Request #: 0554-SPEY96CNTP Status: Completed

Address: 1405 E Central Rd 322C Arlington Hghts, IL 60005

Date Entered: 04/01/2013 Received By: Sandra Penway

Type of Request: Association to HO Correspondence;Insurance Information;On Site Information

Description:

Mr Kaechele requesting assistance with the emergency information form and if we received his certificate of insurance from his insurance carrier.

Resolution:

Assisted Mr Kaechele the on site office hours and phone number so he may confirm his certificate of insurance was received and assisted with the emergency contact form.

Name: Michael Niedzinski

Request #: 0554-JCLK96PM6S Status: Completed

Address: 1405 E Central Rd 406A Arlington Hghts, IL 60005

Date Entered: 04/12/2013 Received By: Jean Clark

Type of Request: Forwarded to Property Manager;Insurance Information

Description:

Teresa from Met Life need written proof of partial sprinkler and central fire alarm 847-495-3822 tmickiewicz@metlife.com

Resolution:

Advised would forward to PM to see if could provide the information requested in writing to Met Life.

PM send document to send to Met Life. Emailed to Met Life.

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<u>Name:</u>	Antonio Capozzi	<u>Request #:</u>	0554-AMDK979KRD	<u>Status:</u>	Open
<u>Address:</u>	1405 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/30/2013	<u>Received By:</u>	AnnMarie Detrick
Description: Left an additional message for Tony to please call us to let us know the status on fixing his shower door so we can start drywall repairs to unit 312B.					
Resolution: Awaiting a return call from Tony so we may start drywall repairs.					
<u>Name:</u>	Antonio Capozzi	<u>Request #:</u>	0554-BHOD979UZB	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/30/2013	<u>Received By:</u>	Beverly Hood
Description: Owner Mr. calling to speak APM.					
Resolution: Advised owner the onsite office is closed for the evening. - 5/1/13 - I received the information and contact owner regarding his appointment. amd					
<u>Name:</u>	Tomasz Nawrocki	<u>Request #:</u>	0554-LRAY96TPE6	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/16/2013	<u>Received By:</u>	Lisette Ray
Description: Anna From Loza Law calling to request minutes from 2012 and 2013. Send to anna@lozalaw.com					
Resolution: Emailed order form for all closing documents.					
<u>Name:</u>	Ivelin Miankov	<u>Request #:</u>	0554-BHOD96GTVQ	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 415B Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/05/2013	<u>Received By:</u>	Beverly Hood
Description: Owner Mrs. calling to obtain a copy of the account ledger. Owner stated she would like the account ledger to be sent via fax to 847-675-7019					
Resolution: Advised owner the account ledger will be sent via fax.					
<u>Name:</u>	Scott Swanson	<u>Request #:</u>	0554-LRAY96DKHB	<u>Status:</u>	Completed
<u>Address:</u>	1405 E Central Rd 422C Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/02/2013	<u>Received By:</u>	Lisette Ray
Description: Owner calling regarding insurance letter received. Owner's father resides in unit and has renter's insurance. Wants to know if that is sufficient.					
Resolution: Advised owner we will need a copy of the renter's insurance. Recommend owners insurance also as renters will only cover possessions and not the unit fixtures, cabinets or other such items. Owner will send insurance over shortly.					

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Mark Kilgore Request #: 0554-BHOD96SU8W Status: Completed
Address: 1415 E Central Rd 104A Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Beverly Hood
Type of Request: On Site Information

Description:
Mash - Tenant calling to inquire if some work was done on the water due to water being yellow.

Resolution:
Advised tenant per maintenance there was part that was replaced but to run the water for a while and water should be fine.

Name: William Deaton Request #: 0554-MBUR96EP7L Status: Completed
Address: 1415 E Central Rd 108A Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Maureen Butcher
Type of Request: Cable

Description:
Rosemary Deaton called because on the door closest to the stariwell of the awing before the exit door slams against her wall and has caused things to break.

Resolution:
WO sent from common area.

Name: Rosemary Deaton Request #: 0554-JPAO96RT9L Status: Open
Address: 1415 E Central Rd 108A Arlington Hghts, IL 60005 Date Entered: 04/14/2013 Received By: Jennifer Pasko
Type of Request: Emergency On Call;Walk Ins

Description:
Owner called 8:16am to report no hot water- but by the time I called owner she again called unicomm (8:19am)stating the water was fine.

Resolution:
none

Name: Jerome Weiss Request #: 0554-SPEY973NLS Status: Completed
Address: 1415 E Central Rd 109B Arlington Hghts, IL 60005 Date Entered: 04/24/2013 Received By: Sandra Penway
Type of Request: Account Information;e-Debit

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Mr Weiss advising he is behind in his payments , as he participated in automatic withdrawal with the previous management company and he did not thoroughly read the information when the management company changed. He disposes of the coupon books and would like to make automatic withdrawal payments as with the previous company.

Advised Mr Weiss he would need to contact the Associations Attorneys for a balance owed and an automatic withdrawal program is currently not available.
The following e mail was sent to : jweiss@escogroup.org and cc'd to the PM LR & AMD
Dear Mr. Weiss,

The purpose of this message is to summarize the information provided to you earlier during a phone conversation on Wednesday April 24, 2013 regarding the above addresses.

1) The Attorney for the Association would need to be contacted regarding the past due amount on each of the accounts.

2) The Association currently does not have an automatic withdrawal program to offer to the residents. This program is in process and once finalized the homeowners will be receiving information for enrollment by mail. So please watch for the new program information.

Should you have additional questions, please contact Resident Services.

Thank you,
Sandy
Resident Service Agent
847-459-0000

Name: Jerome Weiss

Request #: 0554-LRAY974RHN Status: Open

Address: 1415 E Central Rd 109B Arlington Hghts, IL 60005

Date Entered: 04/25/2013 Received By: Lisette Ray

Type of Request: Coupon Book Request

Description:

Please order and send a new coupon book for this unit. Owner misplaced last one.

Resolution:

Forward to AR.

Name: William Leahy

Request #: 0554-CBRT96WSWH Status: Completed

Address: 1415 E Central Rd 116B Arlington Hghts, IL 60005

Date Entered: 04/19/2013 Received By: Cheri Brandt

Type of Request: Account Information

Description:

Owner, Bill Leahy calling to confirm that April MA payment was received.

Resolution:

Advised owner that payment was received on 4/17/2013. Owner knows about late fee and is ok with it.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Samuel Listopad Request #: 0554-ATHL96FKWQ Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Alex Thervil
Type of Request: Insurance Information

Description: JC, Wells Fargo agent, requesting copy of master insurance policy Resolution: Provided agent insurance contact info.

Name: Samuel Listopad Request #: 0554-JBYE974R5B Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/25/2013 Received By: Jackie Byrne
Type of Request: Closing PAL Form Requested

Description: Jacey from Wells Fargo 855-216-6887 is calling to say that she needs a closing order form faxed to her. Resolution: I advised her that I can fax to her, sent checklisat as well.

Fax to 866-922-3392

Name: Samuel Listopad Request #: 0554-JCLK978PLA Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/29/2013 Received By: Jean Clark
Type of Request: Closing PAL Status

Description: Owner called received an email regarding PAL and how come so much and what is the time that lender is asking for. Resolution: Advised the fees have been this amount for long time and don't know how LMS sets the fee. Advised 3 day return was requested.

Name: Samuel Listopad Request #: 0554-MZIN979MAR Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Masha Zingerman
Type of Request: Closing PAL Request Received

Description: Rec'd order for CQ. Resolution: Express, paid by Visa

Name: Samuel Listopad Request #: 0554-FALZ979QS5 Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Fabiola Alvarez
Type of Request: Sale Questions

Description: Jay cee calling from Wells Fargo 855-216-6887 is calling for the status on the CQ Resolution: Advised the document should be completed by the end of the day.

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Name: Samuel Listopad Request #: 0554-MZIN979S5S Status: Completed
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Masha Zingerman
Type of Request: Closing PAL Complete

Description:
Emailed CQ, budget, receipt to jaycee.baltzell@wellsfargo.com

Resolution:

.

Name: Barbara Johson Request #: 0554-LRAY96CSQC Status: Completed
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
PM called owner to arrange an appointment with owner to clear plumbing line between #213 and #211. Left message for owner to call office.

Resolution:

left message, please follow up tomorrow with another call if we have not heard back from her and call #213 to set an appointment. Update Per PM: Owner confirmed appointment for Tuesday at 1PM.

Name: Barbara Johson Request #: 0554-SPEY96NMEJ Status: Completed
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005 Date Entered: 04/11/2013 Received By: Sandra Penway
Type of Request: Account Information;e-STAR

Description:
Ms Johnson calling to advise she is having difficulty registering with E Star.

Resolution:

Determined the spelling of the last name is incorrect and we need to correct to: Johnson.
Advised Ms Johnson the correct name would be reflected as of tomorrow morning.
FWD to LK
UPDATE 4-11-13 Corrected spelling of last name. LK

Name: Kimberly Clark Request #: 0554-LRAY96CSSJ Status: Completed
Address: 1415 E Central Rd 213B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: Common Area Request

Description:
Owner Mrs. calling regarding tub that is draining slow, needs access to #211 to clear line and Juan was unable to clear it. Please call owner back when we have made contact with owner from #211.

Resolution:

Please call owner back on 4/2 to give update on appointment status.
Update per PM - Owner in #211 confirmed appointment for Tuesday at 1PM. Advised owner in #213 who confirmed.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Anna Yon Request #: 0554-ABOO96FJR3 Status: Completed
Address: 1415 E Central Rd 217C Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Angie Botello
Type of Request: Appraiser Information;General Property Info

Description:
Appraiser calling for general info on the property

Resolution:
Provided caller with info per the PP

Name: Kenneth Bellandi Request #: 0554-LRAY96SPNM Status: Completed
Address: 1415 E Central Rd 314B Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:
Please correct middle initial to W not E. Thanks.

Resolution:
Forward to L.K. to correct middle initial on name.
UPDATE 4-15-13 Corrected initial. LK

Name: Tadeusz Wiczkowski Request #: 0554-BHOD96ELV4 Status: Completed
Address: 1415 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/02/2013 Received By: lmsu01/Lieberman
Type of Request: Unicorn;On Site Information;Forwarded to Property Manager

Description:
HO called to report that a piece of foam was picked up by the wind and is stuck in the tree. It is too high for him to get it down, would like a call back at 224-522-6874. Owner stated it is a small piece of foam that was on his balcony that blew away. Owner stated he did not want anyone to think he was littering.

Resolution:
Outbound 4/3/13 11:05am: Advised owner we need more information. Advised owner this information would be forwarded to PM for review.

Name: Robert Witek Request #: 0554-ATHL96DMU8 Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 04/02/2013 Received By: Alex Thervil
Type of Request: On Site Information

Description:
Buyers agent requesting on site office info

Resolution:
Provided office contact info

Name: Robert Witek Request #: 0554-ABOO96FMPT Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Angie Botello
Type of Request: General Property Info;Insurance Information

Description:
Lender for the buyer calling to get the assoc name and insurance information

Resolution:
Provided lender with assoc name and insurance info per the VP.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-JCLK96MKFK	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/10/2013	<u>Received By:</u> Jean Clark
	<u>Type of Request:</u> Closing PAL Form Requested	
Description: Clara from Frank atty office called to order PAL information. fax number 847-352-6303 and office number 847-352-6226	Resolution: Advised Clara would email PAL form	
<hr/> <u>Name:</u> Robert Witek	<u>Request #:</u> 0554-MZIN96NNWV	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/11/2013	<u>Received By:</u> Masha Zingerman
	<u>Type of Request:</u> Closing PAL Request Received	
Description: Rec'd order for CQ, budget.	Resolution: Express, paid by check #172035 for \$200	
<hr/> <u>Name:</u> Robert Witek	<u>Request #:</u> 0554-MZIN96NUNL	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/11/2013	<u>Received By:</u> Masha Zingerman
	<u>Type of Request:</u> Closing PAL Complete	
Description: Emailed CQ, budget, COI to tamara.bezman@guaranteedrate.com, .	Resolution:	
<hr/> <u>Name:</u> Robert Witek	<u>Request #:</u> 0554-SPOY96PJS7	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/12/2013	<u>Received By:</u> Susan Potkay
	<u>Type of Request:</u> General Property Info	
Description: Appraiser Mike Pearson 847-253-1841 requesting general property information.	Resolution: Provided Appraiser with general property information.	
<hr/> <u>Name:</u> Robert Witek	<u>Request #:</u> 0554-KVGR978NXV	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/29/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> Rules/Regs Info	
Description: Caller Mr calling to see if cats are allowed in the unit.	Resolution: Advised that 2 cats can be living in the unit.	

