

Ims lieberman management services

Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

July 2013

Issue Date

8/2/2013

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Gloria Hills Request #: 0554-AMDK997K8H Status: Completed
Address: 1405 E Central Rd 103A Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: AnnMarie Detrick
 Type of Request: Other

Description:

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

Name: Richard Ritter Request #: 0554-SPEY99UL86 Status: Completed
Address: 1405 E Central Rd 112B Arlington Hghts, IL 60005 Date Entered: 07/22/2013 Received By: Sandra Penway
 Type of Request: Appraiser Information

Description:

Julie (appraiser) seeking general information.

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

Name: The Dana Point Condo Assn Request #: 0554-SPEY99FLKU Status: Completed
Address: 1405 E Central Rd 115B Arlington Hghts, IL 60005 Date Entered: 07/09/2013 Received By: Sandra Penway
 Type of Request: Account Information

Description:

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

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

Name: Jan Hanson Request #: 0554-LRAY99JMUB Status: Completed
Address: 1405 E Central Rd 122C Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
 Type of Request: On Site Information

Description:

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

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

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Name: Diane Berngen Request #: 0554-LRAY99JTF7 Status: Completed
Address: 1405 E Central Rd 203A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
Outbound call: asked owner if will be home on Tuesday at 10:00 AM for bathtub drain clearing in #205. Work order issued.

Resolution:
Owner will be home.

Name: Lorraine Wagner Request #: 0554-LRAY99MKN4 Status: Completed
Address: 1405 E Central Rd 207A Arlington Hghts, IL 60005 Date Entered: 07/15/2013 Received By: Lisette Ray
Type of Request: Outbound Call;Water Intrusion

Description:
Outbound call to tenant to set up an appointment for this afternoon to inspect a leak in unit below bathroom.

Resolution:
Left message on voicemail to call office for appointment time today. Update; tenant called stating someone will be home today at 1:00 PM and appointment set for 1:30 PM today.

Name: Michele Juliano Request #: 0554-LRAY999M4U Status: Completed
Address: 1405 E Central Rd 208A Arlington Hghts, IL 60005 Date Entered: 07/03/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner calling regarding laundry room 1405 washer #2 is out of order, lost a dollar and screen states ETL error.

Resolution:
Advised owner we will get it repaired and contact laundry service for reimbursement.

Name: Janet Marasco Request #: 0554-ABOO997T7K Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Angie Botello
Type of Request: Account Information;Budget/Financial/Doc Request

Description:
Owner calling to state that she is refinancing and states that her mtg company has asked for decs, budget and income expense statement. Owner states that she is not sure what the income expense statement is and states that she would like her ledger emailed as well just in case. jmar711@gmail.com

Resolution:
Advised owner that these docs will be emailed to her.

Name: Janet Marasco Request #: 0554-KVGR997UEY Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Kasandra Von GI
Type of Request: Budget/Financial/Doc Request

Description:
owner Mrs calling to get the Dec's and Bylaws, budget, financials, and the COI

Resolution:
Sent out information to owner via fax

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Name: Janet Marasco Request #: 0554-JBYE99GQXK Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: Jackie Byrne
Type of Request: Appraiser Information

Description:
Tom an appraiser is calling to get gen property info.

Resolution:
Gave info.

Name: Janet Marasco Request #: 0554-FALZ99VLKD Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/23/2013 Received By: Fabiola Alvarez
Type of Request: Closing PAL Form Requested

Description:
Homeowner Mrs 630-690-0110 is calling to order CQ.
Email- jmar711@gmail.com

Resolution:
Emailed owner the document order form

Name: Janet Marasco Request #: 0554-MSZK99YMTK Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/26/2013 Received By: Marta Szlosek
Type of Request: Closing PAL Form Requested

Description:
Owner is requesting a CQ. Owner received form but needs clarification.

Resolution:
Advised of procedure to obtain CQ.

Name: Janet Marasco Request #: 0554-DCON9A4M9W Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/30/2013 Received By: Danielle Corcoran
Type of Request: Closing PAL Status

Description:
Owner calling to advise she emailed CQ in yesterday and is checking status.

Resolution:
Advised owner all documents were now received and order will be process standard. Collected owner's credit card information to document.

Name: Janet Marasco Request #: 0554-IAYA9A5M8Z Status: Completed
Address: 1405 E Central Rd 209B Arlington Hghts, IL 60005 Date Entered: 07/31/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Received

Description:
7-30 Received CQ

Resolution:
normal processing
missing payment-owner calling to provide cc information

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Name: Dawn Berngen Request #: 0554-ARIR99EN7J Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In

Description:
Move processed to reflect the new owners George Palczynski & Christine Masri

Resolution:
Statement will be sent for balance. Coupon book will be sent for Aug. thru Dec. 2013

Name: Robert Willey Request #: 0554-LRAY99HCKTY Status: Completed
Address: 1405 E Central Rd 217C Arlington Hghts, IL 60005 Date Entered: 07/11/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner Mr. calling to report A wing garage door is open again and has not been working properly since it was repaired by garage door company.

Resolution:
Thanked owner and will have maintenance inspect it.

Name: Tomasz Kaczmarek Request #: 0554-BHOD999GNB Status: Completed
Address: 1405 E Central Rd 221C Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: lmsu01/Lieberman
Type of Request: Unicom;On Site Information

Description:
HO calling from 847-212-3166 to report that the pump in A wing #2 spot was running with no water in the well. He stopped it for now but someone will need to check it so it does not burn out.

Resolution:
Forwarded to the common area to submit a work order.

