lms lieberman management services

Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

March 2013

Issue Date

4/2/2013

Name: The Dana Point Condo Assn
Address: 1405 E Central Rd 115B Arlington Hghts, IL 60005

Request #: 0554-SPEY95KK4P ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Sandra Penway
Type of Request: HO - Association Correspondence;Insurance Information;On Site Information

Description:
Daniel Wolter calling to verify his insurance certificate was received as his agent was to have faxed yesterday. He would also like to know where to submit the emergency contact and vehicle information form.

Resolution:
Advised Mr Wolter, per AS (reception) confirmed receipt and was forwarded to the PM (LR) .
Provided Mr Wolter the EGV address/.

Name: Diane Berngen
Address: 1405 E Central Rd 203A Arlington Hghts, IL 60005

Request #: 0554-BHOD95JU7B ***Status:*** Completed
Date Entered: 03/06/2013 ***Received By:*** Beverly Hood
Type of Request: e-Debit;Account Information

Description:
Owner Ms. calling regarding her payment that was debited from her account. Owner inquired why wasn't the entire assessment amount debited from her account.

Resolution:
Advised owner with E-Debit only the amount owed on the account is debited. Advised owner the previous agency transferred a credit to the account.

Name: Magdalena Kuczek
Address: 1405 E Central Rd 204A Arlington Hghts, IL 60005

Request #: 0554-KVGR95YHW5 ***Status:*** Completed
Date Entered: 03/20/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Account Information

Description:
Owner Mr calling to see the balance on the account.

Resolution:
Advised of the account balance

Name: Michele Juliano
Address: 1405 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-SPOY965JBA ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Susan Potkay
Type of Request: Insurance Information;Association to HO Correspondence

Description:
Owner Mrs 847-309-4368 advises receipt of letter requesting copy of COI. Owner requesting when prior notification was sent.

Resolution:
Advised Owner original mailing was sent in December when management was changing requesting this COI copy to be on file.

Name: Robert Willey
Address: 1405 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-LRAY95PS5E ***Status:*** Open
Date Entered: 03/11/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Dryer #1 in laundry very wobbly. Please have laundry company come and repair it.

Resolution:
Advised owner will have laundry company service the machine. Owner also complimented office on getting the elevator running and it is more smooth now then ever before.

Name: Robert Willey
Address: 1405 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-LRAY95RMJE ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Owner calling to report garage door keeps opening even though no cars are coming in or out.

Resolution:
Advised a remote is stuck, will have maintenance check it.

Name: Robert Willey
Address: 1405 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-JCLK967HXV ***Status:*** Completed
Date Entered: 03/27/2013 ***Received By:*** Jean Clark
Type of Request: Other

Description:
Owner received a letter regarding need copy of condo insurance. Owner contacted Liberty Mutual and Liberty Mutual is mailing policy but could take 7 to 10 days. Owner asking for fax number so can have Liberty Mutual fax a copy of policy.

Resolution:
Advised owner of LMS fax number

Name: Tomasz Kaczmarski
Address: 1405 E Central Rd 221C Arlington Hghts, IL 60005

Request #: 0554-KVGR95QJRD ***Status:*** Completed
Date Entered: 03/12/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Common Area Request;Forwarded to Property Manager

Description:
Owner Mr calling to state that there are a lot of potholes in the front of the turn into the association. The owner stated that it could be bad enough to ruin a car. The owner stated that he believes that the association is responsible for the area the pot holes are located at.

Resolution:
Advised that the information would be sent to the PM

Update per PM "We are aware of the issue and are working with Central Park East to get these filled as soon as they dry out. We cannot fill them when they are full of water."

Name: Mike Progress
Address: 1405 E Central Rd 302A Arlington Hghts, IL 60005

Request #: 0554-LRAY965LG8 ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Lisette Ray
Type of Request: Insurance e-certs

Description:
Owner calling regarding letter received regarding insurance request.

Resolution:
Advised owner we have no coi on file for owners insurance. Please have agent fax or mail it to our office. Owner advised will have agent send it today.

Name: Renee Warzecha
Address: 1405 E Central Rd 303A Arlington Hghts, IL 60005

Request #: 0554-FALZ95SNZD ***Status:*** Completed
Date Entered: 03/14/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Address Change Request

Description:

Resolution:

Homeowner Mrs is calling to provide an off site address

off site address

2504 Pick Drive
Glenview, IL 60025

FWD TO LK
UPDATE 3-22-13 Changed mailing address. LK

Name: Renee Warzecha

Address: 1405 E Central Rd 303A Arlington Hghts, IL 60005

Request #: 0554-FALZ95SP25 ***Status:*** Completed
Date Entered: 03/14/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Account Information

Description:
Homeowner Mrs 312-208-2113 calling to obtain her account ledger stating what she paid for the year 2012

Email- herroyalhighnes@hotmail.com- Send account information

Resolution:
Emailed owner the account ledger from previous agent

Name: Haleh Sabet

Address: 1405 E Central Rd 304A Arlington Hghts, IL 60005

Request #: 0554-LRAY95QRH2 ***Status:*** Completed
Date Entered: 03/12/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Please correct owners account to reflect both owners. Owner tried to get on e-Debit but application was rejected since his name was not on the unit.

Resolution:
Forward deed to admin. LK.
UPDATE 3-13-13 Added Mohammad Samii to the account., LK

Name: Lynn Owen

Address: 1405 E Central Rd 307A Arlington Hghts, IL 60005

Request #: 0554-JCLK966TQT ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Jean Clark
Type of Request: Homeowner Responsibility

Description:
Owner called for Juan because Juan looked at owners fridge today and it is not getting cold.

Resolution:
Juan is going to give owner a call. Juan stated owner will need to purchase a new fridge.

Name: Eileen Witt

Address: 1405 E Central Rd 309B Arlington Hghts, IL 60005

Request #: 0554-LRAY969TDB ***Status:*** Completed
Date Entered: 03/29/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Owner Mrs. calling to report she will have a guest staying until monday with a Wisconsin plate vehicle #50641D. Does not want to be towed.

Resolution:
Advised owner car staying less than 72 hours does not need a permit.

Name: Charles VanBoxtaele
Address: 1405 E Central Rd 311B Arlington Hghts, IL 60005

Request #: 0554-SBOA95DRCS ***Status:*** Completed
Date Entered: 03/01/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Account Information;e-Debit

Description:
Owner Mr received edebit welcome but has already mailed the March payment

Resolution:
Advised payment was received, there will be no debit in March

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Name: Carl Kurtides
Address: 1405 E Central Rd 313B Arlington Hghts, IL 60005

Request #: 0554-LRAY95XQE9 ***Status:*** Completed
Date Entered: 03/19/2013 ***Received By:*** Lisette Ray
Type of Request: Work Order Status

Description:
Owner states neighbor is home and can enter unit to clear tub drain line.

Resolution:
Thanked owner, verified owner is home and will send maintenance in 15 minutes.

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

Request #: 0554-JBYE95PP76 ***Status:*** Completed
Date Entered: 03/11/2013 ***Received By:*** Jackie Byrne
Type of Request: Common Area Request

Description:
Owner is calling to say that the garage door in the 1405 building on the south side is not closing again. She said that this has been an issue for months. She's just concerned from a security perspective, as anyone could get in.

Resolution:
I advised owner that we set up a WO for this. Will create under common area.

Name: Patricia Bevacqua
Address: 1405 E Central Rd 402A Arlington Hghts, IL 60005

Request #: 0554-IAYA95HNKL ***Status:*** Completed
Date Entered: 03/05/2013 ***Received By:*** Irene Ayala
Type of Request: Service@lmsnet.com;Insurance e-certs;Forwarded to Property Manager

Description:
Owner emailed LMS

- Insurance.pdf

Resolution:
Email fwd to PM

Name: Patricia Bevacqua
Address: 1405 E Central Rd 402A Arlington Hghts, IL 60005

Request #: 0554-SPEY95HNKC ***Status:*** Completed
Date Entered: 03/05/2013 ***Received By:*** Sandra Penway
Type of Request: Account Information;On Site Information

Description:
Mr Scaletta (husband of owner) with representative with Bank of America, Sheila and stating the previous management company received his check and did not properly post to his account.
His January payment never posted and they have the front and back of the check to prove it was presented and paid.

Resolution:
Provided the hours and phone and fax number to submit the information.

Name: David Van Cura
Address: 1405 E Central Rd 408A Arlington Hghts, IL 60005

Request #: 0554-SBOA95KPW7 ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Clubhouse/Party Room Rental Information;On Site Information

Description:
Owner Ms calling for onsite in order to obtain key to the clubhouse for the rental this weekend.

Resolution:
advised

Name: David Van Cura
Address: 1405 E Central Rd 408A Arlington Hghts, IL 60005

Request #: 0554-SBOA95KPYA ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Forwarded to Property Manager;Clubhouse/Party Room Rental Information

Description:
Owner Ms calling for onsite in order to obtain key to the clubhouse for the rental this weekend.

Resolution:
Advised PM out of office right now, will fwd a message

UPDATE 1:30pm advised per PM --
The key will be available for pick up here in the office tomorrow. The key is not given out until the last business day before the event.

However she can not go there during the office hours of 9-5, she needs to make other arrangements with PM onsite
Fwd to PM

Name: Antonio Capozzi
Address: 1405 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-KVGR966UWU ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Insurance Information;Rules/Regs Info

Description:
Owner MR calling to state that in the rules and rgeulation it does not state that the insurance is required.
708-288-1619

Resolution:
Advised that the PM would be given the information along with a request for a call back.
Update per PM 3/27/13 at 10:24AM: attempted to call owner at number provided, message stated call was unable to be completed at this time, no voicemail available.

Name: Tomasz Nawrocki
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005

Request #: 0554-SPOY95KP83 ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information

Description:
Realtor Irina 773-551-0383 requesting balance due on account. Realtor requesting if POA can obtain that information.

Resolution:
Advised Realtor account information can only be provided to Owner.
Advised Atty POA would need to send document to confirm their status prior to being given account balance information. Provided Atty with EGV fax number.
UPDATE: Rec'd POA. Faxed account ledger to atty. 18479542133@lms.fax, Advised ledger cannot be used as payoff, need to order PAL.

Name: Douglas Edmonds
Address: 1405 E Central Rd 416B Arlington Hghts, IL 60005

Request #: 0554-SBOA95LMWV ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Account Information;e-Debit

Description:
Owner Mr calling as the edebit was not for the full amount of the assessment

Resolution:
Advised the prior agency forwarded a 50.00 credit which was applied to the March assessment

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Name: James Stanczak
Address: 1405 E Central Rd 417C Arlington Hghts, IL 60005

Request #: 0554-MBUR966JUG ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Maureen Butcher
Type of Request: e-Certs ;Forwarded to Property Manager

Description:
James called to confirm that he is on EDebit program.

James also wanted to know the name of the law firm that will appeal the taxes for the property.

****UPDATE****03/26/2013

Email sent with Elliott and Associates t/n 847-298-8300 x26

Resolution:
I confirmed that he is on EDebit and let him know that I would check with the PM for the Attorney's office.

Name: Stephen Bala
Address: 1405 E Central Rd 418C Arlington Hghts, IL 60005

Request #: 0554-LRAY95QPBB ***Status:*** Completed
Date Entered: 03/12/2013 ***Received By:*** Lisette Ray
Type of Request: Homeowner Responsibility

Description:
Outbound call to resident regarding package delivered at Central Park East office.

Resolution:
Left voicemail message for resident to pick up package from CPE office.

Name: Jacqueline Prendergast
Address: 1415 E Central Rd 105A Arlington Hghts, IL 60005

Request #: 0554-MBUR967JNV ***Status:*** Completed
Date Entered: 03/27/2013 ***Received By:*** Maureen Butcher
Type of Request: Other

Description:
Jacqueline called to find out where to fax her certificate.

Resolution:
I gave her the fax number for Elk Grove office.

Name: Samuel Listopad

Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005

Request #: 0554-LRAY95GQW8 ***Status:*** Completed

Date Entered: 03/04/2013 ***Received By:*** Lisette Ray

Type of Request: On Site Information

Description:
Owner calling regarding appraisal with questions for PM.

Resolution:
Advised owner of answers to various appraisal questions from vendor.

Name: John McCarthy

Address: 1415 E Central Rd 203A Arlington Hghts, IL 60005

Request #: 0554-BHOD95PKZ4 ***Status:*** Completed

Date Entered: 03/10/2013 ***Received By:*** lmsu03/Lieberman

Type of Request: Unicom;Account Information;Outbound Call

Description:
Caller would like a return call re: bill he received. He thought his debt was satisfied. Please call him at 773-507-8117

Resolution:
Outbound 3/11/13 10:20am: Advised owner the balance on the account is zero.