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Name: Steve Martino Request #: 0554-SBOA96SPNC Status: Completed
Address: 1415 E Central Rd 419C Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Socorro Bocanegr
Type of Request: Account Information;e-STAR

Description:
Owner Mr calling for auto payment options **Resolution:**
Advised of estar or his bank

Name: Steve Martino Request #: 0554-DCON973JEW Status: Completed
Address: 1415 E Central Rd 419C Arlington Hghts, IL 60005 Date Entered: 04/24/2013 Received By: Danielle Corcoran
Type of Request: Account Information

Description:
Owner calling to inquire why his balance is \$505.33 for April.
Owner stating he mailed his April assessment 4/15. Owner stating he requested to have late fee for March waived previously. **Resolution:**
Advised owner \$505.33 is for 2 late fees for March and April, along with April assessment that has not been received yet.
Advised owner per previous IR: waive of late fee for March is pending BOD approval and next meeting is 4/25.

Name: Marie Miller Request #: 0554-ABOO96PJE7 Status: Completed
Address: 1415 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 04/12/2013 Received By: Angie Botello
Type of Request: Forwarded to Property Manager;Insurance Information

Description:
Owner calling to state that she is in Florida and will be back home on the 24th and would like to know if she can get a few extra days to send in her cert. Owner states that she will send her insurance as soon as she gets back. **Resolution:**
Advised owner that the PM will be made aware of her return date and will make sure it is ok for her to send her cert at that time.

Name: Edward Stasica Request #: 0554-LRAY979S3F Status: Completed
Address: 1505 E Central Rd 102A Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner calling to see if any 1 bedroom rentals are available. **Resolution:**
Advised owner there are 5 dana point rentals that are all currently rented. Not sure if they are 1 bedroom and if they will be vacant. Will keep owner in mind if anything comes up.

Name: Dorothy Karp Request #: 0554-DCON972N48 Status: Completed
Address: 1505 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Danielle Corcoran
Type of Request: Forwarded to Property Manager

Description:
Owner calling to advise moths are coming in through fan fixture over her bed which has dropped about 2 inches. Owner stating she will contact on site office. **Resolution:**
Advised owner information would be forwarded to PM. Advised owner she may contact PM directly at on site office.

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Name: Henry Kim Request #: 0554-LRAY96CKT6 Status: Completed
Address: 1505 E Central Rd 108A Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
PM called owner to arrange for unit inspection for leak in common area hallway. Owner made appointment for 11Am Monday, April 1, 2013.

Resolution:
Confirmed appointment with Maintenance for 11:00 AM.

Name: Bonnie Klein Request #: 0554-CBRT96KRKB Status: Completed
Address: 1505 E Central Rd 109B Arlington Hghts, IL 60005 Date Entered: 04/08/2013 Received By: Cheri Brandt
Type of Request: Account Information;Service@lmsnet.com

Description:
Good Morning,
I am wondering why my acct was debited at \$360.88 instead of \$310.00?
I did purchase a new garage door opener but gave her a check for \$50.00 that I was asked for?
Thank you,
Bonnie Klein

Resolution:
Emailed owner account ledger. Apologized for additional money being taken out on 4/5/2013. Check posted today for \$50.00. Account now has credit of \$50.00.

Sent from my iPad Bonnie

Name: Ronald Klimas Request #: 0554-KVGR972K59 Status: Completed
Address: 1505 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Kasandra Von Gl
Type of Request: On Site Information

Description:
Renee with Century 21 calling to see if the intercom was ever programmed

Resolution:
Advised to call the on site for more information on how to work the intercom.

Name: James Blake Request #: 0554-LRAY96CM6E Status: Completed
Address: 1505 E Central Rd 114B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: Warning Letter

Description:
Owner Mr. calling regarding 2 letters received for lease and certificate of insurance. Owner gave copies back in December to new company.

Resolution:
Advised owner checked file and all information is there.
Apologized for repeat letter sent in error.

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Name: Theodore Migala Request #: 0554-JCLK96MSAL Status: Completed
Address: 1505 E Central Rd 202A Arlington Hghts, IL 60005 Date Entered: 04/10/2013 Received By: Jean Clark
Type of Request: Insurance Information

Description:
insurance agent called asking questions about the type of insurance owner needs

Resolution:
Advised needs condo insurance.

Name: Theodore Migala Request #: 0554-KVGR975J36 Status: Completed
Address: 1505 E Central Rd 202A Arlington Hghts, IL 60005 Date Entered: 04/26/2013 Received By: Kasandra Von Gl
Type of Request: On Site Information

Description:
Owner Mr calling to get the on site office number.

Resolution:
Advised of number and office hours.

Name: Jamie Richer Request #: 0554-CBRT96LHYB Status: Completed
Address: 1505 E Central Rd 205A Arlington Hghts, IL 60005 Date Entered: 04/09/2013 Received By: Cheri Brandt
Type of Request: Census;Forwarded to Property Manager;Lease Info;Service@lmsnet.com

Description:
Please see the attached contact information form and copy of lease agreement for 1505 E. Central Rd, Unit 205A at Dana Point.

If you have any questions, please feel free to contact me.

Thank you,
Jamie Richer
Owner
630-337-9463 -

Hello,

We have received your contact and emergency form and copy of lease and it has been forwarded to the Property Manager.

Thank you,

Resident Services

Name: Jamie Richer Request #: 0554-CBRT96LQHM Status: Completed
Address: 1505 E Central Rd 205A Arlington Hghts, IL 60005 Date Entered: 04/09/2013 Received By: Cheri Brandt
Type of Request: Forwarded to Property Manager;Insurance Information;Service@lmsnet.com

Description:

Resolution:

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Per your request, attached is a certificate of insurance for my condo unit.

Forwarded proof of insurance to the PM.

Thank you,
Jamie Richer

From: karla.olson.ikj6@statefarm.com
To: jamigraz1@hotmail.com
CC: karla.olson.ikj6@statefarm.com
Subject: certificate of insurance
Date: Mon, 8 Apr 2013 19:49:14 +0000

<u>Name:</u> Jamie Richer	<u>Request #:</u> 0554-SPEY975JEZ	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 205A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/26/2013	<u>Received By:</u> Sandra Penway
<u>Type of Request:</u> On Site Information		
Description: Ms Richer requesting the on site office phone number.	Resolution: Provided Ms Richer the hours and phone number of the on site office.	
<u>Name:</u> Marguerite Train	<u>Request #:</u> 0554-DCON96MF6	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 208A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/10/2013	<u>Received By:</u> Danielle Corcoran
<u>Type of Request:</u> Violations		
Description: Owner Mr Train calling to inquire how to change name on ownership to his own, stating current name of ownership is deceased. Mr Train stated he will just leave name of ownership how it is. Mr Train advising he received violation letter for his tenants and will alert them of this matter.	Resolution: Advised Mr Train he would send a settlement statement or legal document with buyer and seller information and closing date to update name of ownership. Advised Mr Train if his tenants would like to dispute violation, there are instructions on violation letter	
<u>Name:</u> US Bank National Association	<u>Request #:</u> 0554-DCON979Q5A	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/30/2013	<u>Received By:</u> Danielle Corcoran
<u>Type of Request:</u> Account Information;Service@lmsnet.com		
Description: David G. realtor company calling to inquire if unit is currently occupied. David inquiring if payments for this account are being made on time. David requesting service email.	Resolution: Advised David only information on this unit is that US Bank is current owner. Advised David a request from owner would be needed to provide him with account information. Advised David of service email where that request to release information to him can be sent.	

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Name: Harold Fotre Request #: 0554-LRAY96CKN4 Status: Completed
Address: 1505 E Central Rd 305A Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:

Owner Mrs. calling regarding a letter received for not supplying a copy of lease and insurance. Owner dropped off information and wants to know what happened to the information.

Resolution:

Advised owner information was received and entered into system. Apologized for letter sent in error.

Name: Harold Fotre Request #: 0554-SBOA972N9W Status: Completed
Address: 1505 E Central Rd 305A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Socorro Bocanegr
Type of Request: Account Information

Description:

Owner Ms each month she is getting a different amount charged

Resolution:

Advised there is a payment of 25.00 that posted and credited a credit, will fwd to SP to view this payment as owner is not aware of a payment made for 25.00

UPDATE @ 2:55PM advised it was a charge from her tenant who paid it as well so her assessment will be debited \$25.00 more since it was debited 25.00 less in April. So in May 255.81 will be debited.

Name: Harold Fotre Request #: 0554-LRAY974SRM Status: Open
Address: 1505 E Central Rd 305A Arlington Hghts, IL 60005 Date Entered: 04/25/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:

Left message for tenant to arrange an appointment to enter unit and inspect for a leak. Unit below is getting water. No answer.

Resolution:

AD: Please try again if we do not hear back by 4/26/13. Thanks.

Name: Marcia Cale Request #: 0554-AMDK96NJYN Status: Completed
Address: 1505 E Central Rd 309B Arlington Hghts, IL 60005 Date Entered: 04/11/2013 Received By: AnnMarie Detrick
Type of Request: Clubhouse/Party Room Rental Information

Description:

Mrs. called to reserve social room for June 12 for a gathering of friends.

Resolution:

Told Mrs. she would have to bring in a \$100 check as a deposit on the social room and to fill out form.

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<u>Name:</u> Vincent Levin	<u>Request #:</u> 0554-MBUR96EMKT	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 313B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/03/2013	<u>Received By:</u> Maureen Butcher
<p>Description: Patricia the owners wife called regarding the letter dated 3/27 requesting a copy of the Certificate of Insurance.</p>		
<p>She wanted to know if it is mandatory that it be sent in and what law states she must comply.</p>		
<u>Name:</u> Vincent Levin	<u>Request #:</u> 0554-DCON96EMNR	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 313B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/03/2013	<u>Received By:</u> Danielle Corcoran
<p>Description: Owner Mrs calling to get in contact with PM but states she continues to get transferred to incorrect areas.</p>		
<p>Resolution: Advised owner Mrs that she would be transferred to appropriate party.</p>		
<u>Name:</u> Vincent Levin	<u>Request #:</u> 0554-BHOD96EN4B	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 313B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/03/2013	<u>Received By:</u> Beverly Hood
<p>Description: Owner Mrs. calling to speak with PM ONLY. Owner stated she would like PM to call her at 773-440-2171.</p>		
<p>Resolution: Advised owner this information would be forwarded to PM for review and advisement.</p>		
<p>Update: Per PM 4/3/13: attempted to call back at day and cellphone number provided with no answer at 2:20PM. Left message to call office.</p>		
<u>Name:</u> Vincent Levin	<u>Request #:</u> 0554-LRAY96FKUG	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 313B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/04/2013	<u>Received By:</u> Lisette Ray
<p>Description: Owner calling regarding owners insurance request, has never seen it in the 8 years they have been living here. Would like to know where in the rules it is stated.</p>		
<p>Resolution: Advised owner it is in the Rules under the sales section. Will provide specific page via email and extend 14 days to receive certificate.</p>		