Name: Tomasz Kaczmarek Request #: 0554-SBOA99DJ9W Status: Completed
Address: 1405 E Central Rd 221C Arlington Hghts, IL 60005 Date Entered: 07/05/2013 Received By: lmsu12/Lieberman
Type of Request: Forwarded to Property Manager;Unicom;Common Area Request

Description:
per UNICOM

Resolution:
fwd to Onsite

Tom Kaczmarek called to report the A wing garage door looks to only be closing 98% it looks misaligned. Also the C wing safety elevator glass has a crack in it. You can reach him at 847-212-3166

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

Description:
Outbound call to owner to arrange for unit entry to clear bathroom sink lines. Neighbor has a back up. Tuesday at 3:30PM.

Resolution:
left message on machine for owner to call office to schedule an appointment.

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

Description:
Owner calling to request new balcony coating for his balcony.

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

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

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

Resolution:
will process move

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

Description:
Move processed to reflect the new owner Bozena Anczyk

Resolution:
Coupon book will be sent for Aug. thru Dec. 2013

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

Description:
Owner Mrs calling to check why she is receiving late fees on her account

Resolution:
Advised owner that the "late date" on her account is the 15th and while she makes her payments they are not being posted to her account until after the date.

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

Description:
Left message to schedule access to repair bathroom sink in Unit 105A

Resolution:
Waiting for call back to schedule access

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

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

Resolution:
Waiting for access to second unit

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

Description:
Owner lost \$1.75 in laundry machines.

Resolution:
Left message with Family Pride to issue refund. Sent to billing address in NV

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

Description:
Owner Mrs. came to office to report a large gray animal she saw twice going under garage pedestrian walkway, cannot identify what it is but it comes from the garbage area to the space between her patio and the walkway.

Resolution:
Advised will have maintenance locate and close up hole to get rid of animal.

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

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

Resolution:
Account noted

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Name: Paul Wendel Request #: 0554-CBRT997QCX Status: Completed
Address: 1415 E Central Rd 207A Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Cheri Brandt
Type of Request: Account Information;Forwarded to Property Manager;Service@lmsnet.com

Description:

Paul Wendel

(847)605-6948

Email

pjw713@gmail.com

Comments/Questions

Account # 000554 B207 01

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

Thank you for your consideration

Paul Wendel

Name: Barbara Johnson Request #: 0554-LRAY99QKYV Status: Open
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005 Date Entered: 07/18/2013 Received By: Lisette Ray
Type of Request: On Site Information;Board Consideration

Description:

Owner called to ask to blow out bathtub drains next week at 1 pm. NEED APPT FOR #213 as well.
Owner has question if she needs Board approval to install mulch around patio and tree in front of unit.

Resolution:

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

Name: John Gaiser Request #: 0554-LRAY998SJS Status: Completed
Address: 1415 E Central Rd 214B Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: Lisette Ray
Type of Request: Violations

Description:

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

Resolution:

Please call tenant to set up an inspection with maintenance.

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Name: John Gaiser Request #: 0554-JBYE99DLQ8 Status: Completed
Address: 1415 E Central Rd 214B Arlington Hghts, IL 60005 Date Entered: 07/05/2013 Received By: John Gaiser/PNTII
Type of Request: Unicom;Rules/Regs Info

Description:
Condo rules and regulations

Resolution:
Unicom. I think owner wanted the rules and regs sent to him. I have emailed them to the owner.

Name: John Gaiser Request #: 0554-LRAY99YRJH Status: Completed
Address: 1415 E Central Rd 214B Arlington Hghts, IL 60005 Date Entered: 07/26/2013 Received By: Lisette Ray
Type of Request: Violations;Board Consideration

Description:
Owner calling regarding fine for decoration in brick received for tenant's brick. Tenant removed it 2 days after owner called upon receipt of letter who is off-site. Owner wants the violation waived.

Resolution:
Advised owner would need to submit request in writing to Board for waiver at next meeting.

Name: John Gaiser Request #: 0554-DCON99YREJ Status: Completed
Address: 1415 E Central Rd 214B Arlington Hghts, IL 60005 Date Entered: 07/26/2013 Received By: Danielle Corcoran
Type of Request: Account Information;On Site Information;Violations;Warning Letter

Description:
Owner calling to contest \$100 fee on her account as her tenant complied with warning letter. Owner stating there should have not been a charge.

Resolution:
Advised owner she would need to submit fee waive request in writing. Advised owner of LMS fax and on site phone number.

Name: Beverley Baron Request #: 0554-LRAY99MS2A Status: Completed
Address: 1415 E Central Rd 307A Arlington Hghts, IL 60005 Date Entered: 07/15/2013 Received By: Lisette Ray
Type of Request: Board Consideration

Description:
Owner calling to request to contact neighbor to ask if he can put something under his plants to catch the water when watering plants it is coming down to balcony and wants Board to put out a notice regarding cigar and cigarette smell on balconies and patios that comes in through the windows.

Resolution:
Will take appropriate action with regards to neighbor and will forward recommendation.

Name: Beverley Baron Request #: 0554-BHOD99UH7E Status: Completed
Address: 1415 E Central Rd 307A Arlington Hghts, IL 60005 Date Entered: 07/20/2013 Received By: CN=lmsu01/O=Li
Type of Request: Unicom;Forwarded to Property Manager;Neighbor Etiquette;Outbound Call

Description:

Resolution:

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

Forwarded to PM for advisement.

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

Name: Ardith Ritter

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

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

Date Entered: 07/15/2013 **Received By:** CN=lmsu12/O=L

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

Resolution:

Placed work order under common area.