Name: Angela Simic

Address: 1415 E Central Rd 206A Arlington Hghts, IL 60005

Request #: 0554-CBRT95ZJ7C ***Status:*** Completed

Date Entered: 03/21/2013 ***Received By:*** Cheri Brandt

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

Description:
Please see the attached.

Thank you.
Angela Simic

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

Name: Mary Fitzgerald

Address: 1415 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-CBRT95YJSS ***Status:*** Completed

Date Entered: 03/20/2013 ***Received By:*** Cheri Brandt

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

Description:
I have received a re assessment notice from the Cook County Assessor. It is my understanding that the DP BOD has retained a legal firm to handle this. What shall I do with this notice.

Thank you.

fitz358@comcast.net

Resolution:
Hello,

We have received your email and it has been forwarded to the Property Manager. Please allow 24 to 48 hours for a response to be provided.

Thank you,

Resident Services

Name: Kimberly Clark

Address: 1415 E Central Rd 213B Arlington Hghts, IL 60005

Request #: 0554-JBYE95PNNB ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Jackie Byrne

Type of Request: On Site Information;Forwarded to Property Manager

Description:
Owner said that her bathroom sink is not draining and her neighbor had the dame issue (the neighbor to the right) and we came up and fixed it. She said her neighbor said they're sinks are connected. She said that she called the office. Call owner back at 847-208-6446.

Resolution:
I advised owner that I'd have to check with the PM on this. I got an email that the PM is forwarding phone during lunch since she is alone in the office. I advised owner that I'd check with PM and call her back.

UPDATE 3/11/13 Per the PM:

HI,

Yes, we will issue a work order, but we will need to schedule a time when both people are home to let us in to clear the sinks.

I called owner but got v/m. I left above msg on her v/m.

Name: Anna Yon

Address: 1415 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-LRAY95KTAH ***Status:*** Completed

Date Entered: 03/07/2013 ***Received By:*** Lisette Ray

Type of Request: e-Debit

Description:
Owner came to office to ask about auto debit for assessments.

Resolution:
Owner was advised that e-Debit is available and gave application. Advised owner old debit with company was cancelled. BDI letter issued for non payment on 3/5/13. Owner was given new payment address and e-Debit application.

Name: Anna Yon

Address: 1415 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-KVGR95LP4D ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information

Description:
Owner Mrs calling to see if the account number is correct as it has B217 and her unit is 217C

Resolution:
Advised that the account is correct and the B is not the unit number.

Name: Anna Yon

Address: 1415 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-MBUR95RLUV ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** Maureen Butcher

Type of Request: Account Information

Description:
Anna called to see if we received her check that she mailed last Thursday.

Resolution:
I let her know that we have not received it yet.

Name: Anna Yon
Address: 1415 E Central Rd 217C Arlington Hghts, IL 60005

Request #: 0554-LRAY95RTP2 ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner stopped into office to see if payment was received.

Resolution:
advised owner payment cleared on ledger and is current.

Name: Joyce Moser
Address: 1415 E Central Rd 222C Arlington Hghts, IL 60005

Request #: 0554-MBUR965UX6 ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Maureen Butcher
Type of Request: Forwarded to Property Manager

Description:
Joyce called to request that the onsite reschedule her appoint for the plumbing.

Resolution:
I advised her that I would forward the information to the PM.

Name: Genie Uli
Address: 1415 E Central Rd 301A Arlington Hghts, IL 60005

Request #: 0554-DCON965M35 ***Status:*** Completed
Date Entered: 03/24/2013 ***Received By:*** lmsu06/Lieberman
Type of Request: Other;Unicom

Description:
Owner Nicole Uli stated the storage doors to the balcony unit at 403A are open and creating a lot of noise when the wind blows.

Resolution:
Per Steve to just document, save, and close as PM is aware of the issues at this location.

Name: Gabriela Matuszewska
Address: 1415 E Central Rd 303A Arlington Hghts, IL 60005

Request #: 0554-LRAY95KTBV ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Lisette Ray
Type of Request: Board Consideration

Description:
Owner came to on-site office to inquire about handicap ramp for building. Owner does not speak english fluently but wants to ask Board to consider wheelchaired residents in future renovations since she has a hard time getting her son into the building with no ramp.

Resolution:
Advised owner will notate in account and will forward request to Board for consideration.

Name: Suzette Pearson
Address: 1415 E Central Rd 305A Arlington Hghts, IL 60005

Request #: 0554-BHOD95QSR3 ***Status:*** Completed
Date Entered: 03/12/2013 ***Received By:*** Beverly Hood
Type of Request: Forwarded to Property Manager;On Site Information;Outbound Call

Description:

Resolution:

Owner Ms. calling regarding her key not working to get into the building. Owner stated she will wait until tomorrow and talk with onsite office personally.

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

Outbound 5:11pm: Advised owner per PM if owner can bring the key in, PM can check to see if the key needs to be replaced. If it is an older key, it may be worn down and owner will need a new one. PM assistant is out this week so PM is am alone. PM will be out of the office tomorrow for a meeting from 9:45 AM until about 11:30 for a meeting at LMS. The office will be closed then.

Name: Suzette Pearson

Address: 1415 E Central Rd 305A Arlington Hghts, IL 60005

Request #: 0554-SBOA95RPNW ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** Socorro Bocanegr

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

Description:
Owner Ms calling back to advise her building key is working now. Also she would like to thank management for sending out the memo on the vandelism, it was well written and appreciated.

Resolution:
fwd to PM as fyi

Name: Mari Money

Address: 1415 E Central Rd 313B Arlington Hghts, IL 60005

Request #: 0554-JCLK962PLM ***Status:*** Completed

Date Entered: 03/22/2013 ***Received By:*** Jean Clark

Type of Request: Account Information;e-Debit Application Status;Forwarded to Property Manager

Description:
Owner called stating applied for E-debit and has not heard anything. Owner wanted correct balance for March. Owner stated thought balance from previous management company was from tax appeal. Owner feels did not need that as she appealed on her own. . Owner stated disputed those charges. Owner stated only did a verbal dispute. Owner said she would pay full balance.

Resolution:
1st advised not adding any new customers to edebit program. Then realized on ledger states edebit will start on 4/1/13. Advised owner of new information. Advised board will let owner know if needs to pay the fees being disputed. Advised dispute needs to be in writing to the board. Owner became angry about the balance owed. Advised could pay and still dispute after. Amount included from previous management company does not state that is from tax appeal.

Name: Mari Money

Address: 1415 E Central Rd 313B Arlington Hghts, IL 60005

Request #: 0554-LRAY968KMN ***Status:*** Completed

Date Entered: 03/28/2013 ***Received By:*** Lisette Ray

Type of Request: Association to HO Correspondence;Tax Bill

Description:
Owner calling regarding real estate tax appeal and wants to opt out of group appeal.

Resolution:
Advised owner no opt out option was given, per the condo act, the board has the authority to file an appeal for all owners. Owner requested amount to be paid for appeal, advised owner we do not have that information as the legal fee would depend on the outcome of the appeal and how much of a reduction is secured. Owner upset and refused to be included as she can do it herself.

Name: Daniel Reid
Address: 1415 E Central Rd 315B Arlington Hghts, IL 60005

Request #: 0554-LRAY95GUHJ ***Status:*** Completed
Date Entered: 03/04/2013 ***Received By:*** Lisette Ray
Type of Request: Board Consideration

Description:
Owner calling to request 2 electric bills from association since he works for Halo Energy, an alternative electric supplier. Owner knows association signed a deal with Integrys but would like to see if he can get them a better rate.

Resolution:
Advised owner to put request for information in writing to the Board for approval.

Name: Mikhail Kon
Address: 1415 E Central Rd 316B Arlington Hghts, IL 60005

Request #: 0554-FALZ95WTC6 ***Status:*** Completed
Date Entered: 03/18/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Account Information

Description:
Owners daughter Kate 847-830-8371 is calling to confirm if the account is on automatic withdrawal for the owner received a bill stating there is an amount due. Owner has been on automatic withdrawal since the last management company

Resolution:
Advised the account is currently not on automatic withdrawal. Owner advised she will make a payment online thru eStar.

Name: Delores Criswell
Address: 1415 E Central Rd 317C Arlington Hghts, IL 60005

Request #: 0554-KVGR95QJPT ***Status:*** Completed
Date Entered: 03/12/2013 ***Received By:*** Kasandra Von Gl
Type of Request: On Site Information

Description:
Owner Mrs calling to talk to the on site office only,

Resolution:
Advised of the office hours. Owner stated that she would call back.

Name: Tsunesuke Kawashima
Address: 1415 E Central Rd 322C Arlington Hghts, IL 60005

Request #: 0554-LRAY95PLLY ***Status:*** Open
Date Entered: 03/11/2013 ***Received By:*** Lisette Ray
Type of Request: e-Debit;Account Information

Description:
Owner Mr. came into office to drop off assessments. Inquired about autodebit and why it stopped.

Resolution:
Advised owner when new management took over all auto debits were stopped with previous agent. Advised owner payments are mailed into lockbox. Gave owner new e-Debit application.

Name: Tadeusz Wiczkowski
Address: 1415 E Central Rd 403A Arlington Hghts, IL 60005

Request #: 0554-BHOD962U74 ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Beverly Hood
Type of Request: Renter Call;Pool

Description:
Miriam - Tenant calling to inquire about the pool key and gym key. Tenant stated they just moved into the unit and owner informed them to take a check to the onsite office to obtain the key and passes. Tenant stated she just want the onsite office hours and will talk to the onsite office.

Resolution:
Advised Miriam she would need to check with the owner regarding the pool pass. Advised tenant that if he did not obtain the passes back from previous tenant she would not be able to get another pass. Advised tenant of the onsite office hours.

Name: Kathy Dunaj

Address: 1415 E Central Rd 404A Arlington Hghts, IL 60005

Request #: 0554-LRAY965LEH ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Lisette Ray

Type of Request: Unicom;Emergency On Call;Neighbor Etiquette

Description:
Owner calling regarding emergency call placed on 3/24/13 to Unicom, call was not forwarded to on-call PM as it was not deemed an emergency, unit 403A had a storage door that was blowing in the wind and banging against railing all day until 11PM. Owner was upset that no action was taken and wants maintenance to climb on a ladder to the unit to secure the door themselves whenever this happens even if it is the 4th floor.

Resolution:
Advised owner a complaint form may be submitted and will be forwarded to the Board for review. Owner of unit has been advised of issue and will correct it as soon as possible so the door will not blow open again as of today. Owner was upset that this was not sufficient and thinks management needs to do more to prevent this from happening again on the weekend since it has happened previously. Advised owner to include comments on complaint form for Board review.

Name: Robert Witek

Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-MBUR95PSSP ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Maureen Butcher

Type of Request: Sale Questions;Rules/Regs Info

Description:
Norma who is the process of purchasing the unit called to confirm the rules & regulations regarding having a dog.

Resolution:
I confirmed that no dogs will not be allowed above the first floor per the rules & regulations.

Name: Robert Witek

Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-ATHL95XQDA ***Status:*** Completed

Date Entered: 03/19/2013 ***Received By:*** Alex Thervil

Type of Request: Account Information

Description:
Sister of deceased owner, would like to know the amount on the account.

Resolution:
Provided account balance to pay on account.

Name: Robert Witek

Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-LRAY966Q6Y ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Lisette Ray

Type of Request: General Property Info

Description:
Realtor for prospective buyer of unit is requesting information about property.

Resolution:
Advised agent no special assessment currently or planned, budget available through closing department, gave number and screens are owner responsibility but can recommend a vendor.

Name: Robert Witek
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-MBUR966RES ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Maureen Butcher
Type of Request: Sale Questions

Description:
Ursula a real estate agent called to find out how to get a budget for the association.

urszula.gawin@bairdwarner.com

Resolution:
I emailed her a closing form so that she could order the budget.

Name: Bridie Downey
Address: 1415 E Central Rd 413B Arlington Hghts, IL 60005

Request #: 0554-SPOY962TJ5 ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Susan Potkay
Type of Request: e-Debit Application Status

Description:
Owner Mrs 847-640-9430 requesting if eDEBIT is active on account.
Owner advises this application was provided in the envelope as her other unit (1505 E Central #408A) and that is now active.

Resolution:
Advised Owner eDEBIT is not active on this account.
FWD to MH to confirm status

UPDATE/OUTBOUND3/28/13 8:51am-Per MH: I'm not sure what happened but I only received one app for them. I don't have an app for 413B.
Advised Owner of MH update.