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<u>Name:</u> Timothy Dykes	<u>Request #:</u> 0554-LRAY975L6F	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 404A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/26/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Move-in/out Inquiry	
Description: Owner calling regarding tenant move out and new tenant move in. Owner would like more information.		
Resolution: Advised owner of move out procedures and move in procedures. Advised tenants will need to make arrangements for elevator padding, move packet, elevator key, and all necessary deposits. Owner will call back when dates are confirmed. Advised owner we need insurance for unit and renters insurance, riders, and forms completed. Please prepare two moving packets for tenants.		
<u>Name:</u> Timothy Dykes	<u>Request #:</u> 0554-LRAY975L9X	<u>Status:</u> Open
<u>Address:</u> 1505 E Central Rd 404A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/26/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Projects	
Description: Owner calling regarding crack in patio door that was done when balcony was completed. Please set up an inspection with the current tenant Rob at 630-267-0337 to inspect patio door and determine if it was caused by contractor.		
Resolution: Forward to Project Manager for balcony project.		
<u>Name:</u> Tomasz Soltys	<u>Request #:</u> 0554-FALZ96EQZ7	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/03/2013	<u>Received By:</u> Fabiola Alvarez
	<u>Type of Request:</u> Closing PAL Form Requested	
Description: Ana sellers atty 773-786-2535 is calling to order a PAL Email- gkrasniklaw@gmail.com-Send document order form and checklist		
Resolution: Emailed the checklist and document order form		
<u>Name:</u> Tomasz Soltys	<u>Request #:</u> 0554-IAYA96SQRM	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/15/2013	<u>Received By:</u> Irene Ayala
	<u>Type of Request:</u> Closing PAL Request Received	
Description: Received order on 4.11 for PAL. Closing 4.30		
Resolution: Normal processing pd via Visa for \$150 Need checklist items. emailed SA:gkrasniklaw@gmail.com		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Tomasz Soltys	<u>Request #:</u>	0554-FALZ96UMZ7	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/17/2013	<u>Received By:</u>	Fabiola Alvarez
<u>Type of Request:</u>	Closing PAL Status				
<u>Description:</u>	Ana atty for the seller 773-786-2535 is calling for the status on the PAL. Closing April 25th	<u>Resolution:</u>	Advised atty the information will be sent to the closing department to further advise.		
			*update per the closing dept. Order form says closing 4-30, not 4-25 We still need \$150 move-IN fee (check only, paid to on site office).		
<u>Name:</u>	Tomasz Soltys	<u>Request #:</u>	0554-MZIN96XTKK	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/20/2013	<u>Received By:</u>	Masha Zingerman
<u>Type of Request:</u>	Closing PAL Complete				
<u>Description:</u>	Emailed PAL, receipt to gkrasniklaw@gmail.com, Closing 4-30-2013	<u>Resolution:</u>	.		
<u>Name:</u>	Tomasz Soltys	<u>Request #:</u>	0554-SPEY96ZLWF	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/22/2013	<u>Received By:</u>	Sandra Penway
<u>Type of Request:</u>	Closing PAL Form Requested				
<u>Description:</u>	Sarah with 1st Merit Mortgage seeking a CQ to be completed for the sale of the unit.	<u>Resolution:</u>	Provided Sara the checklist and general order closing form from the Document Library: sara.cross@firstmerit.com ,		
<u>Name:</u>	Tomasz Soltys	<u>Request #:</u>	0554-ABOO96ZKAZ	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/22/2013	<u>Received By:</u>	Angie Botello
<u>Type of Request:</u>	Closing PAL Status				
<u>Description:</u>	Sellers atty's office calling to state the PAL was ordered for Wednesday's closing but has not been received yet.	<u>Resolution:</u>	Advised caller per IA, the docs were emailed on Saturday. Caller states that she has not received the docs and would like them emailed again. Confirmed email address per IR. FWD to KK.		

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Name: Tomasz Soltys Request #: 0554-SPEY96ZKJQ Status: Completed
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 04/22/2013 Received By: Sandra Penway
Type of Request: Closing PAL Status

Description:
Anna (Attorney for Seller office) seeking the 22.1 which was ordered with the PAL. She has received the PAL.

Resolution:
Advised Anna as stated in our records only a PAL was ordered and paid for and she will verify with the Attorney.

Name: Tomasz Soltys Request #: 0554-SPEY972KJD Status: Completed
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Sandra Penway
Type of Request: Closing PAL Form Requested

Description:
Sara (First Merit Mortgage) advising she received the form sent yesterday and inquiring how to submit a CQ .

Resolution:
Provided the service e mail address and advised she would need to expedite if closing is scheduled on 4/30/2013.

Name: Tomasz Soltys Request #: 0554-KKOS972LWB Status: Completed
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Request Received

Description:
Received request for budget, financial, 22.1, and Questionaire.

Resolution:

.

Name: Tomasz Soltys Request #: 0554-KKOS972N6P Status: Completed
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 04/23/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Realtor Agnes Boryczko picked up budget, financial, 22.1, and questionaire.

Resolution:

.

Name: Katarzyna Szynalik Request #: 0554-LRAY96UTKZ Status: Completed
Address: 1505 E Central Rd 407A Arlington Hghts, IL 60005 Date Entered: 04/17/2013 Received By: Lisette Ray
Type of Request: Water Intrusion;Work Order Status

Description:
Owner calling regarding leak over office window, maintenance came to inspect but could not locate. She called back since it is raining today and can see where the water is coming into the unit.

Resolution:

Advised owner will send maintenance to inspect leak.

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Name: Arthur Salins Request #: 0554-ABOO975PSZ Status: Completed
Address: 1505 E Central Rd 414B Arlington Hghts, IL 60005 Date Entered: 04/26/2013 Received By: Angie Botello
Type of Request: Account Information;Forwarded to Property Manager

Description:

Owner calling to state that he is in Arizona and states that he just received a letter from the assoc and the atty. Owner states that this is the first letter he has received and would like to know why. Owner states that he set up his account to be automatically withdrawn every month and does not know what happened. Owner states that he gets all his mail sent to the IL address and it is then FWD to the Arizona address. Owner states that he would like the PM to call him back at 847.450.9907

Resolution:
Advised owner that 8 letters were sent. Advised owner that there is no forwarding address listed nor a phone number. Also advised owner that if he wanted to continue to have his payments automatically withdrawn, he needed to have completed the edebit form that was sent in January. Advised owner that the PM will be advised to call him

Name: Arthur Salins Request #: 0554-LRAY979PZ6 Status: Completed
Address: 1505 E Central Rd 414B Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:

Owner Mr. calling regarding attorney collection letter received for past due assessments. Owner used to have assessments taken out automatically with previous agent. Owner claims no notice was ever provided that the automatic payments would stop and that a balance was owed. Owner wants PM to tell attorney to stop and charge no fees.

Resolution:
Advised owner account statements and balance due letters were mailed to unit address with no response. Advised owner to speak with the attorney as the account has been forwarded. Owner stated he was on the Board and that LMS has failed to properly notify him since he never received the mail in AZ. Owner advised PM he will investigate this further with the friends he has on the Board and will speak with the attorney.

Name: Stuart Eckhaus Request #: 0554-JCLK96SH2F Status: Completed
Address: 1505 E Central Rd 416B Arlington Hghts, IL 60005 Date Entered: 04/13/2013 Received By: lmsu12/Lieberman
Type of Request: Forwarded to Property Manager

Description:

AT UNIT 416B, HE RECEIVED A LETTER TODAY STATING THAT YOU DON'T HAVE A CURRENT COPY OF HIS LEASE AGREEMENT FOR RENTAL UNIT. HE IS NOT RENTING , HE IS THE OWNER. PLS CALL HIM ON MONDAY AT 847-697-2183

Resolution:
Spoke to homeowner and he indicated that he lives in Elgin, however, he keeps the unit here for family or when he is in the area. He does lease the unit out to anyone.

Update from PM 4/15/13: I called and spoke to HO. He indicated that he does not rent his unit and that it is vacant and only used it once in a while when in the area as he lives in Elgin.

Name: Laurie Lutiger Request #: 0554-LRAY96VLQ9 Status: Completed
Address: 1515 E Central Rd 120C Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Lisette Ray
Type of Request: Water Intrusion;On Site Information

Description:

Owner Mrs. calling to report water leaking from garage ceiling, is concerned about damage to her car and flooding.

Resolution:
Advised owner water is building up on exterior of building and leaking in from electric conduit pipe thorough foundation. Cannot be addressed until the rain stops to prevent it again. Due to excess rain, will need to wait for it to dry.

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<u>Name:</u>	Dorothy Nelson	<u>Request #:</u>	0554-LRAY96SRXD	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 152A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/15/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Owner's daughter had leak issue from a/c pipe in wall. Owner was advised that mold remediation would be the owner's responsibility to repair. Advised owner to contact homeowner's insurance.	<u>Type of Request:</u>	Board Consideration;Homeowner Responsibility;On Site Information;Water Intrusion	<u>Resolution:</u>	Owner was upset that coverage was not provided by association. Owner spoke to PM who advised that the association is not responsible for the clean up or remediation as it was in the unit and limited common elements. Owner requested PM view damaged area. PM and Maintenance entered unit and photographed areas. Owner admitted to getting the carpets cleaned and they found the mold issue as a plant normally covers the area from sight. Advised owner will take any correspondence to the Board in writing and advised to call owners insurance who will handle the restoration and will deal with association insurance if necessary.
<u>Name:</u>	Mary Kay Potnick	<u>Request #:</u>	0554-ABOO96KMTY	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 153A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/08/2013	<u>Received By:</u>	Angie Botello
<u>Description:</u>	Mary Kay calling to state that she received a notice today regarding her account but states that on 3.28 she sent a check for \$374 and would like to know why she now owes more than \$500. Owner states that she will call her bank to find out what is going on.	<u>Type of Request:</u>	Account Information	<u>Resolution:</u>	Advised owner that as of today, her payment has not been received. Advised owner that there is a balance of over \$500 because it includes the April assessment. Advised owner to contact her bank, but not to put a stop payment on the check because if it is later received, it will post to her account.
<u>Name:</u>	Mary Kay Potnick	<u>Request #:</u>	0554-SBOA96PK9A	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 153A Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/12/2013	<u>Received By:</u>	Socorro Bocanegr
<u>Description:</u>	Owner Ms called her bank and the check she mailed in April for March assessment was cashed, wants to be sure it was received on our end	<u>Type of Request:</u>	Account Information	<u>Resolution:</u>	advised it was received 4/10
<u>Name:</u>	Marian Long	<u>Request #:</u>	0554-KVGR96KLVM	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/08/2013	<u>Received By:</u>	Imsu10/Lieberman
<u>Description:</u>	Per Ms owner her insurance company they will be sending over the Certificate of Insurance today, she may be reached at 847-840-6879.	<u>Type of Request:</u>	Insurance Information;Unicom	<u>Resolution:</u>	Noted information in file.