Description:

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

Name: Joan Gordon

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

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

Date Entered: 07/15/2013 **Received By:** Danielle Corcoran

Type of Request: Forwarded to Property Manager;Neighbor Etiquette

Resolution:

Advised owner information would be forwarded to PM to advise.

Description:

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

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

Emailed update and form to owner 7/15.

Name: Joan Gordon

Request #: 0554-JFIK9ASR55 **Status:** Completed

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

Date Entered: 07/31/2013 **Received By:** Jerry Fitzpatrick

Type of Request: Other

Resolution:

Gave pass #233270

Description:

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

Name: Henry Jemiolo

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

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

Date Entered: 07/01/2013 **Received By:** AnnMarie Detrick

Type of Request: Other

Resolution:

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

Description:

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

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Name: Henry Jemiolo Request #: 0554-LRAY99JJZ9 Status: Completed
Address: 1415 E Central Rd 320C Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Projects

Description:
owner calling to see if balcony is done, just returned from out of town.

Resolution:
Advised owner since items were not removed, the balcony coating could not be completed and would have to be rescheduled for when the workmen return for the second phase. Owner advised she can clear it today. Advised owner the workmen are no longer on the property. Once the contract has been approved, we can advise her of the rescheduled date. Owner may use balcony until then.

Name: Tadeusz Wiczkowski Request #: 0554-LRAY99JSQ5 Status: Completed
Address: 1415 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Work Order Status

Description:
Tenant called regarding slow tub drain, will drop off key on Monday to have someone clear the line. Advised we will need to enter neighboring unit to clear line.

Resolution:
Advised will attempt to contact neighbor and arrange an appointment for Monday if possible. Tenant will drop off key to office Monday.

Name: Lynn Raymond Request #: 0554-LRAY99JSUG Status: Open
Address: 1415 E Central Rd 405A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
Outbound call to tenant: need access to unit to clear bathtub lines in neighbor unit #403.

Resolution:
Left message on cell phone to call back and schedule appointment.

Name: Susan Cesek Request #: 0554-LRAY99GK9H Status: Completed
Address: 1415 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Outbound call to tenant, need appointment to enter unit to clear drain line, tenant will drop off key for unit at office today.

Resolution:
Thanked tenant and will notify neighbor we can arrange it for today.

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<u>Name:</u>	Susan Cesek	<u>Request #:</u>	0554-JFIK99XKLQ	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/25/2013	<u>Received By:</u>	Jerry Fitzpatrick
		<u>Type of Request:</u>	Work Order Status		
<u>Description:</u>	Left msgs for tenants Ali & Steven to gain access to unit to clear neighbor's (Unit 404A) bathtub drain WO	<u>Resolution:</u>	Left msg		
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<u>Name:</u>	Milka Kokotovic	<u>Request #:</u>	0554-LRAY999PXJ	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 410B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/03/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
<u>Description:</u>	Owner Mr. came into office, son dropped phone down elevator, wants to see if someone can get it out for him.	<u>Resolution:</u>	Advised will have maintenance meet owner and retrieve it if possible. Sent owner back to building.		
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<u>Name:</u>	Milan Dzupin	<u>Request #:</u>	0554-LRAY99EQ38	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 414B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/08/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Account Information		
<u>Description:</u>	Owner calling regarding letter received for expired lease on file. Owner stated provided all the information previously.	<u>Resolution:</u>	Advised owner emergency information is on file but lease expired 9/30/12. Owner will drop off current lease expiring 9/30/13.		
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<u>Name:</u>	Sam Miller	<u>Request #:</u>	0554-LRAY99QMZX	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 415B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/18/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Work Order Status		
<u>Description:</u>	Tenant calling to check the status on the hot water.	<u>Resolution:</u>	Advised maintenance is on site to complete repair, if all goes well hot water should be restored within 30 minutes.		
<hr/>					
<u>Name:</u>	Barbara Syrek	<u>Request #:</u>	0554-LRAY99YR5Z	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 420C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/26/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Pool		
<u>Description:</u>	Owner was at pool on 7/26/13 and when leaving asked for pool pass from guard. No pool pass with her name was in the box at the time. Guard who checked her in was not on duty as there was a shift change.	<u>Resolution:</u>	Guard may have given pass to wrong owner but cannot verify. Owner may be granted a replacement if pass is not located.		

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Name: Marie Miller Request #: 0554-LRAY99EKNK Status: Completed
Address: 1415 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner calling to see how she can get two more building keys.

Resolution:
Advised owner keys are available at site office, \$25.00 per key payable by check only.

Name: Louise Gulliford Request #: 0554-LRAY99HRJ9 Status: Completed
Address: 1505 E Central Rd 201A Arlington Hghts, IL 60005 Date Entered: 07/11/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner states sinks are backing up in kitchen.

Resolution:
Advised plumbers are on-site and will be there shortly to address back up.

Name: Gerald Morin Request #: 0554-LRAY99ELHM Status: Completed
Address: 1505 E Central Rd 204A Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:
Owner called regarding letter received for lease request and emergency contact information. Owner advised unit is not leased since they current live in it. The owner is a snow bird and is not always in residence.

Resolution:
Thanked owner for update and confirmed emergency contact information. Owner's daughter is main contact where all correspondence goes since they are not in residence full time.