Name: Steve Martino
Address: 1415 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-SBOA95ZLKT ***Status:*** Completed
Date Entered: 03/21/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Forwarded to Property Manager;Account Information

Description:
Owner Mr calling about the BDL, he was on auto debit for 5 years, did not realize there was a change.

He will send a payment in full today

Resolution:
Advised will fwd to PM for 1x courtesy waive of the March late fee.

UPDATE PER PM - I will have to get Board approval and they will not meet until the end of April. I will put the request in as soon as the funds clear.

Name: Deric Whiting
Address: 1505 E Central Rd 106A Arlington Hghts, IL 60005

Request #: 0554-KKOS95HL3T ***Status:*** Completed
Date Entered: 03/05/2013 ***Received By:*** Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed budget and questionaire.

Resolution:
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Name: Dorthy Karp
Address: 1505 E Central Rd 107A Arlington Hghts, IL 60005

Request #: 0554-FALZ95KKYV ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Forwarded to Property Manager;Other

Description:
Homeowner Mr 847-749-2883 reporting the back door by the parking lot there is no lights and the parking lot does not have lights. Owner states he almost fell for he uses a walker and was scared; the owner could not see where he was going and uses the handicap parking

Resolution:
FWD TO PM

*update per the PM-
We are aware of this issue and our maintenance has been working on it but due to the weather and snow, the completion has been delayed. We hope to have these lights restored as quickly as possible.

Name: Dorthy Karp
Address: 1505 E Central Rd 107A Arlington Hghts, IL 60005

Request #: 0554-BHOD95WQZD ***Status:*** Completed
Date Entered: 03/16/2013 ***Received By:*** lmsu04/Lieberman
Type of Request: Unicom;On Site Information;Landscaping;Forwarded to Property Manager

Description:
847-749-2883. Dorothy called stating the light in the back hallway in the common area is out and to report the sidewalk is blocked by bushes.

Resolution:
Forwarded to PM for review and advisement.

Name: Karen Levitski
Address: 1505 E Central Rd 111B Arlington Hghts, IL 60005

Request #: 0554-FALZ95YMLF ***Status:*** Completed
Date Entered: 03/20/2013 ***Received By:*** Fabiola Alvarez
Type of Request: General Property Info

Description:
Homeowner Mrs states her name is spelled wrong it should be spelled. "Karin"

Resolution:
FWD TO AR

Name: Karen Levitski
Address: 1505 E Central Rd 111B Arlington Hghts, IL 60005

Request #: 0554-LRAY95YMQ2 ***Status:*** Completed
Date Entered: 03/20/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information;e-Debit

Description:
Owner's power of attorney (daughter) called regarding balance due letter received. Received letter from transition and thought e-debit would continue since it arrived at the same time as her mortgage transition as well. Owner is embarrassed but does not have the funds to pay in full at this time. Would like to propose a payment plan to catch the account up.

Resolution:
Advised owner to send a letter to the Board to approve the payment plan and mail in a payment as soon as able. Owner would like to get back on auto debit program once caught up. Owner requested application to be emailed.

Name: Karen Levitski

Address: 1505 E Central Rd 111B Arlington Hghts, IL 60005

Request #: 0554-FALZ95YMMB ***Status:*** Completed

Date Entered: 03/20/2013 ***Received By:*** Fabiola Alvarez

Type of Request: Account Information

Description:
Homeowner Mrs 708-763-8272 is calling to see if she is able to make a payment plan. When the management company took over the owner was under the impression the automatic withdrawal will remain the same,

Resolution:
Advised owner she may put her request in writing or speak with on site management,

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Name: Ronald Klimas

Address: 1505 E Central Rd 113B Arlington Hghts, IL 60005

Request #: 0554-ABOO95GLMN ***Status:*** Completed

Date Entered: 03/04/2013 ***Received By:*** Angie Botello

Type of Request: Forwarded to Property Manager;Sale Questions

Description:
Century 21, listing company, calling to find out if lockboxes are allowed and where they can be placed. 847.228.8748

Resolution:
Advised caller that the info will have to be requested from PM
Not available in rules or PP

PER PM: I will have to check with the Board and I will get back to you.
Lockboxes are permitted on the unit door itself only. They are not permitted anywhere else in the common areas or exterior of the building. The broker would have to work something out for a key to the building for showings.

OUTBOUND call to relator at 11:58am to advise. Provided caller with onsite phone number

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Name: Ronald Klimas

Address: 1505 E Central Rd 113B Arlington Hghts, IL 60005

Request #: 0554-SBOA95HMHK ***Status:*** Completed

Date Entered: 03/05/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Transferred Call;Account Information;Forwarded to Property Manager

Description:
Owner Mr calling to request a credit refund, he has a balance forward from the prior agency that he would like to receive a check for.

Resolution:
Advised this request would be fwd to PM onsite, he asked for the phone number their which I provided to him and transferred the call as well.

Update per PM 3-6-13: Per KT account credits contained an error which resulted in e-Debit pulling assessment even though there was a credit balance. We will issue a reimbursement check to the owner at the billing address in approximately 2 weeks. Please confirm with owner the e-Debit is in place and advise not to send any additional payments as monthly assessments will be taken automatically.

Name: James Blake

Address: 1505 E Central Rd 114B Arlington Hghts, IL 60005

Request #: 0554-ABOO95JKN6 ***Status:*** Completed

Date Entered: 03/06/2013 ***Received By:*** Angie Botello

Type of Request: Account Information;Forwarded to Property Manager

Description:
James calling to state that he is on edebit and he just saw that for the month of March $502 was withdrawn. Owner states that there is no reason why the previous management company should have fwd any balance to LMS because he was on auto withdrawal with them too. Owner states that there is no reason why LMS should withdraw more that what the monthly assessment is. Owner states that he wants this resolved and a call back.

Resolution:
Advised owner that the previous management company did fwd a balance due to LMS and advised the owner of the payments made. Advised owner that when on edebit, it will pull the amount due, not just the assessment. Advised owner that the PM will be notified of his request

PER PM: I will need to get accounting on this as he should not have been charged. I will let you know when it is cleared up.

PER PM 3.18.2013- He is going to receive a credit of $263.34 on this account once accounting corrects the mistake on their end. This credit will be applied toward the April assessment so his eDebit draft will be covered and nothing will be withdrawn in April. The remaining $24.68 will go towards May and then the e-Debit will draft the remaining monthly balance for that month.

Name: James Blake

Address: 1505 E Central Rd 114B Arlington Hghts, IL 60005

Request #: 0554-SPOY95LMBL ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Susan Potkay

Type of Request: Account Information

Description:
Owner Mr 224-595-5378 advises he spoke with another agent a couple days ago regarding a charge on his account. Owner advises he has not heard anything back on this matter.

Resolution:
Advised Owner Agent (AB) provided information to PM for review. Advised Owner PM is working with accounting to address this issue. Advised Owner once situation has been corrected he will be notified.

Name: James Blake

Address: 1505 E Central Rd 114B Arlington Hghts, IL 60005

Request #: 0554-LRAY95YMJT ***Status:*** Completed

Date Entered: 03/20/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information;e-Debit

Description:
Owner advised that he has not heard back regarding assessment that was over drawn.

Resolution:
Apologized for not having a return call, spoke to owner previously regarding credit that will be placed back into the assessment account. Owner was upset as he thought that we would be putting back into his checking account. Advised owner we are unable to do that but we can process a check for the reimbursement that will be sent out next week. Owner was upset and did not want to wait for a check and could not understand why if we have the auto-debit in place, we cannot put the money back into his account. PM offered to credit the assessment account and not have any money drafted for April or issue a check for the reimbursement. Owner stated the money better be back by Friday or he will file a complaint due to the bankruptcy protection.

Name: Marguerite Train
Address: 1505 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-PROY95W2XK ***Status:*** Open
Date Entered: 03/17/2013 ***Received By:*** Property
Type of Request: Emergency On Call

Description:
Emergency call - ON call PM received call from neighbor at 207A reporting water in hallway outside of unit 208. 6 feet of carpet area was wet and neighbor not home. No information on owner or tenant on file. PM asked if neighbor would continue to knock on door until the tenant at 208 came home. PM called owner at 107 to see if they had water entry which they did not but could hear water. PM returned 207A's call and neighbor was home at 208. PM spoke to tenant (Heidi 224-388-8163) and she said her bathroom floor is wet and it is leaking from shut off valve in back of toilet. PM advised her to turn off the water and use different toilet in house.

Resolution:
PM for property to call tenant to research where the water is originating and if it is Association or owner's responsibility.

Name: Marguerite Train
Address: 1505 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-SPOY95WHXB ***Status:*** Completed
Date Entered: 03/18/2013 ***Received By:*** Susan Potkay
Type of Request: On Site Information;Work Order Status

Description:
Tenant Heidi 224-388-8163 advises water is leaking in her bathroom. Tenant advises she has been in touch with PM and PM advises someone would be out to inspect today. Tenant requesting when inspection will be done.

Resolution:
Advised Tenant will confirm when inspection will be completed with on site office and confirm.

Name: Mary Ann Gall
Address: 1505 E Central Rd 210B Arlington Hghts, IL 60005

Request #: 0554-SPOY962NS2 ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Susan Potkay
Type of Request: Transferred Call

Description:
Owner Mrs 312-853-2428 advises she has attempted to contact on site office however phone rings twice and goes dead.

Resolution:
Outbound call to on site office. Transferred Owner to on site office after confirming they answered the call.

Name: Marius Hortopanu
Address: 1505 E Central Rd 212B Arlington Hghts, IL 60005

Request #: 0554-ARIR95RKJ2 ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received Judicial Sales Deed to reflect transfer of ownership to US Bank National Association. Foreclosure date was 10-29-12

Resolution:
will process move

Name: Marius Hortopanu

Address: 1505 E Central Rd 212B Arlington Hghts, IL 60005

Request #: 0554-ARIR967U7U ***Status:*** Completed

Date Entered: 03/27/2013 ***Received By:*** Andrea Ritter

Type of Request: Foreclosure Transfer of Deed-Balance Remaining

Description:
Processed move to reflect transfer ownership to US Bank National Association. Foreclosure date was October 29, 2012

Resolution:
Statement /W-9 sent c/o Old Republic

Name: Harold Fotre

Address: 1505 E Central Rd 305A Arlington Hghts, IL 60005

Request #: 0554-SBOA965PNM ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Account Information;e-Debit

Description:
Owner Ms calling about the shorted payment that debited in March

Resolution:
Advised 230.81 is the correct amount to be debited but there was a credit of 50 cents.

Name: Richard Kluchenek

Address: 1505 E Central Rd 308A Arlington Hghts, IL 60005

Request #: 0554-ABOO95ZTNP ***Status:*** Completed

Date Entered: 03/21/2013 ***Received By:*** Angie Botello

Type of Request: Account Information;Forwarded to Property Manager

Description:
Owner calling to state that he just received a statement and believed that his storage unit was paid for, for an entire year, and yet it is still showing as due. Owner stated that he was told last month, that it would be taken care of and to subtract it from his MA. Owner advised that he would like this taken off his account. 847.290.9889

Resolution:
Advised the owner that the PM will be notified that this is still showing up after he was told it was taken care of.

PER PM 3.22.2013- I will have accounting correct this. They have to adjust the ledger since I cannot. Please assure him that we will get it corrected before the next billing cycle but we will not issue a new coupon book so he can just write his assessment check for the regular amount.

OUTBOUND call to owner at 9:49am to advise.

PER PA 3.25.2013-I have scheduled the monthly recurring $20.00 charge for storage to terminate 4/30/2013 and I have posted credits for the January through April charges for the owner captioned above.
However, I have rescheduled the monthly recurring $20.00 charge to recommence 9/1/2013; you may want to set up a August 2013 reminder for yourself to check if the owner wants to be charged up front for a year and inform Accounting accordingly.

Name: Mark Splendorio

Address: 1505 E Central Rd 311B Arlington Hghts, IL 60005

Request #: 0554-SBOA95LM2Y ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Forwarded to Property Manager;Unicom;Other

Description:
PER UNICOM

Owner Ms Shirley Ruehle 847-640-7731 reporting the closet organizer is crooked from building settling and the crack in wall is getting worse. The crack is in the bedroom, behind the headboard from the top to bottom.