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<u>Name:</u> Marian Long	<u>Request #:</u> 0554-SPOY96KHXB	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/08/2013	<u>Received By:</u> Susan Potkay
Description: Owner Mrs 847-840-6879 advises she is going out of town however she received request for copy of her COI. Owner advises she contacted her agency and requested they forward a copy to PM. Owner requesting PM to be aware.	<u>Type of Request:</u> Association to HO Correspondence;Insurance Information;Forwarded to Property Manager	
	Resolution: Advised Owner will notify PM of update on COI.	
<u>Name:</u> Frank Soprano	<u>Request #:</u> 0554-DCON96NNMT	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 166B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/11/2013	<u>Received By:</u> Danielle Corcoran
Description: Owner calling to advise he received violation notice stating he needs to remove decoration mounted to brick wall on patio. Owner stated item was there prior to his move in and he does not want to remove it as he may damage brick or cement. Owner would like a call back 8473983737.	<u>Type of Request:</u> Violations	
	Resolution: Advised owner this information would be forwarded to PM and he would receive a call back about violation.	
<u>Name:</u> Frank Soprano	<u>Request #:</u> 0554-JPAO96RT3F	<u>Status:</u> Open
<u>Address:</u> 1515 E Central Rd 166B Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/14/2013	<u>Received By:</u> Jennifer Pasko
Description: Unicom called to state owner upset that water in parking lot not addressed yet - I called and owner did not answer but I left a message advising I spoke to Maintenance, Juan, and they do not have equipment on site to address the sewer and a contractor was needed to clear it. As there were no reports of water backing up into units, and the water was going to the nearby storm drain, the sewer would be addressed after the weekend. If owner aware of water in units to please contact us again and it will be addressed.	<u>Type of Request:</u> Emergency On Call	
	Resolution: Maintenance stated he would look in to it - and I updated unicom to advise owners it would be taken care of Monday as no damage to units was occurring.	
<u>Name:</u> Marlene Rivara	<u>Request #:</u> 0554-JBYE96TPU9	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 222C Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/16/2013	<u>Received By:</u> Jackie Byrne
Description: Owner is calling to ask what her balance is, she isn't sure if her auto payment went through yet and doesn't know if she's behind or has a credit.	<u>Type of Request:</u> e-Debit Application Status;Account Information	
	Resolution: I advised owner that she is on e-debit. I advised owner that she has a credit of 431.73. I advised her not to send in any more payments since she's on e-debit. I advised her next month it will just deduct the diff only on the 5th.	

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Name: Guillermo Beltran Request #: 0554-LRAY96KPD8 Status: Completed
Address: 1515 E Central Rd 252A Arlington Hghts, IL 60005 Date Entered: 04/08/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner Ms. calling to report banging like a storage door that is open. Owner cannot locate who it is.

Resolution:
Thanked owner for report and will have maintenance follow up to get it closed.

Name: Max Frenn Request #: 0554-LRAY96CLZF Status: Completed
Address: 1515 E Central Rd 259B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner Mr. reported no cold water in laundry room at 1515. Sink barely has pressure but cold cycle on machines have no water.

Resolution:
Advised maintenance is currently working on issue.

Name: Patricia Spada Request #: 0554-LRAY96CPFE Status: Completed
Address: 1515 E Central Rd 264B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner reports water in unit is not hot.

Resolution:
Advised owner we are working on the issue.

Name: Nancy Balis Request #: 0554-BHOD96KL5S Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 04/06/2013 Received By: lmsu12/Lieberman
Type of Request: Unicom;Forwarded to Property Manager

Description:
SHE HAS OUTSIDE STORAGE DOOR IS BANGING UP AGAINST IRON RAILING DUE TO THE WIND. SOMEONE NEEDS TO COME AND CLOSE IT . THIS IS REGARDING 1515 E. CENTRAL AT DANA POINT UNIT 256-B

Resolution:
Forwarded to PM for review.

Name: John Hacker Request #: 0554-BHOD96KKQA Status: Completed
Address: 1515 E Central Rd 266B Arlington Hghts, IL 60005 Date Entered: 04/06/2013 Received By: lmsu06/Lieberman
Type of Request: Unicom;Homeowner Responsibility;Outbound Call

Description:
Clarita Hacker called re: balcony doors that are banging against the railing of the B-wing.

Resolution:
Outbound 4/8/13 10:07am: Advised owner the balcony door is a homeowner responsibility. Was not able to advise owner due to phone number being incorrect.

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Name: Robert Bartuch Request #: 0554-SBOA96CNRF Status: Completed
Address: 1515 E Central Rd 318C Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Socorro Bocanegr
Type of Request: Common Area Request

Description:
Owner Mr calling about the garage door in the B wing is stuck up

Resolution:
WO issued under common area

Name: Robert Bartuch Request #: 0554-SPEY96VHKL Status: Completed
Address: 1515 E Central Rd 318C Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Sandra Penway
Type of Request: Forwarded to Property Manager;Water Intrusion

Description:
Ms Bartuch reporting her car is parked in the 1505 building in the B wing of the garage and is reporting a large ceiling leak which is causing it to pour into the ground floor of the garage.
She is concerned about damage to the vehicles.

Resolution:
Thanked Ms Bartuch for advising and assured her the PM 9LR) would be notified.
FWD to PM (LR)
UPDATE per the PM :

Please let the owner know that we are aware of the issue and will need to address the brick exterior once the rain stops. We cannot tuck point or caulk while it is still raining and wet as it is weather permitting. Once we have completed the exterior repair, we will contact the tenant to arrange for any necessary dry wall repairs up to the primer coat.

Name: Chris Halvorsen Request #: 0554-KVGR96KMKV Status: Completed
Address: 1515 E Central Rd 355A Arlington Hghts, IL 60005 Date Entered: 04/08/2013 Received By: Kasandra Von Gl
Type of Request: Insurance Information;Account Information

Description:
Owner Mrs calling to see why there was a lowing assessment in March. Owner would like to know what to send in for the COI.

Resolution:
Advised of the credit on the account. Advised to call the insurance and request they send LMS the COI.

Name: Donna Arcus Request #: 0554-SPOY96CHVB Status: Completed
Address: 1515 E Central Rd 356A Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Susan Potkay
Type of Request: Association to HO Correspondence;Insurance Information;Forwarded to Property Manager

Description:
Owner Mrs 847-437-8075 advises receipt of letter requesting copy of COI.
Owner advises letters from LMS are abrasive and this should be looked at.

Resolution:
Advised Owner to have copy of COI forwarded for file.
Advised Owner will notify PM of comments regarding letters received.

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Name: E Bruce Jackson Request #: 0554-LRAY96UL6G Status: Completed
Address: 1515 E Central Rd 359B Arlington Hghts, IL 60005 Date Entered: 04/17/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner called to advise of 3rd floor carpet spill of laundry detergent that was previously cleaned is coming through the carpet again and there is a light out in B garage between pillar 21 and 22.

Resolution:
Advised carpet will be cleaned and will get light changed.

Name: Cynthia Quebbemann Request #: 0554-CBRT96CSLU Status: Completed
Address: 1515 E Central Rd 362B Arlington Hghts, IL 60005 Date Entered: 04/01/2013 Received By: Cheri Brandt
Type of Request: Census;Forwarded to Property Manager

Description:
To whom it may concern,

Resolution:
Forwarded contact and emergency form to the PM.

Please find the attached Contact and Emergency Information Form. As I have already sent this in once, please confirm receipt of this document.

Sincerely,

Cynthia Quebbemann
Owner of 1515 East Central Road, Unit 362B
Arlington Heights, IL 60005 -

Name: Edward Hofert Revocable Trust Request #: 0554-KVGR96EM3A Status: Completed
Address: 1515 E Central Rd 363B Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Kasandra Von Gl
Type of Request: Other

Description:
Owner Mrs calling to see if the papers she sent out was received.
Owner stated that she sent the information

Resolution:
Advised that the information would be looked into and a return call would be granted.

Outbound call to the owner to get the tracking number for the package.
847-956-4511

Update per PM "Please advise the owner we did receive it in the office." Owner was advised.

Name: Edward Hofert Revocable Trust Request #: 0554-ABOO96FR2J Status: Completed
Address: 1515 E Central Rd 363B Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Angie Botello
Type of Request: Forwarded to Property Manager

Description:

Resolution:

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Owner, Mrs., calling to find out if her package was received, which she sent through UPS. Owner states that she called yesterday and was supposed to receive a call back. Owner states that she checked online and the name that was signed was "Logan".

Outbound call to mail room, AR signed for this. The owner is to check with the PM to make sure she has received the docs. PM was in EGV office yesterday and could have picked it up from her folder.
FWD to PM to find out if she has this owners docs

PER PM: Yes, I received them. I forwarded my update yesterday to Kasandra that we received it. Please update the IR and call the owner back to let them know we got their information. Thanks.

Owner has been notified.

Name: Edward Hofert Revocable Trust **Request #:** 0554-SPOY96SJYZ **Status:** Completed
Address: 1515 E Central Rd 363B Arlington Hghts, IL 60005 **Date Entered:** 04/15/2013 **Received By:** Susan Potkay
Type of Request: Association to HO Correspondence;Lease Info

Description:
Owner Mrs 847-956-4511 advises receipt of letter requesting lease documents. Owner advises all originals were submitted.

Resolution:
Advised Owner current lease on file is set to expire 10/31/2013.

Name: Dawid Zolkiewicz **Request #:** 0554-BHOD96VMEE **Status:** Completed
Address: 1515 E Central Rd 417C Arlington Hghts, IL 60005 **Date Entered:** 04/17/2013 **Received By:** Dawid Zolkiewic
Type of Request: Unicom;Forwarded to Property Manager;Water Intrusion;Outbound Call

Description:
Hi

After today's rain I discovered leak in my bedroom. Water is dropping from a/c / heating register.

I will contact our office tomorrow to schedule maintenance. I'll be at home but since I'll be leading phone training - I will not be available.

Resolution:
Outbound 4/19/13 9:44am: Advised owner per PM we would need an appointment to have maintenance inspect the issue and see where the water may be coming from. With the hard rain and wind, it is possible that some rain is making it through the roof vents. An appointment tomorrow would be preferred as the maintenance men are busy keeping up with the water issues today.

Name: John Moon **Request #:** 0554-JBYE974P8N **Status:** Completed
Address: 1515 E Central Rd 456A Arlington Hghts, IL 60005 **Date Entered:** 04/25/2013 **Received By:** lmsu04/Lieberman
Type of Request: Unicom;Forwarded to Property Manager

Description:
224-678-2120. John would like a call from AnnMarie from the office to discuss a certificate of insurance.

Resolution:
Unicom, will forward to PM.
Update per PM 2:30PM - called owner to confirm receipt of COI for unit from insurance.

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Name: Angela Mauriello Request #: 0554-LRAY96ZMSR Status: Completed
Address: 1515 E Central Rd 458A Arlington Hghts, IL 60005 Date Entered: 04/22/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:

Owner calling to see if Board met regarding late fee waiver on account. Owner received another fee for April.

Resolution:

APM advised PM previously spoke with owner and said that late fees will continue until a decision is made. Owner asked to speak with PM. PM advised owner, board meeting is Thursday, will have a response with Board decision.

Name: Marlene Winters Request #: 0554-LRAY96FSJL Status: Completed
Address: 1515 E Central Rd 460B Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Lisette Ray
Type of Request: On Site Information;Other

Description:

Owner calling regarding water shut off, needs water shut off in tier since workmen need to do additional repairs to shut offs in unit. Owner requests water shut off for tomorrow 4/5/13 at 9:00 AM.

Resolution:

Advised owner cannot arrange for water shut off until Monday to provide sufficient notice to units below of scheduled outage. Owner was upset that office is not willing to shut off water since it only affects 2 units below as they other one works and will not be home. Owner is upset that she spoke to office to say the water shut off would be a possibility, office advised owner we need 48 hours advance notice prior to shut off. Owner offered to notify residents below of emergency shut off to get work completed tomorrow. Advised owner office requires 48 hours notice of shut off to notify residents and schedule maintenance to shut off and inspect work. Owner request shut off for Saturday. Advised owner would result in overtime charge back to unit for weekend hours. Owner was upset but will call back to schedule water shut off for Monday when she knows what time.

Name: Marlene Winters Request #: 0554-LRAY96GL39 Status: Completed
Address: 1515 E Central Rd 460B Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Owners son calling to request quick water shut off for her kitchen today. Advised him 48 notice is needed to put notice to residents below of water shut off. Spoke to owner yesterday who was going to call back and schedule for Monday.

Resolution:

Son advised they will have to call back to arrange for a different time and date.

Name: Su Chang Lim Request #: 0554-CBRT96GLYH Status: Completed
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Cheri Brandt
Type of Request: Census;Forwarded to Property Manager;Insurance Information;Service@lmsnet.com

Description:

Resolution:

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Hi. I received the letter saying you haven't got our insurance and contact info.
Please see the attachments that I'd sent on Jan. 9, 2013.