Name: Louis Ruttakay Request #: 0554-BHOD999GT9 Status: Completed
Address: 1505 E Central Rd 207A Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: Louis Ruttakay/PNT
Type of Request: Unicom;Board Minutes;Forwarded to Property Manager

Description:
I called some time ago to find out when the Board Meeting Minutes would be posted and the only ones posted for 2013 are from February. When will the more current ones be posted. And must they be scattered throughout the rest of the publications? I think not.

Resolution:
Forwarded to PM for advisement.

Name: Louis Ruttakay Request #: 0554-LRAY99JLJG Status: Open
Address: 1505 E Central Rd 207A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner calling regarding garage cleaning, does not think a good job was done, wants PM to inspect and call back.

Resolution:
Advised will inspect today and call owner back with findings. Spoke to owner after inspection, can see what he was trying to explain. Advised Board did not go with a power scrub on the floor but will speak with vendor to see if there is anything that can be done to clean it up.

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<u>Name:</u>	Marguerite Train	<u>Request #:</u>	0554-LRAY99HT4K	<u>Status:</u>	Open
<u>Address:</u>	1505 E Central Rd 208A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/11/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information		
Description:		Resolution:			
	Tenant called, one side of sink is backed up in kitchen, please advise when plumber can clear. Tenant Heidi Franco can be reached at 224-388-8163.		Forwarded to Capps who is on site doing rodding.		
<hr/> <u>Name:</u>	Marguerite Train	<u>Request #:</u>	0554-KVGR9A3HWC	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 208A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/29/2013	<u>Received By:</u>	Kassandra Von Gl
		<u>Type of Request:</u>	Account Information		
Description:		Resolution:			
	Allan Train son of the owner with is deceased. Caller stated that he should not have a balance on the account.		Advised that there is a credit on the account not a balance.		
<hr/> <u>Name:</u>	US Bank National Association	<u>Request #:</u>	0554-BHOD99UHFG	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/22/2013	<u>Received By:</u>	Beverly Hood
		<u>Type of Request:</u>	Unicom;Closing PAL Form Requested;Outbound Call		
Description:		Resolution:			
	Joe with Mortgage Connect would like a call back at 866-789-1814 ext. 531 regarding 1505 E. Central Road, Unit 212-B.		Outbound 8:10am: LM Advised Joe we need the email address to send the order form for PAL and 22.1.		
	This is a foreclosed property, he needs to order a paid assessment letter and a 22.1 disclosure letter.		Inbound: Advised Joe the order form and checklist will be sent via email.		
	Inbound 12:56pm: Joe stated he need the order form sent via email to jschmalstieg@mortgageconnectlp.com.				
<hr/> <u>Name:</u>	US Bank National Association	<u>Request #:</u>	0554-LRAY9A5SXA	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/31/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Homeowner Responsibility;New HO Move-In;Other		
Description:		Resolution:			
	New owner came into office to report unit closed for sale purchased through foreclosure auction. New owner had locksmith change locks on unit door to open entry as there are no keys. Unit is full of stuff and suspect previous resident was still living in unit. new owner left a note for resident to arrange for removal of personal possessions. Key is the same as 1515 unit owned and key is on file in office.		Thanked owner. Owner will be filing report to police in case there is any further repercussions. Advised to keep a copy of police report on file in office. No action by association is needed.		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

Description:

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

Resolution:

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

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

Description:

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

call can be called back at 312-656-2052

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Krystle Seifert

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

Request #: 0554-LRAY997MF9 Status: Completed

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

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

Description:

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

Resolution:

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

Name: Timothy Dykes

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

Request #: 0554-AMDK99EJW4 Status: Completed

Date Entered: 07/08/2013 Received By: AnnMarie Detrick

Type of Request: Other

Description:

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

Resolution:

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

Name: Marilyn Courier

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

Request #: 0554-ABOO99HTN3 Status: Completed

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

Type of Request: On Site Information

Description:

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

Resolution:

Outbound call to onsite.

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

Name: Anna Malek

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

Request #: 0554-LRAY99ET3D Status: Completed

Date Entered: 07/08/2013 Received By: Lisette Ray

Type of Request: Account Information;Settlement Statement Received

Description:

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

Resolution:

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

work to be completed 7/19

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

Description:

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

Resolution:

Advised That there are no violations on her account recently.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

Resolution:
forward to EK and AR

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

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

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

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

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

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

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

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

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

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

Description: **Resolution:**

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

Name: Frank Soprano

Request #: 0554-JFIK99QP9R Status: Completed

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

Date Entered: 07/18/2013 Received By: Jerry Fitzpatrick

Type of Request: Account Information

Description:

3 new unit key purchased by owner

Resolution:

keys delivered to owner

Name: Marlene Rivara

Request #: 0554-LRAY99FPTZ Status: Completed

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

Date Entered: 07/09/2013 Received By: Lisette Ray

Type of Request: Move-out received Renter

Description:

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

Resolution:

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

Name: Marlene Rivara

Request #: 0554-LRAY99JRVR Status: Completed

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

Date Entered: 07/12/2013 Received By: Lisette Ray

Type of Request: Walk Ins

Description:

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

Resolution:

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

Name: Howard Mirsky

Request #: 0554-LRAY99XQ5K Status: Completed

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

Date Entered: 07/25/2013 Received By: Lisette Ray

Type of Request: Pool

Description:

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

Resolution:

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

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Name: Howard Mirsky Request #: 0554-JFIK99XSM7 Status: Completed
Address: 1515 E Central Rd 253A Arlington Hghts, IL 60005 Date Entered: 07/25/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description:
Non-resident nephew of unit own requested access to the pool without resident pass and was advised per the Rules & Regs that he could not have access w/o current pass or purchasing a new one

Resolution:
advised nephew of R&R

Name: Sarah Bootz Request #: 0554-LRAY99HM5M Status: Completed
Address: 1515 E Central Rd 260B Arlington Hghts, IL 60005 Date Entered: 07/11/2013 Received By: Lisette Ray
Type of Request: Lease Info

Description:
Agent for owner calling regarding rental requirements for move in fee and elevator deposit.