Resolution:
UPDATE @ 10:20AM- advised owner her message was received and Fwd to PM

UPDATE 10:30 called owner per PM, she will be available Monday 3/11 1pm

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Name: Mark Splendorio

Address: 1505 E Central Rd 311B Arlington Hghts, IL 60005

Request #: 0554-BHOD95RKE2 ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** lmsu03/Lieberman

Type of Request: Unicom;Forwarded to Property Manager;Homeowner Responsibility;Outbound Call

Description:
Caller Shirley Ruehle at 847-640-7731. Stated that she needs someone to come fix a crack in the bedroom wall sometime after 1pm this Friday. It has gotten deeper and longer since she first reported it. It already has caused her bedroom closet door to not close properly. She will leave her door unlocked on Friday after 1pm. Call if needed.

Also stated that tenant in unit 313 needs someone to look at his wall for repairs too.

Resolution:
Forwarded to PM for advisement.

Outbound 11:46am: LM Advised tenant per PM Friday at 1:00 PM is fine, I will have maintenance there. If her neighbor in 313 can be home at the same time, we will inspect both.

Name: Mark Splendorio

Address: 1505 E Central Rd 311B Arlington Hghts, IL 60005

Request #: 0554-SPOY95TP8X ***Status:*** Completed

Date Entered: 03/15/2013 ***Received By:*** Susan Potkay

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

Description:
Owner Mrs Shirley Ruehle 773-551-4149 advises she is the only Shirley residing in this unit. Owner advises the other Shirley name on the account is her married name, not another resident. Owner advises she goes by Shirley Ruehle.
Owner requesting why association employee came to her door. Owner advises she cancelled that appointment.

Resolution:
Advised Owner will notify on site PM of this information.
Advised Owner appointment to inspect bedroom wall crack was scheduled for 1pm today.
Advised Owner updated information will be forwarded to PM for review.

Name: Gloria Schlake

Address: 1505 E Central Rd 312B Arlington Hghts, IL 60005

Request #: 0554-FALZ95KSQ4 ***Status:*** Completed

Date Entered: 03/07/2013 ***Received By:*** Fabiola Alvarez

Type of Request: Coupon Book Request

Description:
Homeowner Mrs 847-593-7522 is calling to request a coupon book. Owner misplaced the book and would like to order a new one, Owner is aware of the charge for the book

Resolution:
FWD TO AR

Name: Bridie Downey

Address: 1505 E Central Rd 408A Arlington Hghts, IL 60005

Request #: 0554-SPOY962THN ***Status:*** Completed

Date Entered: 03/22/2013 ***Received By:*** Susan Potkay

Type of Request: e-Debit Application Status

Description:
Owner Mrs 847-640-9430 requesting if e-debit is active on account.

Resolution:
Advised Owner e-debit is active for this account as of 3/1/2013.

Name: Robert Schmitz

Address: 1505 E Central Rd 410B Arlington Hghts, IL 60005

Request #: 0554-SPOY962KE4 ***Status:*** Completed

Date Entered: 03/22/2013 ***Received By:*** Susan Potkay

Type of Request: Account Information

Description:
Owner Mr 847-394-4400 advises receipt of statement and it shows March was not paid. Owner advises he did submit March payment.

Resolution:
Advised Owner to confirm with bank if March payment cleared. Advised Owner copy of front and back of cleared check will be required if so.

UPDATE 3/22/13 11:28am-Owner called back to advise he has the check copy to submit.
Provided Owner with on site phone/fax number to submit document.
Pm received payment copy and forward to Accounting to correct payment and remove late fee.

Name: Robert Schmitz

Address: 1505 E Central Rd 410B Arlington Hghts, IL 60005

Request #: 0554-LRAY965SGQ ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner returning phone call from PM regarding payment submitted as evidence of cashed check for March payment. PM confirmed with accounting that payment submitted was credited on February 25, 2012. We only show one other payment on February 2, 2012.

Resolution:
Advised owner to look on records to see if any payments were not cashed from December to February. Owner was upset as he did not want to have to look up payments for the last quarter. Owner demanded a letter outlining what payment is missing, if any, so that he can supply evidence he paid it. Owner demanded a letter from PM so that he did not have to research his account history. Advised owner that i could not provide a date for when the payment was mailed from owner, only the date we received it. Payments are applied to the oldest balance due. Owner advised PM that it was not his responsibility to sort out our accounting. PM advised will forward a copy of the previous and current ledger to owner to investigate payments further.

Name: Daniel Hajduk

Address: 1515 E Central Rd 121C Arlington Hghts, IL 60005

Request #: 0554-ABOO968LFT ***Status:*** Completed

Date Entered: 03/28/2013 ***Received By:*** Angie Botello

Type of Request: Insurance Information

Description:

Resolution:

Owner calling to state that he was out of town for 6 weeks and is now going through the paper work sent by the assoc, and states that it will all be completed and sent tomorrow. Daniel states that he has spoken to insurance agent regarding his policy and would like to know how his policy should be generated for his condo. Owner would also like to know what address should be listed in the policy as additional insured.

Advised owner that the policy should be noted as a condo and stated that the assoc also has a master insurance policy which covers up to the dry wall. Advised owner that he is resp for insuring his belongings in the unit. Provided owner with EGV office address to be noted in additional insured.

Name: Ronald Prazuch

Address: 1515 E Central Rd 151A Arlington Hghts, IL 60005

Request #: 0554-ABOO95RK89 ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** Ronald Prazuch/P

Type of Request: e-STAR;Unicom

Description:
Hi.... I'm trying to make a payment online (I set up a username/password) and when I click "make a payment" a window pops up with a cryptic message (just a bunch of computer code or something) and there's an "OK" button. I click OK and nothing happens. Is there a temporary glitch with the system? Thanks, Ron.

Resolution:
Thank you for your email. In order for a payment to be completed online, you must make sure that your pop-up blockers are off. Once they are off, the error message should go away.

Name: Joyce Lynne

Address: 1515 E Central Rd 162B Arlington Hghts, IL 60005

Request #: 0554-KVGR966UJC ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Insurance Information;Forwarded to Property Manager

Description:
Owner Mrs calling to state that she will send in the COI tomorrow. Owner stated that she feels harassed and threatened by the letter that was sent out by LMS on site office. Owner stated that she is very unhappy that one of the first letters that she received from the association was a nasty letter.

Resolution:
Apologized for the way the owner felt about the letter. Advised that the information would be sent to the PM about the letter and about the COI being sent in tomorrow.

Update per PM "I phoned Mrs. Lynne right away this morning and apologized that she received the 2nd letter regarding insurance as she had not been sent the first to begin with as it was a mistake and over site on my behalf."

Name: Howard Mirsky

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

Request #: 0554-SPEY95DNA9 ***Status:*** Completed

Date Entered: 03/01/2013 ***Received By:*** Sandra Penway

Type of Request: Account Information;e-Debit

Description:
Mr Mirsky inquiring about the balance on his account as he did not submit a payment for February payment as he signed up for E Debit .

Resolution:
Confirmed with Mr Mirsky he is enrolled in the E Debit and verified the amount of the deduction to take place on 3/5/2013.

Name: Howard Mirsky

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

Request #: 0554-BHOD95PKTH ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Beverly Hood

Type of Request: Unicom;Account Information;e-Debit;Outbound Call

Description:

Resolution:

Caller was Howawrd Mirsky at 1615 e Central Rd, unit 253a. Mr. Mirsky stated he was assured a week ago that his February payment was received. Yesterday, he got a letter stating he owes February and March. The money was paid in February and if you didn't get it, it's because you didn't take it out of his account like you're supposed to. He is on the electronic system. Please call him at 847-593-2633.

Outbound 10:15am: LM Advised owner his account balance ia zero and do not owe anything.

Name: Howard Mirsky

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

Request #: 0554-LRAY95PRJZ ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information;e-Debit

Description:
Owner calling to inquire about BDL letter received when he spoke to someone at LMS and they said his account was current.

Resolution:
Advised owner correspondence crossed in the mail. Owner was sent letter since 2 months were unpaid, advised can disregard letter and account is current with no fees. Owner asked how he would know what was drawn. Advised owner to check monthly bank statement where it will show the withdrawal.

Name: Kresimir Misetic

Address: 1515 E Central Rd 261B Arlington Hghts, IL 60005

Request #: 0554-JCLK969MA8 ***Status:*** Completed

Date Entered: 03/28/2013 ***Received By:*** lmsu15/Lieberman

Type of Request: Forwarded to Property Manager;Violations

Description:
TONI MISETIC 847-903-8208 STATED TENANT RECEIVED VIOLATION LETTER ABOUT THE PATIO. OWNERS TENANT ONLY HAS A TABLE AND CHAIRS NOTHING ELSE. NOT SURE WHY TENANT GOT THE LETTER. PLS CALL WHEN SOMEONE GETS INTO THE OFFICE.

Resolution:
Forwarded to PM

Update from PM 3/29/13: I took care of this.

Name: Kresimir Misetic

Address: 1515 E Central Rd 261B Arlington Hghts, IL 60005

Request #: 0554-LRAY969K3C ***Status:*** Completed

Date Entered: 03/29/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information;Violations

Description:
Owner calling regarding letter received for decoration mounted in brick on balcony. Owner wants all letters regarding unit to be sent to tenant as well as the owner.

Resolution:
Advised owner letter was mailed in error and a correction letter was issued. Will have all warning/violation letters sent to both owner and tenant since owner is frequently out of town and does not receive the correspondence for weeks at a time.

Name: Nadine Lewis

Address: 1515 E Central Rd 263B Arlington Hghts, IL 60005

Request #: 0554-KVGR967JB5 ***Status:*** Completed

Date Entered: 03/27/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Insurance Information

Description:
Owner Mrs calling to state that she is not sure what the COI is.

Resolution:
Advised the insurance is the homeowners insurance.

Name: Nancy Balis

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

Request #: 0554-SBOA95HRC3 ***Status:*** Completed

Date Entered: 03/05/2013 ***Received By:*** Socorro Bocanegr

Type of Request: e-Debit Application Status

Description:
Owner Ms calling for status of edebit application submitted in January

Resolution:
Fwd to MH for advisement

UPDATE 3/7
Dear Ms. Balis,

the accounting department could not confirm receipt of the edebit application you referenced to have been submitted in January.

We ask that you complete the attached and return with a voided check to the Elk Grove office.

We apologize for any inconvenience..

Sincerely
Socorro B.
RESIDENT SERVICES DEPT
847-459-0000

Name: Nancy Balis

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

Request #: 0554-SPOY95PJJ9 ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Susan Potkay

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

Description:
Owner Mrs 847-370-7377 advises washer #1 and dryer #3 are not working. Owner advises washer flooded floor as well however maintenance has already cleaned that up. Owner advises maintenance cannot repair the broken machines.

Resolution:
Advised Owner will notify on site PM to have washer/dryer repaired.

UPDATE 3/11/13 9:52am-Per PM: Thanks. We called out the laundry service for repair.

Name: Nancy Balis

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

Request #: 0554-FALZ95QN9A ***Status:*** Completed

Date Entered: 03/12/2013 ***Received By:*** Fabiola Alvarez

Type of Request: e-Debit;Coupon Book Request;Other

Description:
Homeowner Mrs 847-640-0286 is calling to advise awhile ago she applied for the automatic withdrawal and noticed she had not been set up as of yet. Owner states she is no longer interested in signing up for eDebit for she had sent the form a few times and was never set up. The owner is requesting her coupon book to be sent to her for she did not receive it in the first place.

Resolution:
Apologized to the owner and advised the request will be sent to address

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Name: John King

Address: 1515 E Central Rd 320C Arlington Hghts, IL 60005

Request #: 0554-LRAY967L9R ***Status:*** Completed

Date Entered: 03/27/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner calling regarding letter received for insurance wanted to know what the certificate of insurance was since he has never had to submit it before in 20 years.

Resolution:
Advised owner it is often called a Declaration of Insurance and can be provided by the agent. Owner asked if a printed policy will fulfill requirement. Advised will take it if it has his name address, policy number and coverages. Owner asked if he can add his cellphone to the account info, took information and recommended to complete and return the emergency contact form to the office.

Name: Shirley Kalergis

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

Request #: 0554-SPOY95LQG4 ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Susan Potkay

Type of Request: Renter Call

Description:
Tenant Kim 224-800-4821 advises toliet is clogged. Tenant advises she has reached out to owner however has not heard back.

Resolution:
Advised Tenant WO can only be issued in response to Owner because if repair ends up owner responsibility it will be charged to her account.

Name: Donna Acrcus

Address: 1515 E Central Rd 356A Arlington Hghts, IL 60005

Request #: 0554-SBOA95YPFV ***Status:*** Completed

Date Entered: 03/20/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Other

Description:
Owner Ms calling as her last name is spelled incorrectly.