Forwarded census form and proof of insurance to the PM.

Thanks,
Kyungsun Lim

1515 E Central Rd 466B
Arlington Heights IL 60005
847-401-5748.

Name: Su Chang Lim **Request #:** 0554-DCON96PTS4 **Status:** Completed
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005 **Date Entered:** 04/12/2013 **Received By:** Danielle Corcoran
Type of Request: Closing PAL Form
Requested;Service@lmsnet.com

Description:

Hailey attorney office inquiring how 22.1 is sent to LMS. Hailey inquiring on how to order PAL. Hailey requesting general closing form sent to her at haleykim.ck@gmail.com.

Resolution:

Advised Hailey if she already has 22.1 to email it to LMS service email. Advised Hailey she would receive email including general closing form.

Name: Future Generation Investment Group **Request #:** 0554-DCON96DRQN **Status:** Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 **Date Entered:** 04/02/2013 **Received By:** Danielle Corcoran
Type of Request: Closing PAL Form Requested;Insurance Information

Description:

Linda with mortgage company for buyers needs information on how to receive condo questionnaire and coi for association. Linda also questioned if Dana Point is FHA approved and would like CQ emailed to linda@hometrustmortgage.com.

Resolution:

Advised Linda name and phone number of insurance company she would contact for COI. Advised Linda that CQ order form could be emailed to her. Advised Linda that Dana Point is not FHA approved and that she would receive email for order form for CQ at her request.

Name: Future Generation Investment Group **Request #:** 0554-MBUR96EMRT **Status:** Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 **Date Entered:** 04/03/2013 **Received By:** Maureen Butcher
Type of Request: Rules/Regs Info

Description:

Boris who is in the process of purchasing the unit called to see if pets are allowed.

Resolution:

I confirmed that they are allowed.

Name: Future Generation Investment Group **Request #:** 0554-DCON96EN56 **Status:** Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 **Date Entered:** 04/03/2013 **Received By:** Danielle Corcoran
Type of Request: Transferred Call

Description:

Caller requesting to be transferred to AnnMarie at Dana Point office stating she had called him before about a broken intercom in lobby.

Resolution:

Advised caller he would be transferred to Dana Point office as requested.

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Name: Future Generation Investment Group Request #: 0554-IAYA96EQFF Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Received

Description:
Received order for CQ Resolution:
Priority processing pd via Visa for \$150

Name: Future Generation Investment Group Request #: 0554-JCLK96GT9E Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Jean Clark
Type of Request: Appraiser Information;General Property Info

Description:
Judy appraiser called for general property questions Resolution:
Answered Judy's questions.

Name: Future Generation Investment Group Request #: 0554-DCON96PR2Q Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 04/12/2013 Received By: Danielle Corcoran
Type of Request: Closing PAL Form Requested;General Property Info

Description:
Hilda SA calling to verify LMS manages this property. Hilda calling to request general closing form emailed to her at nmross@sbcglobal.net.. Resolution:
Advised Hilda LMS is management company for this property. Advised Hilda general closing form would be emailed to her as requested.

Name: Future Generation Investment Group Request #: 0554-KKOS96SVSV Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed questionnaire. Resolution:
.

Name: Candace Farmer Request #: 0554-SPEY96LJMW Status: Completed
Address: 1605 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 04/09/2013 Received By: Sandra Penway
Type of Request: Association to HO Correspondence;Insurance Information;On Site Information

Description: Resolution:

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Ms Farmer responding to the letter requesting a copy of her insurance certificate. She states she will need an additional time to supply as she never has never had insurance for the unit and needs to contact her Agent. She would like an extension until May 1, 2013.

Provided Ms Farmer the hours and phone number to the on site office.

FD to PM (LR)

UPDATE per the PM

Thanks. We will inform the board of her extension request. I do not foresee an issue with a May 1, 2013 deadline.

4/10/2013 10:46 am OUTBOUND call to Ms Farmer and advised of the above information by leaving a voice mail message.

Name: Mariusz Augustynski

Request #: 0554-LRAY96CKXN Status: Completed

Address: 1605 E Central Rd 110B Arlington Hghts, IL 60005

Date Entered: 04/01/2013 Received By: Lisette Ray

Type of Request: On Site Information

Description:

Owner calling regarding laundry room location in building. Owner also wants maintenance to keep gate closed as garbage keeps flying out of garbage cans area onto their patio/balcony.

Resolution:

Gave laundry room location to owner and advised will have maintenance inspect area to see if gate can be closed.

Name: Mariusz Augustynski

Request #: 0554-BHOD96MUAL Status: Completed

Address: 1605 E Central Rd 110B Arlington Hghts, IL 60005

Date Entered: 04/10/2013 Received By: Beverly Hood

Type of Request: Forwarded to Property Manager;Parking Info/Pass

Description:

Owner Mrs. calling regarding the parking space number. Owner stated she also need a remote for the garage door also. Owner stated she would like PM to call her at 773-349-7340.

Resolution:

Advised owner this information would be forwarded to PM for advisement.

Name: Susan Ayers

Request #: 0554-LRAY96FPRA Status: Completed

Address: 1605 E Central Rd 111B Arlington Hghts, IL 60005

Date Entered: 04/04/2013 Received By: Lisette Ray

Type of Request: Work Order Status

Description:

Resident came to office to request sink line cleared, it is backed up and water is rising in bathroom sink. Called and left message for neighbor in #113. Office has key to #111 to enter when appointment is set.

Resolution:

Left message with neighbor. Will enter as soon as possible to clear line.

Name: Susan Ayers

Request #: 0554-SPOY96SJ2W Status: Completed

Address: 1605 E Central Rd 111B Arlington Hghts, IL 60005

Date Entered: 04/15/2013 Received By: Susan Potkay

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

Description:

Owner Mr 847-867-2089 or Owner Mrs 847-398-1129 advises receipt of letter requesting current lease.

Resolution:

Advised Owner system indicates current lease on file expires 6/30/2013.

Owner advises lease expiring 6/30/13 is current lease.

Advised Owner will notify PM of response to lease request.

UPDATE 4/15/13 9:23am-Per PM: I called and spoke to resident. Lease information was entered after letter went out. I advised resident of this.

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Name: Lucyna Kmiec Request #: 0554-LRAY96FPPZ Status: Completed
Address: 1605 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
Pm called owner to schedule appointment for sink back up with #111. Need to enter both units to clear the line. Left message to call office to make an appointment.

Name: Lucyna Kmiec Request #: 0554-JCLK96PLNG Status: Completed
Address: 1605 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/12/2013 Received By: Jean Clark
Type of Request: Insurance Information

Description:
Friend of owner called for fax number where to send cert of insurance for owners unit.

Name: Lucyna Kmiec Request #: 0554-KVGR96PU9X Status: Completed
Address: 1605 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/12/2013 Received By: Kasandra Von Gl
Type of Request: Landscaping;Forwarded to Property Manager

Description:
Owner Mr calling to see if the plants in the back of the unit could be exchanged for a healthy one. Owner stated that he would be willing to do the work and buy the plant .

847-338-4748 cell.

Resolution:
Advised that the information would need to be sent to the PM for approval

Update per PM "Per the Rules and Regulations available in the document library, the owners may plant low growing flowers or shrubs only that will not exceed the bedroom window sill height along the wall within 36 inches from the brick exterior but may not plant in or in front of the existing shrubs around the patio. They may not plant in any other area of the common elements and are responsible for the care and maintenance of any planted material installed by the owner. They may not plant vegetables or artificial plants." Advised owner per the rules and regulation the owner is allowed to take out the existing dead shrub and replace it with a new healthy shrub.

Name: Lucyna Kmiec Request #: 0554-KVGR96TU4Z Status: Completed
Address: 1605 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/16/2013 Received By: Kasandra Von Gl
Type of Request: Landscaping

Description:

Resolution:

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Son of the owner calling to see if he can replace the shrub that is dead could be replaced.

PM "Per the Rules and Regulations available in the document library, the owners may plant low growing flowers or shrubs only that will not exceed the bedroom window sill height along the wall within 36 inches from the brick exterior but may not plant in or in front of the existing shrubs around the patio. They may not plant in any other area of the common elements and are responsible for the care and maintenance of any planted material installed by the owner. They may not plant vegetables or artificial plants." Advised owner per the rules and regulation the owner is allowed to take out the existing dead shrub and replace it with a new healthy shrub.

Name: Christine Dowgiallo **Request #:** 0554-KVGR96THK7 **Status:** Completed
Address: 1605 E Central Rd 114B Arlington Hghts, IL 60005 **Date Entered:** 04/16/2013 **Received By:** Kasandra Von Gl
Type of Request: Forwarded to Property Manager

Description:

Owner Mrs calling to state that she is having the carpets cleaned on Saturday between 11-2pm. Caller stated that the Cleaning company (Stanley steamer) said they will need to park ing the fire lane. They are aware that it is a fire lane and will move the van if needed.

Resolution:

Advised that the information would be sent to the PM

Name: Jan Acquafridda **Request #:** 0554-JCLK96DKEK **Status:** Completed
Address: 1605 E Central Rd 118C Arlington Hghts, IL 60005 **Date Entered:** 04/02/2013 **Received By:** Jean Clark
Type of Request: Work Order Status

Description:

Owner there is a door right outside door that slams really loud. Owner called in last week to have fixed and still doing it.

Resolution:

Called number on WO and first advised was fixed. Stated owner saying the door is not fixed. Maintenance will work on the door again today.

Name: Jack Bornhoeft **Request #:** 0554-AMDK96GKZZ **Status:** Completed
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005 **Date Entered:** 04/05/2013 **Received By:** AnnMarie Detrick
Type of Request: Account Information

Description:

Spoke to Mrs. and she indicated that she sent a check for \$1156.19 on March 23. As of today we have not received the check. She will call her bank and stop payment on this check and re-issue another check. I did verify with her the correct mailing address.

Resolution:

Verified correct mailing address with Homeowner and she is reissuing a new check for \$1156.19

Name: Jack Bornhoeft **Request #:** 0554-AMDK96KKRB **Status:** Completed
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005 **Date Entered:** 04/08/2013 **Received By:** AnnMarie Detrick
Type of Request: Account Information

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Mrs called in on Friday concerned that we did not receive her check as of yet. She indicated that she had sent it on March 23 and that we should have received it. I advised Mrs. that it may still be in the process of the mailing system and to give it a few more days. Mrs. advised me that she was going to put a stop payment on the check and re-issue another check. I advised Mrs that there was No way that I can get a message to the PO center to let them know that the check was being cancelled and she may be charged cancellation or NSF charges if check is received and they can not process. She said she understood and was more concerned with making sure we received the money for her assessment.

advised homeowner

Name: William Sheridan **Request #:** 0554-DCON96VJTS **Status:** Completed
Address: 1605 E Central Rd 201A Arlington Hghts, IL 60005 **Date Entered:** 04/18/2013 **Received By:** Danielle Corcoran
Type of Request: Work Order Status

Description:

Owner stating he was told to request work order for phone number of 847-228-0065 to be programmed to intercom.

Resolution:

Advised owner information would be programmed to intercom. Contacted on site to provide updated information to PM.

Name: Juliana Hammett **Request #:** 0554-DCON96PJ6L **Status:** Completed
Address: 1605 E Central Rd 214B Arlington Hghts, IL 60005 **Date Entered:** 04/12/2013 **Received By:** Danielle Corcoran
Type of Request: Account Information;Board Consideration;Lockbox Address Requested

Description:

Owner calling to verify lock box address. Owner calling to inquire how to dispute late fee. Owner inquiring if payments for assessments are taken over phone. Owner requesting LMS fax number.

Resolution:

Advised owner lock box address is correct. Advised owner to dispute late fee she would send a letter in writing fax, email, or regular mail to LMS for Board approval. Advised owner of PM name and fax number as requested. Advised owner payments for assessments are not taken over phone.