Resolution:
Advised owner move in fee is non-refundable but elevator key is, will need 2 separate checks to Dana Point with a copy of all paperwork. Agent will drop off to office.

Name: Sarah Bootz Request #: 0554-WORE99JJQJ Status: Completed
Address: 1515 E Central Rd 260B Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Wendy O'Rourke
Type of Request: Caller Hung Up/No Caller

Description:
Home owner Mrs calling has a plumber at home

Resolution:
Lost call

Name: Sarah Bootz Request #: 0554-ABOO99JJX6 Status: Completed
Address: 1515 E Central Rd 260B Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Angie Botello
Type of Request: Homeowner Responsibility;Other

Description:
Owner calling to state that a plumber is at her unit now and states that she had to call him to go out as she was having back up in her unit. Owner states that she was told by the plumber that this was caused by a common pipe and she would like to know how the assoc is going to rectify this. Owner states that she has paid the plumber and states that she would like to be reimbursed for this. Owner states that the plumber has given her the WO and states that she will walk over to the on site office to drop this off.
847.815.7986

Resolution:
Advised owner that per the VP, Capps plumbing was supposed to receive a WO for this but advised that since she called her own plumber she will need to go on site and ask that the assoc reimburse her, but advised that she will need to drop off documentation.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

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

Owner will be renting her unit

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

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

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

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

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

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

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

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

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

SELLER:
Intent to sell
Sales contract

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

Provided the on site phone number

Name: Nancy Balis Request #: 0554-LRAY997Q2W Status: Open
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Lisette Ray
Type of Request: Closing PAL Status

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

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

Name: Nancy Balis Request #: 0554-KKOS997SUJ Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/01/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

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

Resolution:

.

Name: Nancy Balis Request #: 0554-FALZ99JQL3 Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Fabiola Alvarez
Type of Request: Settlement Statement Requested;Lockbox Address Requested;Account Information

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

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Nancy Balis Request #: 0554-ARIR99MLBQ Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/15/2013 Received By: Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received settlement statement for new owners Alizah & Daniellah Salario. Closing date was 7-2-13

Resolution:
will process move

Name: Nancy Balis Request #: 0554-ARIR9A3LRD Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/29/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In

Description:
Move processed to reflect the new owners Alizah & Daniellah Salario

Resolution:
Statement will be sent for credit. Coupon book will be sent for Sep. thru Dec. 2013

Name: Alizah & Daniellah Salario Request #: 0554-JFIK9A3RGQ Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 07/29/2013 Received By: Jerry Fitzpatrick
Type of Request: Insurance Information

Description:
Rcvd COI for new owner valid from 7/12/2013 to 7/12/2014

Resolution:
Placed in file

Name: Kiyohiko Shirataki Request #: 0554-LRAY99MM96 Status: Completed
Address: 1515 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 07/15/2013 Received By: Lisette Ray
Type of Request: Pool;Board Consideration

Description:
Owner came into office to report over weekend that someone at the pool was playing with a plastic football and hit his wife.
Wants to recommend an adult swim hour during the week and recommends to Board that when owners come to pick up their passes, they be given a copy of the pool rules.

Resolution:
Advised will forward suggestion to Board for consideration.

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

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

Name: Shirley Kalergis **Request #:** 0554-JFIK9A3RTS **Status:** Completed
Address: 1515 E Central Rd 353A Arlington Hghts, IL 60005 **Date Entered:** 07/29/2013 **Received By:** Jerry Fitzpatrick
Type of Request: Account Information

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

Resolution:
Key given to tenant

Name: Bozena Kijowska **Request #:** 0554-SBOA9A3LW6 **Status:** Completed
Address: 1515 E Central Rd 366B Arlington Hghts, IL 60005 **Date Entered:** 07/29/2013 **Received By:** Socorro Bocanegr
Type of Request: e-STAR

Description:
Owner Ms calling for help with estar registration

Resolution:
Advised

Name: Ljiljanka Eickelman **Request #:** 0554-LRAY99WTBL **Status:** Completed
Address: 1515 E Central Rd 453A Arlington Hghts, IL 60005 **Date Entered:** 07/24/2013 **Received By:** Lisette Ray
Type of Request: Move-in/out Tenant

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

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

Name: John Moon **Request #:** 0554-LRAY99HQHM **Status:** Completed
Address: 1515 E Central Rd 456A Arlington Hghts, IL 60005 **Date Entered:** 07/11/2013 **Received By:** Lisette Ray
Type of Request: Address Change Request

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

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

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

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

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

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

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

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

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

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

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

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Su Chang Lim Request #: 0554-LRAY9A4RX7 Status: Completed
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005 Date Entered: 07/30/2013 Received By: Lisette Ray
Type of Request: Move-in/out Tenant

Description:
Tenant wants to move out August 12, Monday and needs elevator pads and more information on moving.

Resolution:
Advised we will reserve moving date and will need deposit for elevator key. Resident will come August 9, 2013 for move out instructions and move out procedures.

Name: Future Generation Investment Group Request #: 0554-ARIR998LYL Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In

Description:
Move processed to reflect the new owners Boris & Perla Samovalov.