The correct spelling is Arcus

Resolution:
Fwd to LK for the correction
UPDATE 3-25-13 Corrected last name. LK

Name: Julie Ilg

Address: 1515 E Central Rd 365B Arlington Hghts, IL 60005

Request #: 0554-SPOY95TPV9 ***Status:*** Completed

Date Entered: 03/15/2013 ***Received By:*** Susan Potkay

Type of Request: On Site Information

Description:
Owner Mrs 847-982-0110 requesting to speak with PM.
Owner advises she will call the on site office back later today.

Resolution:
Provided Owner with on site contact information and hours.
Advised Owner on site office phones are currently being forwarded to EGV office as PM is out of the office at the moment.

Name: William Brandeis

Address: 1515 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-KVGR95GJA4 ***Status:*** Completed

Date Entered: 03/02/2013 ***Received By:*** William Brandeis

Type of Request: Unicom;Account Information

Description:

HOW DO I ADD MY WIFE AND SON INFORMATION TO OUR PROFILE?

Resolution:

Mr. Brandeis,

To have your wife and son added to the account you would need to send in a written request to add them as additional people that can have account information. The request can be a reply to this e-mail. Please provide the First and Last name of the person you would like to add and their relationship to you. If there are any limitations on the person please provide that information as well, i.e. If you would like to allow someone to place work orders but not have any account information.

If you have any questions please call Resident Services at 847-459-0000.

Thank you,
Resident Services

Name: William Brandeis

Address: 1515 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-CBRT95PR9C ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Cheri Brandt

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

Description:

Please add my wife Susan and my son William Jr. (age 26). Please make a note that William Jr. has autism and occasionally forgets his key which is why we leave one with you at the office. You are welcome to call me any time at work (312-444-5343) or on my cell (847-997-4279). Work orders should only be placed by my wife or me. We told our son to call you only in case of an emergency (over flowing sink or toilet, for example).

Thank you.

Bill Brandeis

Resolution:

Forwarded to the PM.

Emailed owner acknowledgement of their email.

Name: William Brandeis

Address: 1515 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-CBRT95PRBA ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Cheri Brandt

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

Description:

Resolution:

Forwarded to the PM and responded to owner's email.

Please add my wife Susan and my son William Jr. (age 26). Please make a note that William Jr. has autism and occasionally forgets his key which is why we leave one with you at the office. You are welcome to call me any time at work (312-444-5343) or on my cell (847-997-4279). Work orders should only be placed by my wife or me. We told our son to call you only in case of an emergency (over flowing sink or toilet, for example).

Thank you.

Bill Brandeis

Name: Jean Russell

Address: 1515 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-LRAY95XSNR ***Status:*** Completed

Date Entered: 03/19/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner calling to see why debit was $50 less than assessments.

Resolution:
Advised owner there was a $50 credit from previous agent that was applied before debit was taken. Next draft will be for the regular assessment amount.

Name: Robert Wiles

Address: 1515 E Central Rd 454A Arlington Hghts, IL 60005

Request #: 0554-CBRT95QU24 ***Status:*** Completed

Date Entered: 03/12/2013 ***Received By:*** Cheri Brandt

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

Description:
I recently received a letter in regards to my past due amount. I have been struggling lately with many different issues and I know that I have fallen behind. At this time I am unable to come up with the $1,244.62 balance.
Here is what I hope is acceptable. I will continue to pay a monthly payment of $269.00 March-June. I will have the entire balance paid off by July 15th 2013.

I sincerely hope that you are willing to work with me on this issue.

Thanks, Robert Wiles

Resolution:
Forwarded email to the PM.

Name: Angela Mauriello

Address: 1515 E Central Rd 458A Arlington Hghts, IL 60005

Request #: 0554-FALZ95RLDD ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** Fabiola Alvarez

Type of Request: e-STAR;Other

Description:
Homeowner Mrs 847-293-9503 is calling for assistance in signing onto eStar,

Resolution:
Assisted owner in signing onto eStar.

Name: Brian Morrisroe

Address: 1515 E Central Rd 461B Arlington Hghts, IL 60005

Request #: 0554-SBOA965P5H ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Account Information;Forwarded to Property Manager

Description:
Owner Mr states his bill pay is through Harris Bank which Dana Point also has a relationship with Harris Bank, states the association still has POB # 4346 listed in the Harris Bank system.

He spoke with his Bank agent and they say this delayed his payment and caused a late fee. They did tell him how to also remedy this is to enter Dana Point as a slightly different name when he lists them as a payee in his profile. Owner will do that but would like the late fee waived.

Resolution:
Fwd to PM for advisement

UPDATE PER PM I will put it through to the Board for approval. He will get a reply back after the April Board meeting with the board's decision.

Name: Brian Morrisroe

Address: 1515 E Central Rd 461B Arlington Hghts, IL 60005

Request #: 0554-JBYE966REX ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Jackie Byrne

Type of Request: Account Information

Description:
Owner is calling to say that he was supposed to get a call back from the agent that he spoke to yesterday on his payment coming through late. He said he never heard anything. Owner was upset that he didn't get a call back and feels that he shouldn't have to wait until the April meeting to find out about this. He said that he will call Lisette himself.

Resolution:
Per SB's IR from 3/25, I read to the owner what agent put in per the PM:

UPDATE PER PM I will put it through to the Board for approval. He will get a reply back after the April Board meeting with the board's decision.

I apologized to owner for not being called back.

Name: John Nagle

Address: 1515 E Central Rd 465B Arlington Hghts, IL 60005

Request #: 0554-MBUR95WT7K ***Status:*** Completed

Date Entered: 03/18/2013 ***Received By:*** Maureen Butcher

Type of Request: Account Information

Description:
John called to check his account balance.

Resolution:
I gave him the current credit balance and that the amount due for April would be 276.27.

Name: John Nagle

Address: 1515 E Central Rd 465B Arlington Hghts, IL 60005

Request #: 0554-BHOD95WTDZ ***Status:*** Completed

Date Entered: 03/18/2013 ***Received By:*** Beverly Hood

Type of Request: Account Information

Description:
Owner Mr. calling regarding if his payment for March 2013 has posted to the account.

Resolution:
Advised owner the payment was received on 3/11/13.

Name: Future Generation Investment Group
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-SPOY95LPJ4 ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Susan Potkay
Type of Request: General Property Info

Description:
Owner Haroon Khan 312-494-0490 requesting if each building has a laundry room.
Owner requesting if washer/dryer can be installed in unit.

Resolution:
Advised Owner each residential building does have laundry facilities.
Advised Owner residents are prohibited from having washers/dryers in their units.

Name: Future Generation Investment Group
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-SPEY95LPP9 ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Sandra Penway
Type of Request: Closing PAL Form Requested;On Site Information

Description:
Robert Stevens (realtor) inquiring where the laundry facilities are located in the building and requesting closing document order form.

Resolution:
Provided Mr Stevens the on site office hours and phone number and sent the checklist and closing order form from the Document Library to:
robertmstevens@kw.com

Name: Future Generation Investment Group
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-SPEY95RHMB ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Sandra Penway
Type of Request: General Property Info;Parking Info/Pass

Description:
Borris (prospective buyer) inquiring about parking and if a special assessment is in the future.

Resolution:
Advised Borris at the time if his call no special assessment is in place and provided the on site hours and phone number for parking details.

Name: Future Generation Investment Group
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-SPEY95RHSQ ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Sandra Penway
Type of Request: Sale Questions

Description:
Borris inquiring if property is FHA approved.

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

Name: Future Generation Investment Group
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-FALZ95RL4J ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Forwarded to Property Manager;Parking Info/Pass

Description:

Resolution:

Rich Joseph Realtor 708-785-1642 is calling to find out is there are parking spaces assigned. Agent was advised the parking space is deeded with the unit
Rich Joseph can be reached at 708-785-1642

Advised agent the profile states information about a parking sticker. Advised agent the information will be sent to the property manager to further advise on the parking situation

*update Per the PM- The parking spaces are an easement that runs with the unit. They are not deeded with a separate pin number. They are a right to easement for that particular space that stays with the unit. The owners can lease the spaces to other owners if they wish.

The right to easement cannot be sold separately from the unit unless they receive permission form the Association who is the owner of the dominant estate.

*OUTBOUND CALL TO AGENT 9:45am Called agent to advise. Left message on voicemail.

Name: Kenneth Phelps

Address: 1605 E Central Rd 106A Arlington Hghts, IL 60005

Request #: 0554-LRAY95RSM3 ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner came into office to ask for account ledger.

Resolution:
Gave owner a copy of account ledger.

Name: Kenneth Phelps

Address: 1605 E Central Rd 106A Arlington Hghts, IL 60005

Request #: 0554-LRAY95SM62 ***Status:*** Completed
Date Entered: 03/14/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner calling PM to inform of pending insurance on unit, owner was not aware they had to have insurance. Agent will fax a COI as soon as possible.

Resolution:
Thanked owner and will put information on file when received. Owner thanked PM for being so nice and for informing him of the oversight.

Name: The Dana Point Condo Assn

Address: 1605 E Central Rd 107A Arlington Hghts, IL 60005

Request #: 0554-SBOA962KGK ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Other;Account Information;Forwarded to Property Manager

Description:
Tenant Ms received statement, it does not show receipt of their March rent however it was mailed end of February.

Also the correct spelling of their last name is Stoeva

Resolution:
Advised to confirm with her bank that the check was cashed, if so, call back with the check #, the amount, and the date, we will have a supervisor to review
Advised to confirm she is referencing the correct account number when mailing as this can cause delay with posting of the payment

Fwd to LK for name correction
Fwd to PM as fyi

Name: The Dana Point Condo Assn

Address: 1605 E Central Rd 107A Arlington Hghts, IL 60005

Request #: 0554-SBOA962KQX ***Status:*** Completed

Date Entered: 03/22/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Account Information

Description:
Tenant Ms calling states she confirmed with the bank the March rent check has not been cashed

She confirmed from her records, she did not reference an account number and the name on the check is FPS95 INC from Bank of America, check # 1308 $1,075.00

Resolution:
Suggested not to stop payment, Fwd to SP to confirm if a check has been received from Harris Bank that could not be identified

UPDATE 2PM I confirmed the payment was located but they are sending the payment with the old agency coupon sheet. Advised she must reference the new account number on her checks to avoid future incident.

Name: Rossen Nikolov

Address: 1605 E Central Rd 115B Arlington Hghts, IL 60005

Request #: 0554-DCON965Q7U ***Status:*** Completed

Date Entered: 03/24/2013 ***Received By:*** Rossen Nikolov/P

Type of Request: Account Information;Unicom

Description:
Owner would like to know what day of the month the association monthly fee is due. She is trying to setup an automated bank withdrawal and also needs to take into account the 3 day processing time so would like to know what would be a good day to use.

Thank you.

Resolution:
OUTBOUND call LM to owner to advise that the association fees are due on the 1st but any amount posted to the account prior to the 15th is not considered late.

Name: Rossen Nikolov

Address: 1605 E Central Rd 115B Arlington Hghts, IL 60005

Request #: 0554-MBUR965TLL ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Maureen Butcher

Type of Request: Account Information

Description:
Rossen called to confirm the assessment amount.

Resolution:
I confirmed the monthly account.

Name: Linda Hines

Address: 1605 E Central Rd 117C Arlington Hghts, IL 60005

Request #: 0554-LRAY95HU33 ***Status:*** Completed

Date Entered: 03/05/2013 ***Received By:*** Lisette Ray

Type of Request: Board Consideration;On Site Information

Description:
Owner calling to inquire what current rental percentage is. Owner is trying to refinance and home values are lower than anticipated.

Resolution:
Advised owner current rentals are at about 30% give or take. Owner thinks a rental cap should be put in place to protect home values. Advised owner this was attempted in 2008 but could not get the 75% approval from the owners. Board may consider again in the future.

Name: Linda Hines
Address: 1605 E Central Rd 117C Arlington Hghts, IL 60005

Request #: 0554-SPOY95PJPP ***Status:*** Completed
Date Entered: 03/11/2013 ***Received By:*** Susan Potkay
Type of Request: On Site Information

Description:
Owner Mrs 847-364-1873 requesting to speak with on site office. Owner advises she will try the on site office back later.

Resolution:
Advised Owner on site office phones are currently closed and being forwarded to EGV office.

Name: Linda Hines
Address: 1605 E Central Rd 117C Arlington Hghts, IL 60005

Request #: 0554-DCON965MFM ***Status:*** Completed
Date Entered: 03/24/2013 ***Received By:*** lmsu12/Lieberman
Type of Request: Unicom;Forwarded to Property Manager

Description:
Owner calling to report that people on the 3rd floor left their storage door open and it's banging into the railing non stop. She would like a return call about this to 847-364-1873.