Name: Juliana Hammett **Request #:** 0554-SPEY96PKXV **Status:** Completed
Address: 1605 E Central Rd 214B Arlington Hghts, IL 60005 **Date Entered:** 04/12/2013 **Received By:** Sandra Penway
Type of Request: e-STAR

Description:

Ms Hammett requesting assistance with E Star .

Resolution:

Provided assistance for Ms Hammett.

Name: James Stanley **Request #:** 0554-SPOY96NNZG **Status:** Completed
Address: 1605 E Central Rd 218C Arlington Hghts, IL 60005 **Date Entered:** 04/11/2013 **Received By:** Susan Potkay
Type of Request: Walk Ins;Insurance Information;Forwarded to Property Manager

Description:

Walk-In: Owner James Stanley delivering copy of COI.

Resolution:

Delivered COI copy to PM mailbox.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Paula Fendius Request #: 0554-SBOA974VVF Status: Completed
Address: 1605 E Central Rd 315B Arlington Hghts, IL 60005 Date Entered: 04/25/2013 Received By: Paula Fendius/PNT
Type of Request: Common Area Request;Unicom;Forwarded to Property Manager

Description:
Hi -

If someone could reply to the following two questions, I would appreciate it.

1. Can a mobile number be used for the intercom system? I was interested in releasing my land line and saw the notes to call so the numbers could be added to the new software in 1605.
2. In the past Dana Point had storage lockers available for homeowners to rent. Is this option still available, is there one in 1605 and how much is a month.

Thanks again for all you do. pf

Yes, they can use a cell phone but some carriers do prohibit it. We have found a few that will not work. We can always try to program it in and test it. They will have to provide one phone number.

As for the storage lockers, Yes we do still lease them at \$35.00 per month. I will have to check to see if we have any available in his building.

Name: Joseph Yellin Request #: 0554-MBUR96ENA3 Status: Completed
Address: 1605 E Central Rd 318C Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Maureen Butcher
Type of Request: Parking Info/Pass;Account Information

Description:

Kyle the owners nephew and owner of the property called for information on parking and on site information.

T/N 847-805 -4157

Resolution:

I gave him the parking information and emailed him a copy of the Rules & Regulations and also the onsite contact information.

I also asked him to send a deed or something showing that he has ownership.

Name: Joseph Yellin Request #: 0554-LRAY96TKUU Status: Completed
Address: 1605 E Central Rd 318C Arlington Hghts, IL 60005 Date Entered: 04/16/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:

Daughter of owner calling to advise she is forwarding copy of insurance and contact information today by mail. Does not want to be penalized for missing the 14 day deadline.

Resolution:

Advised owner will note compliance with request in account and will expect mailing delay.

Name: Deborah Kunzon Request #: 0554-AMDK96ERHS Status: Completed
Address: 1605 E Central Rd 319C Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: AnnMarie Detrick
Type of Request: Neighbor Etiquette

Description:

Received a complaint that storage door was banging up against the railings. I phoned the home owner and she apologized and asked if Juan can please go to the unit as the office has a key to her unit. The tenants are not home at this time. She indicated that she is going to have latches put on the doors from preventing this from happening again.

Resolution:

Juan came to the office to get key and go to the unit to lock storage door.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Deborah Kunzon Request #: 0554-LRAY96GKEQ Status: Completed
Address: 1605 E Central Rd 319C Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Lisette Ray
Type of Request: Association to HO Correspondence

Description:
Owner Ms. calling to inquire if certificate of insurance was received from Statefarm. They were suppose to fax it yesterday. She previously spoke with AnnMarie.

Resolution:
Advised owner we have not received it yet. Owner will check with agent to send it again.

Name: Susan Lynch Request #: 0554-CBRT96LKVJ Status: Completed
Address: 1605 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/09/2013 Received By: Cheri Brandt
Type of Request: Census;Forwarded to Property Manager;Service@lmsnet.com

Description:
Per your request, please find the attached.

Resolution:
Forwarded contact and emergency form and proof of insurance to the PM.

Thank you.

Susan Lynch

Name: John Sheehan Request #: 0554-AMDK96GKSU Status: Completed
Address: 1605 E Central Rd 407A Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: AnnMarie Detrick
Type of Request: Cleaning

Description:
Homeowner came into office upset and wanted to let us know that there has been a large piece of gum sitting on the corner stair on the east side stairwell in the 1605 building for months. He is very upset as the cleaning man has never done anything about this.

Resolution:
I assure the homeowner that I would bring this to the cleaning company's attention and have it addressed. I phoned Vilma with JaniKing and left a message regarding this situation. I will personally follow through on this.

Name: Grazyna Kijowska Request #: 0554-LRAY975LFQ Status: Completed
Address: 1605 E Central Rd 410B Arlington Hghts, IL 60005 Date Entered: 04/26/2013 Received By: Lisette Ray
Type of Request: Projects

Description:
Owner calling regarding delay in balcony project. Would like an estimated start date since tenant is moving out at the end of May.

Resolution:
Advised we are waiting on the final permit approval from the village and we estimate beginning in the next 2 - 4 weeks.
Advised owner to tell new and old tenant of possible construction.

Name: Milorad Denic Request #: 0554-SPOY96NHD2 Status: Completed
Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005 Date Entered: 04/11/2013 Received By: Susan Potkay
Type of Request: On Site Information

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Owner Mr 630-274-2127 advises tenant is reporting water leak on ceiling. Owner advises previous PM stated tuck pointing was done around windows however this has nothing to do with ceiling leak. Owner advises Maintenance was out to inspect in the past and advised couldn't find problem. Owner advises he has on site contact information and will contact them when they open.

Advised Owner to contact on site office to speak directly with PM if Maintenance has already inspected and disregarded.

Name: Milorad Denic

Request #: 0554-AMDK96NKH5 Status: Open

Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005

Date Entered: 04/11/2013 Received By: AnnMarie Detrick

Type of Request: Other

Description:

OWNER CALLED TO TELL US THAT THERE IS WATER DAMAGE IN HIS UNIT DUE TO A ROOF LEAK. HE CLAIMS THAT JANICE TOLD HIM THAT MAINTENANCE WOULD TAKE CARE OF THIS FOR HIM. HIS TENANT REFUSES TO PAY RENT UNTIL SOMEONE FROM DANA POINT PAYS FOR THE DAMAGES. SAM LOOKED AT HIS LAST YEAR AND TOLD HO THAT THIS IS WAS HIS RESPONSIBILITY.

Resolution:

HAVING SAM MEET WITH HOMEOWNER AT THE UNIT TO RE-LOOK AND SEE TO WHOM IS RESPONSIBLE.

Name: Milorad Denic

Request #: 0554-SPEY96VHCU Status: Completed

Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005

Date Entered: 04/18/2013 Received By: Sandra Penway

Type of Request: Forwarded to Property Manager;Water Intrusion

Description:

Mr Denic calling regarding water which is leaking in the bedroom on the ceiling. This has been on going and he is very frustrated as the ceiling is peeling . He advises Sam from Maintenance has inspected and he is tired of painting.

Phone # Amy (tenant) 847-454-6946

Resolution:

Advised Mr Denic the PM (LR) will be notified and advise. FWD to PM (LR)

Name: Milorad Denic

Request #: 0554-KVGR96WT8Y Status: Completed

Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005

Date Entered: 04/19/2013 Received By: Kasandra Von Gl

Type of Request: Outbound Call;Work Order Status

Description:

Owner MR calling to state that the ceiling is leaking in the bedroom again. Owner stated that the PM stated that the brick is leaking and tuck pointing is needed. Owner would like to have the tenant called and made aware of the fact that there is a work order that was placed.

Phone # Amy (tenant) 847-454-6946

Resolution:

outbound call to the tenant to advise that the work order was placed and that she would be contacted to schedule the appointment

Name: Kathleen Scaletta

Request #: 0554-SPEY96VHZG Status: Completed

Address: 1605 E Central Rd 414B Arlington Hghts, IL 60005

Date Entered: 04/18/2013 Received By: Sandra Penway

Type of Request: General Property Info

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Ms Scaletta reporting the B wing of the garage at 1605 E Central has three pipes that appear to be ready to burst.
phone 847-358-4090 work #

Thanked Ms Scaletta for advising .
UPDATE per the PM (LR)
we are aware of the issue and will need to address the brick exterior once the rain stops. We cannot tuck point or caulk while it is still raining and wet as it is weather permitting. Once we have completed the exterior repair, we will contact the tenant to arrange for any necessary dry wall repairs up to the primer coat.

Name: Liliana ODell Request #: 0554-BHOD96FJN2 Status: Completed
Address: 1605 E Central Rd 415B Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Beverly Hood
Type of Request: Forwarded to Property Manager

Description:

Owner Ms. calling regarding some woman knocking at her door regarding not to use the water. Owner stated she did not know the woman and would like to know who the woman is that came into her home to inform her of this issue. Owner stated she will call onsite office and inform them of this issue.

Resolution:

Advised owner per PM maintenance was onsite for a water emergency. Advised owner per PM there is not any women in the maintenance staff and unsure who the lady would have been. Update per PM: Maintenance asked downstairs neighbor to knock on doors while dealing with major back up. The lady who knocked was a resident who was assisting the maintenance man. APM gave information to resident.

Name: Diane Baumhardt Request #: 0554-LRAY979QDP Status: Completed
Address: 1605 E Central Rd 418C Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Owner calling to have name and number added to intercom. Owner has been in rehab and just got back but cannot go downstairs to open door. Boumhhardt 847-228-6092

Resolution:

forward to AD.

Name: Fifth Third Mortgage Co Request #: 0554-SPEY96EMKH Status: Completed
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Sandra Penway
Type of Request: Homeowner Responsibility;On Site Information

Description:

Lucy Radon (new owner) requesting a key for the storage locker and the lock on her unit door is broken.

Resolution:

Advised Ms Radon the lock is a homeowner responsibility as is the storage locker key. Provided the on site hours and phone number at Ms Radon's request.

Name: Fifth Third Mortgage Co Request #: 0554-ARIR96PU4N Status: Completed
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005 Date Entered: 04/12/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In

Description:

Move processed to reflect the new owner Lucy Radon

Resolution:

Statement will be sent for balance

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Keith Beirne Request #: 0554-FALZ96ZNWE Status: Completed
Address: 1615 E Central Rd 104A Arlington Hghts, IL 60005 Date Entered: 04/22/2013 Received By: Fabiola Alvarez
Type of Request: Lease Info

Description:
Patty Lucas 847-212-2011 Listing agent is calling for the leasing information
pattylucas@bairdwarner.com

Resolution:
Emailed the lease information to the agent

Name: Keith Beirne Request #: 0554-SBOA96ZPCZ Status: Completed
Address: 1615 E Central Rd 104A Arlington Hghts, IL 60005 Date Entered: 04/22/2013 Received By: Socorro Bocanegr
Type of Request: Lease Info

Description:
Agent Patty called back for status of the email that was to be sent to her at pattylucas@bairdwarner.com

Resolution:
I sent the information from the service box.

Name: Sheryl Dammier Request #: 0554-CBRT96FKP9 Status: Completed
Address: 1615 E Central Rd 106A Arlington Hghts, IL 60005 Date Entered: 04/04/2013 Received By: Cheri Brandt
Type of Request: Forwarded to Property Manager;Service@lmsnet.com;Work Order Status

Description:
Third Request

The ceiling to my patio again was leaking on 3-10, since this is newly constructed balcony, would like to know when this will be repaired and repainted. Thank you for your time and help. Will be sending another picture.

Sincerely,
Sheryl Dammeier
Olives49@aol.com
847-439-3352

Resolution:
Forwarded to PM for advisement.