Resolution:
Statement will be sent for balance. Coupon book will be sent for Aug. thru Dec. 2013

Name: Mohammed Said Request #: 0554-KVGR998LWV Status: Completed
Address: 1605 E Central Rd 103A Arlington Hghts, IL 60005 Date Entered: 07/02/2013 Received By: Kasandra Von Gl
Type of Request: Account Information

Description:
Owner Mr calling to state tha the got the coupon book and would like to know how to send in the payment with his bank.

Resolution:
Advised of the account information to make payments to.

Name: Mohammed Said Request #: 0554-LRAY99JQAV Status: Completed
Address: 1605 E Central Rd 103A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Outbound Call;On Site Information

Description:
Outbound call: owner in #105 has slow bathtub drain, need access to unit to enter and clear line.

Resolution:
Owner advised he should have a key on file, owner will drop off key over weekend so maintenance can get in Monday to clear line. Owner states if there is no key on file, office may keep key given to add to lockbox.

Name: Candace Farmer Request #: 0554-LRAY99JQ3F Status: Completed
Address: 1605 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: Address Change Request

Description:
Owner leases unit and lives off-site, please update mailing address for all correspondence to:
1610 E. Vermillion Lane, Palatine, IL 60074

Resolution:
Forward to LK. to update address.
UPDATE 7-12-13 Changed mailing address LK

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Candace Farmer	<u>Request #:</u>	0554-LRAY99JQ6G	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 105A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/12/2013	<u>Received By:</u>	Lisette Ray
Description: Owner states tub line for unit is draining slow, need to make appointment with unit #103 to enter and clear.					
Resolution: Advised owner will call her back once we can get a hold of neighbor and make appointment.					
<u>Name:</u>	The Dana Point Condo Assn	<u>Request #:</u>	0554-BHOD99GGY9	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 107A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	CN=lmsu03/O=Li
Description: Caller Nick from 24/7 Locksmith Company. Stated that he was called out to get HO into unit but the entire mechanized deadbolt needs to be replaced. HO would like to know if he is being reimbursed for the locksmith fee. Call him at 773-671-8771 ASAP. unit 107a					
Resolution: Forwarded to PM for advisement.					
Outbound 11:30am: Advised Nick per PM owner need to submit a written request and a receipt to the Board for approval of the reimbursement request. Advised Nick per PM this is one of our rental units so they will have to consider this at the next board meeting before issuing a written determination on it.					
<u>Name:</u>	The Dana Point Condo Assn	<u>Request #:</u>	0554-LRAY99WQEHE	<u>Status:</u>	Open
<u>Address:</u>	1605 E Central Rd 107A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/24/2013	<u>Received By:</u>	Lisette Ray
Description: Please increase monthly rent amount by \$25.00 per month, total monthly rent should be \$1,100 until July 31, 2014. Please send a new coupon book for new monthly rent amount.					
Resolution: Forward to E.K and A.R. for processing.					
<u>Name:</u>	N Oyen	<u>Request #:</u>	0554-JFIK99VNQN	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 108A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/23/2013	<u>Received By:</u>	Jerry Fitzpatrick
Description: Ok per secty Helen to reissue pool passes					
Resolution: Tenant to bring in old passes or have new ones issued					

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Mariusz Augustynski	<u>Request #:</u>	0554-LRAY99PS62	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 110B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/17/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Landscaping		
<u>Description:</u>	Outbound call: PM calling owner to advise one yew will be replaced at the patio. Dead bush will be removed but new plant will not go in until later in the fall.	<u>Resolution:</u>	No answer , left message on voicemail.		
<hr/>					
<u>Name:</u>	Rossen Nikolov	<u>Request #:</u>	0554-DCON997JD9	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 115B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/01/2013	<u>Received By:</u>	Danielle Corcoran
		<u>Type of Request:</u>	Insurance Information		
<u>Description:</u>	Owner calling to request insurance information.	<u>Resolution:</u>	Provided owner name and phone number of insurance.		
<hr/>					
<u>Name:</u>	Jack Bornhoeft	<u>Request #:</u>	0554-DCON99GRYE	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 121C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	Danielle Corcoran
		<u>Type of Request:</u>	Account Information		
<u>Description:</u>	Owner inquiring current balance and last payment.	<u>Resolution:</u>	Advised owner of current balance and last payment.		
<hr/>					
<u>Name:</u>	Jack Bornhoeft	<u>Request #:</u>	0554-LRAY99GSFJ	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 121C Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/10/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	Account Information;Balance Due Letter		
<u>Description:</u>	Owner Mrs. calling regarding payment of account. Mailed a check for payment in full on Friday from work, but it has not yet been received. Wants to know where she can bring another check.	<u>Resolution:</u>	Advised owner if check is stopped, the lockbox will attempt to cash it and will end up with a stop payment fee. Advised owner to wait until Friday to see if funds clear. If not, she can pay on-line through eStar using free statement balance or additional credit card options. Advised payments are not accepted in office and would be mailed/forwarded to bank. Owner will call back on Friday but wants noted in account that she is attempting to pay balance.		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

Description:

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

Resolution:

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

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

Description:

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

Homeowner can be reached at 847-721-2768

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Delores Burling Request #: 0554-LRAY99FL42 Status: Completed
Address: 1605 E Central Rd 213B Arlington Hghts, IL 60005 Date Entered: 07/09/2013 Received By: Lisette Ray
Type of Request: Tax Bill

Description:

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

Resolution:

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

Name: William Obal Request #: 0554-BHOD99HGHH Status: Completed
Address: 1605 E Central Rd 217C Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: CN=lmsu09/O=Li
Type of Request: Unicom;Outbound Call