Resolution:
OUTBOUND callback to the owner to advise customer the issue is being taken care of.

Name: Denise Duggan
Address: 1605 E Central Rd 120C Arlington Hghts, IL 60005

Request #: 0554-FALZ95STSJ ***Status:*** Completed
Date Entered: 03/14/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Common Area Request

Description:
Homeowner Mr 847-814-0008 is calling to report the garage door is not working properly. Owner states it will not close.

Resolution:
Advised owner the PM is aware and checking on it.

Name: Jack Bornhoeft
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005

Request #: 0554-BHOD962LK2 ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information

Description:
Anna Bornhoeft - Sister of owner calling to inquire about the account balance. Anna stated she sent a payment in the amount of $1156.19. Anna stated she will get account caught up. Anna inquired about the charges on the account.

Resolution:
Advised Anna of the account balance and charges on the account. Advised Anna we have not received her payment as of yet.

Name: Maura Moran
Address: 1605 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-BHOD96CLGB ***Status:*** Completed
Date Entered: 03/30/2013 ***Received By:*** lmsu12/Lieberman
Type of Request: Unicom;Forwarded to Property Manager;On Site Information;Outbound Call

Description:
AT 1605 E. CENTRAL ROAD AT THE DANA POINT CONDOS ON THE 2ND FLOOR A WING, THE DOOR AT THE END OF THE HALL WILL NOT OPEN. THERE IS NOT A LOCK ON THE DOOR AND IT STILL SEEMS TO BE LOCKED

Resolution:
Forwarded to PM for review and advisement.

Outbound 4/1/13 5:30pm: Advised owner per PM maintenance is working on this issue.

Name: Kathy Pantazis
Address: 1605 E Central Rd 211B Arlington Hghts, IL 60005

Request #: 0554-ATHL966RMH ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Alex Thervil
Type of Request: Account Information;e-STAR

Description:
Owner would like e-star instructions.

Resolution:
Provided e-star instructions.

Name: Adele Sexton
Address: 1605 E Central Rd 216B Arlington Hghts, IL 60005

Request #: 0554-BHOD969NR2 ***Status:*** Completed
Date Entered: 03/29/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information;Outbound Call

Description:
Cathy Sexton - Daughter of owner calling to inquire what month from the previous agency was not paid. Cathy stated her mother is deceased and she remember paying all the bills.

Resolution:
Advised Cathy would have to get onsite office to check into this and call back.

Outbound 1:07pm: LM Advised Cathy per PM the month from previous agent is November 2012.

Name: Adele Sexton
Address: 1605 E Central Rd 216B Arlington Hghts, IL 60005

Request #: 0554-SPOY969NYU ***Status:*** Completed
Date Entered: 03/29/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information

Description:
Owners daughter Cathy Sexton 847-849-6800 advises she was disconnected from previous agent. Owners daughter requesting what month payment was missed by previous management so she can research with her bank on payment.

Resolution:
Advised Owners daughter previous agent forwarded info to PM to confirm what month payment was missing.

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

Request #: 0554-LRAY95TT4X ***Status:*** Completed
Date Entered: 03/15/2013 ***Received By:*** Lisette Ray
Type of Request: Board Consideration

Description:
Owner concerned about squirrels that are sitting in the dumpsters eating that jump out at people when the lid is opened. He is concerned that when the lid is opened by a person, they can bite.

Resolution:
Advised owner will forward concern to Board to see if any action will be taken.

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

Request #: 0554-LRAY964GHN ***Status:*** Completed
Date Entered: 03/24/2013 ***Received By:*** Lisette Ray
Type of Request: Unicom;Emergency On Call;Neighbor Etiquette

Description:
Emergency Call 3-24-13 7:15 AM: Door on balcony of #319C can be seen from his balcony slamming against balcony rail since 6:00 PM last night. Is concerned no one is home or someone died in unit since it has not been taken care of.

Resolution:
PM left message with tenant on home and cell to return my call regarding situation and to secure the door. NO answer from tenant.
Update per PM: Owner responded on 3/24 and will take care of door as soon as possible.

Name: Sara Fields
Address: 1605 E Central Rd 222C Arlington Hghts, IL 60005

Request #: 0554-SBOA95RLV2 ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Rules/Regs Info

Description:
Tenant Ms asking for copy of the RR

tpfohl@comcast.net

Resolution:
sent

Name: Kevin Kelly
Address: 1605 E Central Rd 312B Arlington Hghts, IL 60005

Request #: 0554-FALZ95LTQ7 ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Fabiola Alvarez
Type of Request: e-STAR;Other

Description:
Homeowner Mr is calling for assistance to log onto Estar to make a payment.

Resolution:
Assisted owner in logging onto estar

Name: Deborah Kunzon
Address: 1605 E Central Rd 319C Arlington Hghts, IL 60005

Request #: 0554-LRAY965LB3 ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Lisette Ray
Type of Request: Neighbor Etiquette

Description:
PM attempted to call the tenant and owner regarding door on balcony slamming with swind. Left message for listed tenant with no reponse. Left message and email for owner regarding situation.

Resolution:
Owner replied it will be taken care of as soon as possible on 3/24/13

Name: Guydan Living Trust
Address: 1605 E Central Rd 320C Arlington Hghts, IL 60005

Request #: 0554-MBUR95PTA3 ***Status:*** Completed
Date Entered: 03/11/2013 ***Received By:*** Maureen Butcher
Type of Request: e-STAR

Description:
Carol called to confirm her EStar Registration number and the name on her account.

Resolution:
I confirmed the number and the name on the account.

Name: Rosann Casella
Address: 1605 E Central Rd 322C Arlington Hghts, IL 60005

Request #: 0554-ATHL95KN5T ***Status:*** Completed
Date Entered: 03/07/2013 ***Received By:*** Alex Thervil
Type of Request: e-Debit

Description:
Owner states that she had money taken from her account but does not remember ever signing her account up for e-debit.

Resolution:
Advised this info will be fwd for advisement and She will be informed if application has been located.

Name: Grazyna Kijowska

Address: 1605 E Central Rd 410B Arlington Hghts, IL 60005

Request #: 0554-BHOD95WQDT ***Status:*** Completed

Date Entered: 03/18/2013 ***Received By:*** Beverly Hood

Type of Request: Account Information

Description:
Owner Ms. calling regarding a NSF fee on her account. Owner stated she sent a check in place of the returned check and should not have to pay a NSF Fee.

Resolution:
Advised owner the bank charges a NSF fee even though she sent a check in replace of the check.

Name: Kathleen Scaletta

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

Request #: 0554-BHOD95YTPU ***Status:*** Completed

Date Entered: 03/20/2013 ***Received By:*** Beverly Hood

Type of Request: Account Information;Outbound Call

Description:
Owner Ms. calling regarding letter received. Owner stated she never asked for a late fee to be waived. Owner inquired about the payments on the account. Owner stated she does not know anything about three payments sent in January 2013.

Resolution:
Advised owner this information would be forwarded to RSS for review and advisement.

Outbound 3/21/13 9:46am: LM Advised owner the two checks are the owners- the $25.00 and $321.22. The check in the amount of $317.39 is from a Michael Scaletta in Prospect Heights... no other Scalletta's in our entire data base, and the check was made out to Dana Point, and someone in the office coded to this unit.

Outbound 3/26/13 11:21am: LM Advised owner the account has been fixed.

Name: Kathleen Scaletta

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

Request #: 0554-BHOD965JLX ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Beverly Hood

Type of Request: Account Information;Forwarded to Property Manager;Outbound Call

Description:
Owner Ms. calling regarding previous phone call about her account. Owner stated she does not know Michael Scaletta. Owner stated she also did not ever write a check for $25.00. Owner stated she would like a copy of the check Michael Scaletta. Owner stated she will continue to send in her payments monthly because she feel there is a mistake in accounting.

Resolution:
Advised owner of the previous call. Advised owner the checks have her account number on it and that is why the payments are posted to her account. Advised owner would forward this information to PM for review and advisement.

Outbound 10:28am: LM Advised owner per PM researched the payment since there are two names on the account, and it turns out this payment should have been for 1405 #402. Advised owner per PM will advise accounting that this does need to be removed from her account and PM will get it taken care of. Advised owner per PM will get the check removed from owner account as it does belong on another Dana Point unit.

Name: Liliana ODell
Address: 1605 E Central Rd 415B Arlington Hghts, IL 60005

Request #: 0554-SPOY95LU3P ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information

Description:
Agent Liana with Chase 847-398-4160 (with Owner Mrs present) requesting why payments were being deducted automatically anymore.

Resolution:
Advised Agent management changed January 2013 which would have cancelled any auto payment options set up with previous management firm.

Name: Sumitra Chatterjee
Address: 1605 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-FALZ95SK6N ***Status:*** Completed
Date Entered: 03/14/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Forwarded to Property Manager

Description:
Tenant Mrs 847-636-0573 is reporting the garage door issue. Tenant states the garage door opens all the way, but just does not close all the way. Tenant states this could lead to the door falling on a car

Resolution:
FWD TO PM

Name: Rene Van Someren
Address: 1605 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-SPEY968JAV ***Status:*** Completed
Date Entered: 03/28/2013 ***Received By:*** Sandra Penway
Type of Request: Forwarded to Property Manager;On Site Information

Description:
Ms Fitzgerald requesting to speak to the on site staff as they contacted her regarding entry into her unit and were working on a day and time. They are requesting as the unit below is experiencing a water leak. 847-239-2423

Resolution:
Provided the on site hours and phone number .
FWD to PM (LR)

Name: Rene Van Someren
Address: 1605 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-LRAY969KYP ***Status:*** Completed
Date Entered: 03/29/2013 ***Received By:*** Lisette Ray
Type of Request: Work Order Status

Description:
Owner calling regarding a 10AM appointment to inspect her unit for a possible leak.

Resolution:
Advised owner maintenance can be there in 15 minutes.

Update per AD: unit below never responded to call back for appointment scheduling. Will confirm she is home or will call unit owner back to reschedule.

Name: Megan DeCaluwe
Address: 1615 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-SPOY95LSM8 ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Susan Potkay
Type of Request: On Site Information

Description:
Realtor Robert 815-670-4347 requesting to speak with on site office.
Realtor advises will contact on site office directly next week.

Resolution:
Advised Realtor office is closed today and will return next week.

Name: Fifth Third Mortgage Co
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-SBOA95LMP4 ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Closing PAL Status

Description:
Buyer's agent calling for status of the PAL

Resolution:
Advised will check with Closing but he suggested we call the seller's if there is anything outstanding as his buyer submitted all requirements last week

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Name: Fifth Third Mortgage Co
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-KKOS95LURX ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed budget, financial, declarations, rules, PAL, and 22.1.
Closing date: 3-19-13.

Resolution:
.

Name: Fifth Third Mortgage Co
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-LRAY95PKUH ***Status:*** Completed
Date Entered: 03/11/2013 ***Received By:*** Lisette Ray
Type of Request: Closing PAL Status

Description:
Peter Kazur buyers agent calling for status of PAL. can be reached at 224-475-3590.

Resolution:
forward to closing.
UPdate: Per KK. - PAL forwarded to selling attorney on Friday 3/9/13.
Pm called agent and left message with information.

Name: Fifth Third Mortgage Co
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-LRAY95WL3U ***Status:*** Completed
Date Entered: 03/18/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information;Settlement Statement Requested

Description:
New owner of unit who purchased last week calling for information on parking, mailbox, and other items needed after closing.

Resolution:
Advised new owner we would need a settlement statement to transfer ownership. There are several forms to be completed and move in to be arranged. All information is available at on-site office. mailbox is owners responsibility and should have received key at closing. Owner can pick up forms on-site.

Name: Fifth Third Mortgage Co
Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-ARIR962LC2 ***Status:*** Completed
Date Entered: 03/22/2013 ***Received By:*** Andrea Ritter
Type of Request: Closing Check Rec'd-No Settlement Stmnt

Description:

Resolution:

Received closing check for sale of unit from First American Title Insurance Company
closing date: 3-14-13
buyer: Radon
check # 14165952
$698.56

put check in drop box to be applied at lockbox
UPDATE: Sent faxes to realtor, seller atty to provide HUD-1

Name: Fifth Third Mortgage Co

Address: 1615 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-ARIR968ND9 ***Status:*** Completed
Date Entered: 03/28/2013 ***Received By:*** Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received settlement statement for new owner Lucy Radon. Closing date was 3-14-13

Resolution:
will process move

Name: Audrey Hakman

Address: 1615 E Central Rd 112B Arlington Hghts, IL 60005

Request #: 0554-LRAY95ZSNL ***Status:*** Completed
Date Entered: 03/21/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Audrey, calling regarding foreclosure of unit, unit sold February 19, 2013. Attorney advised owner to stop paying assessments in january as the sale was scheduled. Does not want to be held respondible for collections/ legal fees since she no longer owns unit.