From: Olives49@aol.com
To: olives49@aol.com
Sent: 4/2/2013 2:35:27 P.M. Central Daylight Time
Subj: (no subject)

Name: Tetiana Matlashevskaya Request #: 0554-JBYE96SPCZ Status: Completed
Address: 1615 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Jackie Byrne
Type of Request: Account Information

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Owner Tetiana 847-322-1452 is calling to say that PSI, the old mgmnt company told her that she had a credit, that she had over paid a couple of months assessments. She said that when she spoke to them on this they told her that its would show up in our records since we were taking over in Jan of 2013. Owner calling to see if that credit is on here. She asked what the \$142.61 and \$25 is from.

Email prev mgmnt ledger to her at: tanya@ahomeremodeling.com

Call owner back at 847-322-1452

I advised her that I do not show a credit. I advised owner I show a balance forward of \$142.61 & \$25.00. I advised owner the \$25 is likely a late fee, it says LF. I advised her I don't know what the \$142.61 is; it says BF-AM. I advised owner I'd have to look into this and call her back. I will send this to SRP.

UPDATE 4/15/13 SRP sent me ledger, it appears owner never paid Dec's 2012 assessment. She did have a credit at that time of 75.60 so only needed to pay 142.61 but she didn't so she had that BF come over plus \$25 late fee for not paying Dec.

I called owner back to advise her. I also emailed her ledger SRP sent me.

Name: Joseph Klapka

Address: 1615 E Central Rd 116B Arlington Hghts, IL 60005

Request #: 0554-BHOD96EUHG Status: Cancelled

Date Entered: 04/03/2013 Received By: Beverly Hood

Type of Request: Homeowner Responsibility;Renter Call

Description:

Chasity Hudson - Tenant calling regarding water is rising in both toilets in the bathrooms. Tenant inquired what was going to be done regarding the issue. Tenant stated what if it is not the owner's issue what will need to be done. Tenant stated she will call her landlord.

Name: Joseph Klapka

Address: 1615 E Central Rd 116B Arlington Hghts, IL 60005

Request #: 0554-BHOD96EUNJ Status: Completed

Date Entered: 04/03/2013 Received By: Beverly Hood

Type of Request: Homeowner Responsibility

Description:

Owner Ms. calling regarding the water coming up in the toilets as reported by her tenant. Owner stated she believe it is an issue in the building and not just her unit.. Owner stated she will have tenant ask neighbor.

Name: Joseph Klapka

Address: 1615 E Central Rd 116B Arlington Hghts, IL 60005

Request #: 0554-JBYE96ZQ93 Status: Completed

Date Entered: 04/22/2013 Received By: Jackie Byrne

Type of Request: Insurance e-certs

Description:

Owner 847-881-2540 is calling to get a COI.

Resolution:

Gave contact info for Brandish.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Joseph Klapka Request #: 0554-DCON978NFE Status: Completed
Address: 1615 E Central Rd 116B Arlington Hghts, IL 60005 Date Entered: 04/29/2013 Received By: Danielle Corcoran
Type of Request: Insurance Information;On Site Information

Description:

Owner calling to inquire on who will be providing insurance from 5/2013 to 2014. Owner stating Bradish told him that they will no longer handle insurance for this property as of 5/1.

Resolution:

Advised owner information on file is Bradish. Advised owner he may contact on site office to inquire any insurance updates with PM.

Name: Joseph Klapka Request #: 0554-SPOY978NKS Status: Completed
Address: 1615 E Central Rd 116B Arlington Hghts, IL 60005 Date Entered: 04/29/2013 Received By: Susan Potkay
Type of Request: Insurance Information;On Site Information

Description:

Owner Mr 847-881-2540 requesting to speak with on site office regarding master COI renewal policy.

Owner advises Bradish informed him they are not handling renewal policy. Owner advises he will contact on site office at later time to discuss.

Resolution:

Advised Owner on site office is currently out to lunch. Advised Owner of information listed in vendor profile for association insurance.

Name: Patricia Langford Request #: 0554-JCLK96EK9Q Status: Completed
Address: 1615 E Central Rd 211B Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Jean Clark
Type of Request: Parking Info/Pass

Description:

Owner informed has new vehicle and new license plate R249395 Vehicle information: Acura RDX White. Needs new parking Sticker. Owner tried to get sticker off old vehicle and did not come off where could use again.

Resolution:

Advised forward to PM so could send new parking sticker

Name: Victor and Sylvia Weiss Request #: 0554-SPEY973KB3 Status: Completed
Address: 1615 E Central Rd 221C Arlington Hghts, IL 60005 Date Entered: 04/24/2013 Received By: Sandra Penway
Type of Request: Account Information;e-Debit

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Mr Weiss advising he is behind in his payments , as he participated in automatic withdrawal with the previous management company and he did not thoroughly read the information when the management company changed. He disposes of the coupon books and would like to make automatic withdrawal payments as with the previous company.

Advised Mr Weiss he would need to contact the Associations Attorneys for a balance owed and an automatic withdrawal program is currently not available.
The following e mail was sent to : jweiss@escogroup.org and cc'd to the PM LR & AMD
Dear Mr. Weiss,

The purpose of this message is to summarize the information provided to you earlier during a phone conversation on Wednesday April 24, 2013 regarding the above addresses.

1) The Attorney for the Association would need to be contacted regarding the past due amount on each of the accounts.

2) The Association currently does not have an automatic withdrawal program to offer to the residents. This program is in process and once finalized the homeowners will be receiving information for enrollment by mail. So please watch for the new program information.

Should you have additional questions, please contact Resident Services.

Thank you,
Sandy
Resident Service Agent
847-459-0000

Name: Victor and Sylvia Weiss

Request #: 0554-AMDK973P85 Status: Completed

Address: 1615 E Central Rd 221C Arlington Hghts, IL 60005

Date Entered: 04/24/2013 Received By: AnnMarie Detrick

Type of Request: Account Information

Description:

Mr. Weiss called very upset and stated that he was not aware that his E-debit had stopped and that he received a letter from an attorney for past due amount.

Resolution:

I explained to Mr that there was a change of Management and with the new management company he was sent a welcome packet with the new management company information and this would have included an e-debit application form for LMS. He indicated that he did not recall and if he did he did not know where this information would be at this point. I explained to Mr. that he would have to call the attorney to settle his past debt as he was becoming hustled on the phone blaming LMS for his payments not being made. I told him once balance was paid he would have to use his coupon book and mail in a check as e-debit is not an option at this time due to bank switch. He then told me he had thrown away his coupon book. I had told him if he would like I would look up his account number and he can just make sure to have it written on the check. He indicated that he did not have a pen and did not have time for this nonsense. I explained that if wanted replacement coupons he can purchase them thru Resident Services at LMS. He said he was very angry that we interrupted his life and hung up on me.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Victor and Sylvia Weiss Request #: 0554-LRAY974RGF Status: Open
Address: 1615 E Central Rd 221C Arlington Hghts, IL 60005 Date Entered: 04/25/2013 Received By: Lisette Ray
Type of Request: Coupon Book Request

Description:
Please order and send a new coupon book for this unit. Owner misplaced last one.

Resolution:
Forwarded to AR.

Name: Victor and Sylvia Weiss Request #: 0554-CBRT978R2X Status: Completed
Address: 1615 E Central Rd 221C Arlington Hghts, IL 60005 Date Entered: 04/29/2013 Received By: Cheri Brandt
Type of Request: Coupon Book Request;Go-To;Service@lmsnet.com

Description: Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

From: "Jerry Weiss" <jweiss@escogroup.org>
To: <service@lmsnet.com>, <ADetrick@lmsnet.com>, <LLopez@lmsnet.com>
Cc: <ADetrick@lmsnet.com>, <LLopez@lmsnet.com>
Date: 04/24/2013 08:46 PM
Subject: RE: 1615 E Central Rd 221 C and 1415 E Central 109
B

Emailed request for 2 New Coupon Books to AR. Owner is aware of \$10.00 fee for each book.

Sandy,

In compliance with the demand, I mailed a check for each of the properties to the Attorney's office.

During our telephone conversation today, I told you that I had thought that I was still on automatic payment and that I had therefore thrown out the coupon books and needed replacements. You suggested that I call the Attorney's office and settle the bill before you could help me with anything. I called the Attorney's office as you suggested, and listened to the message that stated, if you proceed and speak to one of our staff, additional charges will be assessed for our staff's time. I told you over the phone that I would take care of the past due immediately. Therefore, I have to wonder why you wanted me to call the Attorney, as I am sure you were aware of their billing policy concerning callers. I am equally positive that had you sent a notice after 30, 60 or 90 days this issue would have been resolved upon first notice rather than waiting almost 5 months and then turning it over to an Attorney that charged a fee of \$256.11 per Demand. Does Lieberman Management receive a kickback from the Attorney?

Once again, since you do not take automatic payment, I need new coupon books. Please let me know how to obtain them. This was the primary reason for my call to your office.

In conclusion, I run a multi-national organization, and if my customer service staff had as much difficulty as you apparently do in answering simple questions, I would immediately replace them.

Jerry Weiss

Chairman ESCO Group

ESCO Institute | Educational Standards Corporation | AC&R
Safety Coalition | ESCO Institute | HVAC Excellence | COSA |
ESCO Press International

Washington DC | Mount Prospect IL | Eastlake CO | Trenton ON
Canada | Geneva CH |

Tel: 800.726.9696 | 6 Fax: 800.546.3726 | * Email:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

jweiss@escogroup.org

Name: Scott Koch Request #: 0554-BHOD96FHVE Status: Completed
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Scott Koch/PNTIC
Type of Request: Unicom;Forwarded to Property Manager;Insurance Information

Description:
Regarding your letter of 3/28/13 for Certificate of Insurance. I faxed over info again today, 4/3/13. Originally faxed (and confirmed) on 12/15/12. Please confirm that you received.
Thanks

Name: Scott Koch Request #: 0554-BHOD96KLMJ Status: Completed
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 04/07/2013 Received By: Scott Koch/PNTIC
Type of Request: Unicom;Forwarded to Property Manager

Description:
422C balcony doors banging away on the railing again. Can maintenance PLEASE go up there with a ladder and tie them shut???

Name: Scott Koch Request #: 0554-FALZ96NPW4 Status: Completed
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 04/11/2013 Received By: Scott Koch/PNTIC
Type of Request: Forwarded to Property Manager;Insurance Information

Description:
Just double checking that you received my COI info faxed over on 4/3/13. Please confirm (via email is fine) that you received.
Thanks

Name: Carol Bjankini Request #: 0554-BHOD96EMAC Status: Completed
Address: 1615 E Central Rd 315B Arlington Hghts, IL 60005 Date Entered: 04/02/2013 Received By: Carol Bjankini/PN
Type of Request: Unicom;Forwarded to Property Manager;On Site Information;Outbound Call

Description:
Hello! Just wanted to verify this was an actual service call; on 03-31-13 at 12:50AM a J&S Plumbing truck (phone number on truck 758-6237) was working on a sewer to the north of building 1615. It was such an odd hour and a holiday - I wanted to make sure this was an actual service call and make sure they weren't "fly dumping" in the sewer.

#2: Any idea who is responsible for the pothole repairs off Central on the access road into Dana Point? A Village horse has been placed in one of the larger potholes, but repairs are needed.

Thank you for your attention to these questions. Have a pleasant day!

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Carol Bjankini Request #: 0554-BHOD96MKUA Status: Completed
Address: 1615 E Central Rd 315B Arlington Hghts, IL 60005 Date Entered: 04/10/2013 Received By: Carol Bjankini/PN
Type of Request: Unicom;Account Information;Outbound Call

Description:

Please let me know why under "My Profile" there is a balance of \$19.53? To the best of my knowledge I've never been late and have always paid the full amount due each month. Thank you.

Resolution:

Outbound 10:25am: LM Advised owner the balance on the account is a credit and not a balance owed on the account.