Description:

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

Resolution:

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

Name: James Stanley Request #: 0554-ABOO99EJTZ Status: Completed
Address: 1605 E Central Rd 218C Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Angie Botello
Type of Request: Association to HO Correspondence;Forwarded to Property Manager

Description:

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

Resolution:

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

Name: Marchela Campobasso Request #: 0554-LRAY99EQPL Status: Completed
Address: 1605 E Central Rd 219C Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: Water Intrusion

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

Name: Sara Fields Request #: 0554-ABOO99HRPP Status: Completed
Address: 1605 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 07/11/2013 Received By: Angie Botello
Type of Request: Common Area Request

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

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

Name: Nancy Hwastecki Request #: 0554-LRAY99MSWP Status: Completed
Address: 1605 E Central Rd 309B Arlington Hghts, IL 60005 Date Entered: 07/15/2013 Received By: Lisette Ray
Type of Request: On Site Information;Projects

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

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

Name: Joseph Yellin Request #: 0554-JFIK99PTLY Status: Completed
Address: 1605 E Central Rd 318C Arlington Hghts, IL 60005 Date Entered: 07/17/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

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

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

Name: Guydan Living Trust Request #: 0554-LRAY9A4LF9 Status: Completed
Address: 1605 E Central Rd 320C Arlington Hghts, IL 60005 Date Entered: 07/30/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

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

Name: Phyllis Borchers

Request #: 0554-JBYE998LZC Status: Completed

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

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

Type of Request: Closing PAL Form Requested

Description:

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

Resolution:

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

Email to: j.haasatty@sbcglobal.net

Name: Phyllis Borchers

Request #: 0554-LRAY99HPXU Status: Completed

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

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

Type of Request: Closing PAL Form Requested

Description:

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

Resolution:

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

Name: Phyllis Borchers

Request #: 0554-IAYA99HVK8 Status: Completed

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

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

Type of Request: Closing PAL Request Received

Description:

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

Resolution:

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

Name: Phyllis Borchers

Request #: 0554-BHOD99UH9F Status: Completed

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

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

Type of Request: Unicom;Work Order Status

Description:

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

Resolution:

Cancelled the work order.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Phyllis Borchers Request #: 0554-JFIK99UKVJ Status: Completed
Address: 1605 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 07/22/2013 Received By: Jerry Fitzpatrick
Type of Request: Account Information

Description:
Called new owner Ron Zeiman back to confirm order cancelled for elevator padding

Resolution:
Called new owner back

Name: Phyllis Borchers Request #: 0554-KKOS99UVBH Status: Completed
Address: 1605 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 07/22/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed budget, financial, declarations, rules, and 22.1.

Resolution:

Name: Phyllis Borchers Request #: 0554-KKOS99WSSD Status: Completed
Address: 1605 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 07/24/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed PAL. Closing date: 7-25-13.

Resolution:

Name: Eldred Hudson Request #: 0554-WORE99GPK6 Status: Completed
Address: 1605 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 07/10/2013 Received By: Wendy O'Rourke
Type of Request: General Property Info

Description:
Home owner Mrs calling to verify where to send her updated Homeowners ins policy to.

Resolution:
Advised owner per letter she received to mail to
The Dana Point Condominium Association
1519 East Central Road
Arlington Heights, IL 60074

Name: John Sheehan Request #: 0554-LRAY9A4QY6 Status: Completed
Address: 1605 E Central Rd 407A Arlington Hghts, IL 60005 Date Entered: 07/30/2013 Received By: Lisette Ray
Type of Request: Outbound Call;Parking Info/Pass;Projects

Description:
Outbound call to owner regarding equipment stored at 1605 parking lot. Advised resident, Board was originally going to continue working on balcony project this year, but has delayed until 2014. All equipment is being removed and should be completed by next week.

Resolution:
owner wanted to know what was being done about the 4 B plated vans parked in the lot overnight. Advised per by-laws, they are not permitted and owners have other vehicles on-site. Owner could not speak further as he was at work and advised he will call back or stop in the office.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u> Grazyna Kijowska	<u>Request #:</u> 0554-LRAY99MLK4	<u>Status:</u> Completed
<u>Address:</u> 1605 E Central Rd 410B Arlington Hghts, IL 60005	<u>Date Entered:</u> 07/15/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Walk Ins	
Description: Owner is going to rent unit and needs an additional door key to building. Owner authorizes chargeback to unit.	Resolution: Provided N key #402 and will charge back \$25.00 for the building key to account.	
<hr/> <u>Name:</u> Gloria Goldstein	<u>Request #:</u> 0554-LRAY99GPHS	<u>Status:</u> Completed
<u>Address:</u> 1605 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 07/10/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> HVAC	
Description: Owner's friend came to ask if HVAC on 4th floor B wing is working, no a/c.	Resolution: Advised owner, new units will be installed on Tuesday, notices will be posted today.	
<hr/> <u>Name:</u> Sumitra Chatterjee	<u>Request #:</u> 0554-LRAY99EQCN	<u>Status:</u> Completed
<u>Address:</u> 1605 E Central Rd 419C Arlington Hghts, IL 60005	<u>Date Entered:</u> 07/08/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Violations	
Description: owner calling regarding the motorcycle fine in garage, owner stated tenant has a large rain storm and the association opened all the garage doors to allow everyone in to avoid the hail. Owner does not feel fine is justified since this was an extraordinary circumstance.	Resolution: Advised owner, we did not open all of the garages and permit owners to bring in their motorcycles. Any other owners who were in violation are being addressed. Request owner submit in writing to Board for waiver of fee. Owner thinks PM should speak with Board and plead case since this is reflecting poorly on management and Board. Advised owner he must submit request in writing as the PM must follow the Board's directives with regards to fines and violations. Owner will mail letter to Board for consideration.	
<hr/> <u>Name:</u> Chuck Vetter	<u>Request #:</u> 0554-LRAY997M6M	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 109B Arlington Hghts, IL 60005	<u>Date Entered:</u> 07/01/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Landscaping	
Description: Owner Mrs. came to on-site office regarding rose bush that was pruned by landscaper without notice. Owner spoke to PM on Friday who was checking with landscapers to see why it was cut.	Resolution: PM verified bush was trimmed in error, owner would have received notification if bush was too high. Apologized for landscaper error in pruning the bush since they are not suppose to be clipping owner plantings. Owner was upset that no notice was provided but understands it was a mistake.	