Resolution:
Advised owner that until the new deed is issued, ownership cannot be transferred and she will continue to receive correspondence. Will follow up with attorney on unit foreclosure.

Name: Audrey Hakman

Address: 1615 E Central Rd 112B Arlington Hghts, IL 60005

Request #: 0554-BHOD95ZS7K ***Status:*** Completed
Date Entered: 03/21/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information;Forwarded to Property Manager

Description:
Owner Ms. calling regarding receiving a letter regarding her account. Owner stated she no longer owner the unit the bank took over the unit in February 2013. Owner stated she does not even know who has taken over the unit. Owner stated the unit is up for auction. Owner stated she will have to find the attorney name who is in the charge of the auction.

Resolution:
Advised owner this information would be forwarded to PM for review and advisement. Advised owner until we receive the judicial deed she would still receive statements.

Name: Dean Bartello

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

Request #: 0554-SPOY95LRAF ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Susan Potkay
Type of Request: Work Order Status

Description:
Owner Mr 708-768-3324 advises a gallon of milk was spilled in garage. Owner advises he called to report this however it has not been cleaned up.

Resolution:
Advised Owner a WO was issued to clean spill.
Outbound call with vendor to confirm receipt of WO. Vendor requesting WO be emailed to acarroll@janikingil.com.
Emailed WO copy.

Name: Joseph Klapka

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

Request #: 0554-SBOA95WL7G ***Status:*** Completed

Date Entered: 03/18/2013 ***Received By:*** Socorro Bocanegr

Type of Request: e-STAR;On Site Information;Common Area Request

Description:
Owner Mr calling concerning remodeling work in bathroom

Resolution:
Advised to speak with onsite office.
I also gave him estar registration

Name: Jocelyn Sprenger

Address: 1615 E Central Rd 119C Arlington Hghts, IL 60005

Request #: 0554-FALZ95LLY9 ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Fabiola Alvarez

Type of Request: Forwarded to Property Manager;Other

Description:
Homeowner Mrs is calling to find out if she is able to install an electric fireplace in her unit. Owner is aware nothing gas like can be installed.
847-550-6580-Direct line for the owner

Resolution:
Advised owner the information will be sent to the property manager to inform

*update per PM-

So long as there is no cutting into the dry wall, like a portable one, then she is permitted. If she is making it a permanent fixture and wiring it, she will need to fill out an electrical architectural form and get board approval.

*Owner was advised

Name: Jocelyn Sprenger

Address: 1615 E Central Rd 119C Arlington Hghts, IL 60005

Request #: 0554-SPEY95LQ6L ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Sandra Penway

Type of Request: Forwarded to Property Manager;On Site Information

Description:
Ms Sprenger requesting a time frame of when she would receive an answer from the PM regarding installing an electric fire place. She called at 10:30 this morning and would like an answer as she is in a hurry.

Resolution:
Provided the on site phone number for Ms Sprenger of (847) 228.5176 .
UPDATE per the PM (LR)
I sent a reply to RS Agent FA after the initial call. I am not in the office right now. Can you please give her a call back and let her know :

So long as there is no cutting into the dry wall, like a portable one, then she is permitted. If she is making it a permanent fixture and wiring it in the unit to the electricity, she will need to fill out an electrical architectural form and get board approval.

*** Ms Sprenger was advised by RS Agent JB of the above information see IR dated 3/8/2013 @ 4:15 pm ***

Name: Jocelyn Sprenger

Address: 1615 E Central Rd 119C Arlington Hghts, IL 60005

Request #: 0554-BHOD95LRQE ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Beverly Hood

Type of Request: Forwarded to Property Manager

Description:
Owner Ms. calling to inquire why the onsite office was closed. Owner stated she would like to know the answer to her previous inquiry today.

Resolution:
Advised owner of the previous note. Advised owner PM had a meeting and that is the reason the onsite office is closed.

Name: Jocelyn Sprenger

Address: 1615 E Central Rd 119C Arlington Hghts, IL 60005

Request #: 0554-JBYE95LU3E ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Jackie Byrne

Type of Request: Forwarded to Property Manager

Description:
Owner is calling to say that she's trying to reach Lisette. She said that she called the office # but it came to our office. She asked me to have Lisette return her call to 847-962-1277

Resolution:
I advised owner I'd send this message to the on site office.

UPDATE 3/8/13 Per the PM:
Hi Jackie,

Our on-site office is closed today due to emergencies. I just replied to Sandra's IR that came through. Can you check to see if she is calling her back or if not can you please call her back and give her the answer:

*So long as there is no cutting into the dry wall, like a portable one, then she is permitted. If she is making it a permanent fixture and wiring it, she will need to fill out an electrical architectural form and get board approval.

I called owner back. I got her v/m. I lft above info on her v/m.

Name: Renata Wieczorek

Address: 1615 E Central Rd 201A Arlington Hghts, IL 60005

Request #: 0554-SPEY966HNC ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Sandra Penway

Type of Request: Account Information;On Site Information

Description:
Ms Wieczorek inquiring if her recent payment was received and the balance of her account. She states she has never had an open balance with previous management company.

Resolution:
Reviewed the Occupant Ledger with Ms.Wieczorek and provided the on site office hours and phone number.

Name: Renata Wieczorek

Address: 1615 E Central Rd 201A Arlington Hghts, IL 60005

Request #: 0554-SPEY966JK6 ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Sandra Penway

Type of Request: Forwarded to Property Manager;Other

Description:
Ms Wieczorek requesting to speak directly to the PM (LR) . Phone 773-297-3390

Resolution:
Advised Ms Wieczorek the PM (LR) will receive as a phone message and will be requested to call her back.
FWD to PM (LR)
UPDATe per PM: owner calling regarding balance due letter, owner wanted to know what it was for, advised owner previous agent is not showing a payment received for December 2012 that incurred a late fee. Advised owner to check that all payments were made and cashed and if it was, to submit a copy of the front and back of the check so that we can correct the account. Owner advised she will check with her bank and call back tomorrow.

Name: Renata Wieczorek

Address: 1615 E Central Rd 201A Arlington Hghts, IL 60005

Request #: 0554-SPEY966JK6 ***Status:*** Completed

Date Entered: 03/26/2013 ***Received By:*** Sandra Penway

Type of Request: Forwarded to Property Manager;Other

Description:
Ms Wieczorek requesting to speak directly to the PM (LR) . Phone 773-297-3390

Resolution:
Advised Ms Wieczorek the PM (LR) will receive as a phone message and will be requested to call her back.
FWD to PM (LR)
UPDATE per PM(LR)
Thanks. I will call her

Name: Lawrence Miller

Address: 1615 E Central Rd 203A Arlington Hghts, IL 60005

Request #: 0554-LRAY95PK7Z ***Status:*** Completed

Date Entered: 03/11/2013 ***Received By:*** Lisette Ray

Type of Request: Work Order Status

Description:
Owner calling regarding tub drain that is clogged. Owner's neighbor has key and has been in contact but no appointment has been set yet.

Resolution:
Advised owner will contact neighbor to coordinate a repair time for today.

Name: Susan Decker

Address: 1615 E Central Rd 207A Arlington Hghts, IL 60005

Request #: 0554-LRAY95RMKS ***Status:*** Completed

Date Entered: 03/13/2013 ***Received By:*** Lisette Ray

Type of Request: Lease Info

Description:
Owner calling to see if she can rent unit her unit.

Resolution:
Advised owner if she purchased before August 28, 2008 she may rent. Advised owner of rental guidelines and forms needed to lease. Can pick up forms in office or have them faxed or emailed.

Name: Scott Koch

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

Request #: 0554-DCON965KD8 ***Status:*** Completed

Date Entered: 03/24/2013 ***Received By:*** Scott Koch/PNTIE

Type of Request: Forwarded to Property Manager;Unicom

Description:
Owner calling regarding empty unit 422C, 1615 Building. Owner stated it was very windy today (Sunday), and balcony doors are banging on railing for empty unit 422C. Owner requesting for empty unit 422C either bricks to be put in front of doors or door handles tied together as this happens every time it is windy out.

Resolution:
Forwarded to PM to inquire if this should be handled as a work order.

UPDATE: PM emailed back to state that this owner would be contacted back and this issue would be taken care of but that there is no key onsite to make a repair.

Name: Rajmund Klimuszko

Address: 1615 E Central Rd 301A Arlington Hghts, IL 60005

Request #: 0554-SPOY95GJPZ ***Status:*** Completed

Date Entered: 03/04/2013 ***Received By:*** Susan Potkay

Type of Request: Violations;On Site Information

Description:
Owner Mrs 312-943-5209 advises receipt of letter regarding noise violation. Owner advises this noise is not issuing from her unit. Owner advises she is not in unit during the day.

Resolution:
Advised Owner violation disputes must be submitted in writing. Provided Owner with on site fax number to submit dispute.

Name: Sophia Barnas

Address: 1615 E Central Rd 308A Arlington Hghts, IL 60005

Request #: 0554-LRAY962NA7 ***Status:*** Open

Date Entered: 03/22/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner came into office regarding late statement received. Owner owns 2 units and pays with one check. Would like account corrected.

Resolution:
Per PM: Reviewed PSI account ledger, check for December was credited to 1615 #308 instead of splitting check for both units. Need to forward to accounting to correct account and remove late fee.

Advised owner to use new coupons and write two separate checks in one envelope going forward.

Name: Jeff Eitel

Address: 1615 E Central Rd 314B Arlington Hghts, IL 60005

Request #: 0554-JBYE95LPZW ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Jackie Byrne

Type of Request: Homeowner Responsibility

Description:
Owner is calling to say that he needs to get a new door knob to the unit, as his is broken. He wanted to know if it just has to match the others in the building. He said that he'd call the on site office to check.

Resolution:
I advised him that's probably correct. I advised him I'd have to check with the on site office.

Name: Jeff Eitel
Address: 1615 E Central Rd 314B Arlington Hghts, IL 60005

Request #: 0554-JBYE95LQ8D ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Jackie Byrne
Type of Request: On Site Information

Description:
Owner called back to say that he called the on site number but the call came to our office.

Resolution:
I advised owner that the on site office might be at lunch. I noticed there's also at 228-8253 # noted, gave that to owner as well or advised him to try back after 1:00pm or 1:30pm.

Name: Jeff Eitel
Address: 1615 E Central Rd 314B Arlington Hghts, IL 60005

Request #: 0554-SPOY95LQJL ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Susan Potkay
Type of Request: Homeowner Responsibility

Description:
Owner Mr 847-293-4667 advises his unit door knob broke. Owner requesting color specifications when purchasing a replacement.

Resolution:
Advised Owner to match color and style to current doorknob for replacement.

Name: Jeff Eitel
Address: 1615 E Central Rd 314B Arlington Hghts, IL 60005

Request #: 0554-BHOD95LSGQ ***Status:*** Completed
Date Entered: 03/08/2013 ***Received By:*** Beverly Hood
Type of Request: Other

Description:
Owner Mr. calling to obtain maintenance phone number.

Resolution:
Advised owner of the phone number for maintenance onsite.

Name: Donald Less
Address: 1615 E Central Rd 321C Arlington Hghts, IL 60005

Request #: 0554-BHOD95YJF6 ***Status:*** Completed
Date Entered: 03/20/2013 ***Received By:*** Beverly Hood
Type of Request: On Site Information

Description:
Owner Mrs. calling to obtain the instructions for opening the door when called on the intercom. Owner stated she would prefer to get instructions from PM. Owner stated she would like the phone number for onsite office.

Resolution:
Advised owner of the phone number to onsite office and office hours.

Name: Donald Less
Address: 1615 E Central Rd 321C Arlington Hghts, IL 60005

Request #: 0554-JCLK962JB8 ***Status:*** Completed
Date Entered: 03/21/2013 ***Received By:*** lmsu15/Lieberman
Type of Request: Common Area Request;Forwarded to Property Manager

Description:
Tenant called stating has missed packages and visitors. The number programmed at door intercom is incorrect. Please have this fixed a.s.a.p. Tenant can be reached at 847-228-1484 OR 847-219-0221

Resolution:
Forwarding to PM for this is handled by the on site office.