Name: William Manglaris Request #: 0554-JPAO96RSXC Status: Open
Address: 1615 E Central Rd 320C Arlington Hghts, IL 60005 Date Entered: 04/14/2013 Received By: Jennifer Pasko
Type of Request: Emergency On Call

Description:

Called 4/13/13 to report water coming up from Sewer in parking lot D but traveling to storm drain. Not growing in size. He does not live on 1st floor unit but wanted to ensure it was reported if there was a problem. Owner stated the water was not rising to building - and there were no calls from homeowners with complaints of water in units- advised it will be forwarded to manager's attention on Monday.

Resolution:

monitor and report if water does not drain.

Name: Donald Less Request #: 0554-BHOD96EP96 Status: Completed
Address: 1615 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 04/03/2013 Received By: Beverly Hood
Type of Request: Address Change Request

Description:

Owner Mrs. calling to do a change of address. Owner stated she is back at home and no longer at the Boca Raton address. Owner stated she would like all correspondence to start back being sent to the unit.

Resolution:

Advised owner this information would be forwarded to the correct department.
UPDATE 4-3-13 Changed mailing address. LK

Name: Jacek Boryczko Request #: 0554-LRAY96ULWX Status: Completed
Address: 1615 E Central Rd 402A Arlington Hghts, IL 60005 Date Entered: 04/17/2013 Received By: Lisette Ray
Type of Request: Projects

Description:

Maggie from Postl Yore regarding unit balcony that will need additional repairs under warranty for back pitch will be taken care of this year when construction begins.

Resolution:

Noted in account, will notify owner when scheduled.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Brent Wachholder Request #: 0554-IAYA96GHTZ Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/05/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Received

Description:
Received order on 4-3 for budget & 22.1. Closing 5.2

Resolution:
Normal processing pd via check# 25663 for \$115
Emailed budget requested and 22.1 will be forthcoming.

Name: Brent Wachholder Request #: 0554-FALZ96STSD Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/15/2013 Received By: Fabiola Alvarez
Type of Request: Closing PAL Form Requested;Insurance Information

Description:
Cory atty for the seller 630-830-5401 is calling to order a PAL and needs COI information
email- weclosem@aol.com

Resolution:
Emailed the checklist and document order form
Emailed document order Bradish Insurance is the broker handling all association insurance. Please contact (847)259-2400 for certificates or policy inquires.

Name: Brent Wachholder Request #: 0554-KKOS96TV8W Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/16/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed budget, financial, and 22.1.

Resolution:

Name: Brent Wachholder Request #: 0554-CBRT96US3F Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/17/2013 Received By: Cheri Brandt
Type of Request: Move-in received Buyer;Walk Ins

Description:
Walk in, to pay Move In Fee of \$150.00, Check#544 , 4/17/2013.
Dropped off rules and regs affidavit and Purchaser Info Form.

Resolution:
Gave check and forms to closing department

Name: Brent Wachholder Request #: 0554-IAYA96WSRY Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/19/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Received

Description:
Received order on 4.17 for PAL. Closing 5.2

Resolution:
normal processing pd via check# 25676 for \$150
Need checklist items -emailed PM & SA; weclosem@aol.com

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Brent Wachholder Request #: 0554-KKOS979UX3 Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 04/30/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed PAL. Closing date: 5-2-13.

Resolution:
.

Name: Dariusz Franczyk Request #: 0554-DCON96VJAZ Status: Completed
Address: 1615 E Central Rd 415B Arlington Hghts, IL 60005 Date Entered: 04/18/2013 Received By: Danielle Corcoran
Type of Request: Forwarded to Property Manager

Description:
Lillian owner calling to provide phone number of 847-981-2217.
Lillian stating to forward phone number to PM.

Resolution:
Advised Lillian this phone number would be forwarded to PM.

Name: Mary Ryder Marsden Request #: 0554-LRAY96ULUF Status: Completed
Address: 1615 E Central Rd 421C Arlington Hghts, IL 60005 Date Entered: 04/17/2013 Received By: Lisette Ray
Type of Request: Projects

Description:
Maggie from Postl Yore overseeing balcony replacements advised balcony does have back pitch issue which will be corrected when construction begins this year. Inspection was completed and information forwarded to QRI.

Resolution:
Maggie already informed owner of issue and correction/

Name: Federal Home Loan Mortgage Corporation Request #: 0554-IAYA973SH5 Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 04/24/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Received

Description:
4/23 received order for budget, 22.1, financial, PAL. Closing 6.3
normal processing. Missing payment
Need legal fees - emailed Sandy
Need checklist item - emailed PM & SA:
danielle.pieczynski@il.cslegal.com
***4-25 received payment

Name: RESIDENT SERVICES Request #: 0554-CBRT96CJBW Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 04/01/2013 Received By: Cheri Brandt
Type of Request: Emergency On Call

Description:
Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

REPORTING 2 LEAKS FROM THE
CEILING IN THE GARAGE CLOSE TO
PARKING SPACE #3 AND CARPETING IN
HALLWAY ON 1ST FLOOR IS WET.

DLV'D MSG TO SCOTT GRP 1 CELL 930P
PER SCOTT HE WILL SEND MAINTENANCE
OVER TO CHECK IT. 3/30/2013

EWA SZAMRETA 630)677-5720 1505 E CENTRAL RD 104A

Name: RESIDENT SERVICES

Request #: 0554-CBRT96CJE4 Status: Completed

Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005

Date Entered: 04/01/2013 Received By: Cheri Brandt

Description:

MR HICKS, (847)997-2948, 106 BUSSEY REPORTED

Type of Request: Emergency On Call

CLR STATED HE IS CONNECTED TO THE SEWER
SYSTEM AT THE DANA POINT.
AND HE HAS SEWAGE BACKING UP INTO
HIS PROPERTY. REQUESTING TO SPEAK TO
THE MAINTENANCE O/C PERSON**

Resolution:
DLVD INFO TO SCOTT ON GROUP 1 CELL
1123P 3/30/2013.

Name: RESIDENT SERVICES

Request #: 0554-CBRT96CJQ6 Status: Completed

Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005

Date Entered: 04/01/2013 Received By: Cheri Brandt

Type of Request: Emergency On Call

Description:

AMBER AKADIAN , 847)879-8500

Resolution:

ELEVATOR ALARM NO RESPONSE
FD DISPATCHED OUT.**

LEFT COMPLETE MESSAGE ON O/C GROUP 1
PHONE FOR SCOTT PER INFO CARD. 700P
SCOTT CONFD VIA C/I 704P 3/31/2013

Name: resident services

Request #: 0554-CBRT96DHGY Status: Completed

Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005

Date Entered: 04/02/2013 Received By: Cheri Brandt

Type of Request: Emergency On Call

Description:

Operator#16 w/Arcadian , (847)879-8500
Elevator alarm at 719pm.

Resolution:

DISPATCHED FD. DLVD TO GROUP 1 SCOTT ON CELL

Name: resident services

Request #: 0554-CBRT96EJ33 Status: Completed

Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005

Date Entered: 04/03/2013 Received By: Cheri Brandt

Type of Request: Emergency On Call

Description:

1405 Dana Point Unit 402A, MIke 309-807-0773

Resolution:

CLR CLAIMS IT SMELLS LIKE
NATUAL GAS IN THE HALLWAY

CALL CAME IN AS LMS WAS TAKING BACK
THEIR LINES-CALLED LMS TO DELIVER MSG
BUT WAS PUT ON HOLD - FAXED MSG TO
OFFICE.

Outbound call at 8:40 am-left message on voice mail.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Resident Services	<u>Request #:</u>	0554-SPEY96EN8M	<u>Status:</u>	Completed
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/03/2013	<u>Received By:</u>	Sandra Penway
<u>Description:</u>	Scott with M & R Electronics requesting to speak directly to the on site office.	<u>Type of Request:</u>	On Site Information	<u>Resolution:</u>	Confirmed Scott dialed correctly and the PM is unavailable at the time and he stated he will try again later. FWD to LR & AMD

<u>Name:</u>	Resident Services	<u>Request #:</u>	0554-KVGR96EQMF	<u>Status:</u>	Completed
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/03/2013	<u>Received By:</u>	Kassandra Von Gl
<u>Description:</u>	Scott Turnney with M and R electronics systems regarding the directory screen that is out.	<u>Type of Request:</u>	Forwarded to Property Manager	<u>Resolution:</u>	Advised that the information would be sent to the PM

847-634-1200

<u>Name:</u>	Lisette Ray	<u>Request #:</u>	0554-LRAY96GMPR	<u>Status:</u>	Open
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/05/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Please provide a proposal to perform preventative maintenance jet rodding on all horizontal sewer lines in 6 mid rise condo buildings. Each building has an underground garage where sewer lines are accessible. Please include an option to rod all vertical lines with a separate cost and advise if unit entry would be required. Please call the on-site Management Office to schedule an inspection if necessary to provide a quote. On-site office is available Monday through Friday from 9:00 AM to 5:00 PM and may be reached at 847-288-5176.	<u>Type of Request:</u>		<u>Resolution:</u>	

Proposal should be sent to the Property Manager, Mrs. Lisette Ray, at 1519 E. Central Rd. Arlington Heights, IL 60005 or via email at LRay@LMSnet.com.

<u>Name:</u>	Elevator monitoring	<u>Request #:</u>	0554-JPAO96RTBQ	<u>Status:</u>	Open
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	04/14/2013	<u>Received By:</u>	Jennifer Pasko
<u>Description:</u>	4/13/2013 3:53 pm - monitoring company received call from elevator but no answer- dispatched Arlington Heights FD to confirm if problem. Agent reported if issue or needing assistance for emergency they would contact again.	<u>Type of Request:</u>	Emergency On Call	<u>Resolution:</u>	reported

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u> Resident Services	<u>Request #:</u> 0554-KVGR96ST7C	<u>Status:</u> Completed
<u>Address:</u> THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/15/2013	<u>Received By:</u> Kasandra Von Gl
<u>Description:</u> Owner Mrs calling to get the on site phone number	<u>Type of Request:</u> Transferred Call;On Site Information	<u>Resolution:</u> Transferred to the on site office
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<u>Name:</u> Resident Services	<u>Request #:</u> 0554-DCON96TJDQ	<u>Status:</u> Completed
<u>Address:</u> THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/16/2013	<u>Received By:</u> Danielle Corcoran
<u>Description:</u> John calling from Router Router vendor calling to speak to PM about a work order about a grease trap. John stating there is a sewer cover but it is over an actual sewer not a grease trap. John stating he did call on site office.	<u>Type of Request:</u> Forwarded to Property Manager;Work Order Status	<u>Resolution:</u> Advised John this information would be forwarded to PM. Advised John he is being rerouted to LMS because on site is not open yet. Advised for John to call back after 930 am to speak to on site PM.
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<u>Name:</u> Resident Services	<u>Request #:</u> 0554-KVGR96ZHS2	<u>Status:</u> Completed
<u>Address:</u> THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/22/2013	<u>Received By:</u> Kasandra Von Gl
<u>Description:</u> Caller looking to see if there are units to rent.	<u>Type of Request:</u> On Site Information	<u>Resolution:</u> Advised to call the realtor also the on site mayhave more information.
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<u>Name:</u> Lisette Ray	<u>Request #:</u> 0554-LRAY973LQ2	<u>Status:</u> Open
<u>Address:</u> THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u> 04/24/2013	<u>Received By:</u> Lisette Ray
<u>Description:</u> Please provide a proposal to complete the year end audit and tax preparation for The Dana Point Condominium Association for the years of 2013 and 2014. Association has historically completed a full audit and not a review or compilation.	<u>Type of Request:</u>	<u>Resolution:</u>
<p>Proposals should be in a sealed bid format and will need to be submitted to the on-site Management Office at 1519 E Central Rd., Arlington Heights, IL 60005. Please clearly mark as a sealed bid on outer envelope if mailing to office. Bids must be received no later than May 10, 2013 to be considered. Please call the on-site management office at 847-228-5176 with any questions.</p>		