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

Description:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Jennifer Nitch Request #: 0554-PROY99M4JE Status: Completed
Address: 1615 E Central Rd 114B Arlington Hghts, IL 60005 Date Entered: 07/14/2013 Received By: Property
 Type of Request: Emergency On Call

Description:

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

Resolution:

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

Name: Dean Bartello Request #: 0554-ABOO99EJND Status: Completed
Address: 1615 E Central Rd 115B Arlington Hghts, IL 60005 Date Entered: 07/08/2013 Received By: Angie Botello
 Type of Request: Forwarded to Property Manager

Description:

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

Resolution:

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

Name: Scott Koch Request #: 0554-MSZK99NM3N Status: Completed
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 07/16/2013 Received By: CN=Scott Koch/
 Type of Request: Unicom;Forwarded to Property Manager

Description:

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

Thanks, JoEllyn Koch

Resolution:

Sent to PM to address.

Name: Scott Koch Request #: 0554-JFIK9A4L2T Status: Completed
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005 Date Entered: 07/30/2013 Received By: Jerry Fitzpatrick
 Type of Request: Account Information

Description:

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

Resolution:

Advised owner need COI

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Raymond Fredrich	<u>Request #:</u>	0554-JFIK99QLC7	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 304A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/18/2013	<u>Received By:</u>	Jerry Fitzpatrick
<u>Type of Request:</u> Account Information					
Description: Tenant Elizabeth Purta purchased new unit key at mgmt office. Paid via check #1048			Resolution: New key given to tenant		
<u>Name:</u>	Paula Poplawski	<u>Request #:</u>	0554-LRAY99FQVE	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 305A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/09/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> On Site Information					
Description: Owner's brother calling to see if any keys have been turned in, owner lost them walking in South parking lot.			Resolution: Advised no keys have been turned in but will have maintenance take a look to see if we can find them. If keys are located, we will call her back.		
<u>Name:</u>	James Cardoni	<u>Request #:</u>	0554-JFIK99WNJR	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 307A Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/24/2013	<u>Received By:</u>	Jerry Fitzpatrick
<u>Type of Request:</u> Insurance Information					
Description: 2nd request: Sent e-mail to get updated COI			Resolution: E-mail sent		
<u>Name:</u>	Daniel Sinard	<u>Request #:</u>	0554-KVGR999LMS	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 310B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/03/2013	<u>Received By:</u>	Kassandra Von Gl
<u>Type of Request:</u> Other					
Description: Kendra With US bank calling to get general information on the property			Resolution: Advised of the general information on the property		
<u>Name:</u>	Daniel Sinard	<u>Request #:</u>	0554-WORE99NKJ5	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 310B Arlington Hghts, IL 60005	<u>Date Entered:</u>	07/16/2013	<u>Received By:</u>	Wendy O'Rourke
<u>Type of Request:</u> Address Change Request					
Description:			Resolution:		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

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

4869 N Anita Ave.
Whitefish Bay, WI
53217

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

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

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

Description:

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

Resolution:

Thanked owner.

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

Description:

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

Resolution:

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

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Alfred Szebel Request #: 0554-LRAY99JRB7 Status: Completed
Address: 1615 E Central Rd 420C Arlington Hghts, IL 60005 Date Entered: 07/12/2013 Received By: Lisette Ray
Type of Request: On Site Information;Work Order Status

Description:
Daughter called to report storage door lock and knob for storage 4A-3 is broken. Cannot get into storage room.

Resolution:
Thanked her and will have maintenance repair it.

Name: Alfred Szebel Request #: 0554-LRAY9A3QUB Status: Completed
Address: 1615 E Central Rd 420C Arlington Hghts, IL 60005 Date Entered: 07/29/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Storage 4A door does not work with owner, key is old and works in other doors. Wants to have lock fixed or get new key.

Resolution:
Advised owner can come to office with old key to trade, old keys no longer work since we have changed the keys recently. Owner asked about tuck pointing approval, advised owner contract was approved last week, we will be sending a notice when the repairs are scheduled.

Name: Federal Home Loan Mortgage Corporation Request #: 0554-ARIR99FQ76 Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 07/09/2013 Received By: Andrea Ritter
Type of Request: New HO Move-In

Description:
Move processed to reflect the new owners Thomas & Irene Corcoran

Resolution:
Statement will be sent for balance. Coupon book will be sent for Aug. thru Dec. 2013

Name: Lisette Ray Request #: 0554-LRAY99ET74 Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 07/08/2013 Received By: Lisette Ray
Type of Request: Pool

Description:
Resident inquiring if pool is open.

Resolution:
Advised it is currently open.