Name: Donald Less
Address: 1615 E Central Rd 321C Arlington Hghts, IL 60005

Request #: 0554-JCLK962JPE ***Status:*** Completed
Date Entered: 03/21/2013 ***Received By:*** lmsu06/Lieberman
Type of Request: Common Area Request

Description:
When anyone rings their bell, it doesn't work. The tenant is missing packages.

Resolution:
2nd call from owner on this issue. Forwarded to PM for this is handled by the on site office.

Name: Brent Wachholder
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005

Request #: 0554-LRAY95DMBN ***Status:*** Completed
Date Entered: 03/01/2013 ***Received By:*** Lisette Ray
Type of Request: Board Consideration

Description:
Owner calling regarding status of carpet replacement request form submitted for approval.

Resolution:
Advised owner request was approved, a letter was mailed to owner regarding approval.

Name: Roland Schwarz
Address: 1615 E Central Rd 413B Arlington Hghts, IL 60005

Request #: 0554-BHOD95PRTH ***Status:*** Completed
Date Entered: 03/11/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information

Description:
Owner Mr. calling regarding his account. Owner stated he thought it would be automatically taken out of his account. Owner stated he will send out payment today.

Resolution:
Advised owner of the account balance. Advised owner this information would be forwarded to PM.

Name: Roland Schwarz
Address: 1615 E Central Rd 413B Arlington Hghts, IL 60005

Request #: 0554-ABOO95RM9G ***Status:*** Completed
Date Entered: 03/13/2013 ***Received By:*** Angie Botello
Type of Request: On Site Information

Description:
Tenant calling to state that he is completing the contact and emergency form and would like to know if he can place the on site office as his contact person and provide them with a key to the unit. Owner states that he will go to the office to drop off the key and form

Resolution:
Advised caller that he can put that the key is at the office and provide the PM with the key and form.

Name: Dariusz Franczyk
Address: 1615 E Central Rd 415B Arlington Hghts, IL 60005

Request #: 0554-MBUR965U3G ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Maureen Butcher
Type of Request: Account Information;Forwarded to Property Manager

Description:

Resolution:

Darius called to request that the late fee from January be removed from his account because the previous management had the payment in time and it should have been processed.

I advised him that all disputes must be sent in writing but would forward to the PM to see if she can remove this one because of the management change.

*****UPDATE*****03/26/2013

I called Dariusz and advised him that the PM will need a copy of the cancelled check front in order to waive the late fee.

Name: Eugene Ryder

Address: 1615 E Central Rd 419C Arlington Hghts, IL 60005

Request #: 0554-SPOY95LKQE ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Susan Potkay

Type of Request: Clubhouse/Party Room Rental Information;On Site Information

Description:
Owner Mr 847-321-5149 advises he wants to reserve clubhouse however on site office is not open.
Owner advises maintenance just showed up and is attempting to assist him with the clubhouse rental. Owner advises he does have to go to work so if form is not available to complete in time it can be faxed directly to him at 847-298-9275. Owner advises he can be reached at 847-298-9275.

Resolution:
Advised Owner per PM maintenance will meet him at on site office at 9:30. Advised Owner to bring $100.00 deposit check. Advised Owner he will need to complete clubhouse rental form as well.

UPDATE 3/8/13 9:24am-PM requesting social room reservation form and hold harmless release forms be faxed directly to Owner. Faxed documents to Owner at 847-298-9275.

Name: Mary Ryder Marsden

Address: 1615 E Central Rd 421C Arlington Hghts, IL 60005

Request #: 0554-SPEY965JH3 ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Sandra Penway

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

Description:
Michael Marsden (owner) calling from Florida and their son lives in Unit 419 and noticed two signs on his vehicles that due to inactivity his cars would be towed. His son did move the vehicles. He would like to speak directly to the PM (LR). He stays in Florida for the winter and his cars are registered with stickers and is inquiring what seems to be the problem. They will return April 4, 2013. Phone # 920-619-7907

Resolution:
Apologized to Mr Marsden and advised the PM (LR) would receive his information as a phone message and will be requested to call him.
FWD to PM (LR)
Update per PM: spoke to owner regarding cars, per Rules car must move every 7 days or notify office if leaving for longer then that. Owner will notify office when they go to Florida again. Thanked owner and advised cars will not be towed.

Name: Federal Home Loan Mortgage Corporation

Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-KKOS964VTB ***Status:*** Completed

Date Entered: 03/24/2013 ***Received By:*** Krisztina Kovacs

Type of Request: Closing PAL Complete

Description:
Emailed PAL. Closing date: 3- -13.

Resolution:
.

Name: Federal Home Loan Mortgage Corporation
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-SBOA965NKE ***Status:*** Completed
Date Entered: 03/25/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Sale Questions

Description:
Agent received the PAL and the ledger, wants to know why the legal fees are dated March 2013

Resolution:
advised it is not the date it is posted to the account, it does state these are pre foreclosure legal fees ($1,848.)

Name: Federal Home Loan Mortgage Corporation
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-FALZ966PHG ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Account Information

Description:
Melanie calling from Bank of america is calling for the HOA dues email- melody.roszak@bankofamerica.com

Resolution:
Emailed the information

Name: Federal Home Loan Mortgage Corporation
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-ATHL966QZ4 ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Alex Thervil
Type of Request: Legal

Description:
Melanie, bank of America would like the contact info for association attorney

Resolution:
Provided attorney info

Name: Federal Home Loan Mortgage Corporation
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005

Request #: 0554-KVGR966Q78 ***Status:*** Completed
Date Entered: 03/26/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Account Information

Description:
Melanie calling from Bank of America is calling to see what the charges on the account are for. Caller was looking for verification on some charges.

Resolution:
Advised of the charges on the account due to the foreclosure and the late fees on the account.

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

Request #: 0554-KVGR95DVNG ***Status:*** Completed
Date Entered: 03/01/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Work Order Status;Vendor Referral;Outbound Call

Description:
COLLEY ELEVATOR calling to see if the PM would want them to go out to the property for the down elevator on over time.

Resolution:
Out bound call to the PM cell. PM stated that she got a call that both elevators are down and the technician would need to go out if that is correct. Advised vendor to call on site maintenance as he is still on the property. Advised of maintenance name and number.

Name: Janet Slowik

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

Request #: 0554-PROY95E2MZ ***Status:*** Completed

Date Entered: 03/01/2013 ***Received By:*** Property

Type of Request: Emergency On Call

Description:
EMERGENCY CALL TAKEN-Northwest dispatch is calling stating that there was someone stuck in the elevators of 1405 Dana Pointe. The Arlington Heights fire dept was able to open the elevator and let the person out. The fire dept had to shut down both elevators.

Resolution:
PM called Dana Pointe maintenance to restart one of the elevators.

Name: janet slowik

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

Request #: 0554-PROY95ESRF ***Status:*** Completed

Date Entered: 03/02/2013 ***Received By:*** Property

Type of Request: Emergency On Call

Description:
EMERGENCY CALL TAKEN- Northwest dispatch is calling statin g that there is someone stuck in the 1405 w Central building elevator (west). Fire Department was able to open the door and let the resident out.

Resolution:
PM contacted on site maintenance (Juan) to make sure the elevator is secured. Juan informed PM that the elevator vendor had been on site last night to put the elevator out of service.

Name: x x

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

Request #: 0554-SPOY95KPPM ***Status:*** Completed

Date Entered: 03/07/2013 ***Received By:*** Susan Potkay

Type of Request: General Property Info

Description:
Potential Buyer Joanna 224-425-1903 requesting if dogs are allowed and any weight restrictions.

Resolution:
Advised Buyer dogs are allowed however weight limit of 35 lbs.

Name: Res Serc

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

Request #: 0554-SBOA95LLA5 ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Forwarded to Property Manager;Insurance Information

Description:
Farmers Insurance, Jim Ponstantine, 708-614-9955, regarding the insurance for the property

Resolution:
Fwd to PM

Name: Re Ser

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

Request #: 0554-SBOA95LMDW ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Outbound Call;Work Order Status

Description:
Caller states he is there for inspection of the fire hoses,

Resolution:
called maintenance, they will meet him

Name: x x

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

Request #: 0554-BHOD95LQ5R ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Beverly Hood

Type of Request: On Site Information

Description:
Vendor calling to speak with PM regarding door knob to the building.

Resolution:
Advised vendor of the phone number to onsite PM.

Name: Resident Services

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

Request #: 0554-KVGR95LRVH ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Work Order Status

Description:
Maintenance calling to find out what address the work order was for.

Resolution:
Advised that the plumbing work order was for 353A

Name: Resident Services

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

Request #: 0554-KVGR95LSHN ***Status:*** Completed

Date Entered: 03/08/2013 ***Received By:*** Kasandra Von Gl

Type of Request: On Site Information

Description:
Caller looking for the on site office.

Resolution:
transferred to the on sire office

Name: x x

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

Request #: 0554-SPOY95SLJ8 ***Status:*** Completed

Date Entered: 03/14/2013 ***Received By:*** Susan Potkay

Type of Request: Forwarded to Property Manager;On Site Information

Description:
Vendor Michael McKenna with Peterson Roofing 847-590-5290 x 2009 requesting to speak with PM.
Vendor advises this is a courtesy call to follow up regarding service call. Vendor advises contact information can be forwarded to PM however he will attempt to reach her back directly later as well.

Resolution:
Advised Vendor PM is currently unavailable.

Name: resident services

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

Request #: 0554-JBYE95SN3F ***Status:*** Completed

Date Entered: 03/14/2013 ***Received By:*** Jackie Byrne

Type of Request: On Site Information

Description:
Mario from ACA Landscaping and Construction is calling to get the PM's name and number.

Resolution:
Gave him that info.

Name: Lisette Ray

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

Request #: 0554-LRAY95TKUG ***Status:*** Open

Date Entered: 03/15/2013 ***Received By:*** Lisette Ray

Type of Request:

Description:
1605 E Central Rd, Arlington Heights, IL 60005 - building A Wing exterior of garage door, concrete header over door is loosing chunks and falling down over garage entrance ramp. Please inspect and provide a proposal to repair or replace as needed. If repair is not possible due to weather, please include any temporary repairs to prevent concrete from falling. For more information or to schedule an inspection, please contact the Dana Point Management Office at 847-228-5176 or by email at LRay@LMSnet.com.

Resolution:

Name: Resident Services

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

Request #: 0554-SPEY95XHXD ***Status:*** Completed

Date Entered: 03/19/2013 ***Received By:*** Sandra Penway

Type of Request: General Property Info

Description:
Jordan (Garage Vendor) seeking access to gain entry to the garage as he is responding to a work order

Resolution:
OUTBOUND call to Sam who will meet him at the entrance.

Name: Resident Services

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

Request #: 0554-IAYA965JY4 ***Status:*** Completed

Date Entered: 03/25/2013 ***Received By:*** Irene Ayala

Type of Request: Emergency On Call

Description:
EMERGENCY CALL: 1605 E CENTRAL RD 319C OBAL,BILL (847)621-9062 BELIEVES THERE IS A DOOR THAT IS OPEN DOWNSTAIRS SLAMMING BALCONY

per emergency:Taken: Sun 24-Mar-2013 7:12a OG

Resolution:
DLV'D TO LISETTE @ 712A/CLR CLD BACK IT'S WORSENED AND THERE ARE 24 PEOPLE ON THE WING COMPLAINING LMTC ON ON GRP 1 CELL/ LISETTE CALLED IN 1253P MS HINES C/B 225P-STATED IT'S STILL BANGING.

Name: Resident Service

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

Request #: 0554-KVGR967UTG ***Status:*** Completed

Date Entered: 03/27/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Outbound Call;Other

Description:
Acadian monitoring stated that the elevator #2 alarm is going off with no voice contact. The fire department has been dispatched. Operator #27calling
847-879-8500

Resolution:
Outbound call to the PM, left message. Outbound call to the on site maintenance, advised maintenance of the call.

Name: x x

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

Request #: 0554-BHOD968UKZ ***Status:*** Completed

Date Entered: 03/28/2013 ***Received By:*** Beverly Hood

Type of Request: On Site Information

Description:
Owner Ms. calling regarding the onsite office hours for Friday March 29, 2013.

Resolution:
Advised owner of the onsite office hours for Friday March 29, 2013.

Name: ANNMARIE DETRICK

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

Request #: 0554-AMDK969MMZ ***Status:*** Open

Date Entered: 03/29/2013 ***Received By:*** AnnMarie Detrick

Type of Request: Common Area Request

Description:
VOTING MACHINE BEING DROPPED OFF AT CLUBHOUSE ON MONDAY, APRIL 1, FOR APRIL 9 ELECTIONS.

Resolution:
INFORMATION FOR SAM, JUAN AND MANUAL