

**lms lieberman management services**

## **Information Request Report**

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**Prepared for Community**

**THE DANA POINT CONDOMINIUM ASSOCIATION**

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**Reporting Period**

**May 2013**

**Issue Date**

**6/4/2013**

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Lisa Yturriago      Request #: 0554-SPEY97QMUP      Status: Completed  
Address: 1405 E Central Rd 102A Arlington Hghts, IL 60005      Date Entered: 05/15/2013      Received By: Sandra Penway  
Type of Request: HO - Association Correspondence;Insurance Information;Rules/Regs Info

**Description:**  
Ms Yturriago inquiring about the weight limit for service dogs and if we have received her insurance certificate as she faxed to the on site office

**Resolution:**  
Advised Ms Yturriago the on site office would need to confirm receipt and provided the information as stated in the Rules and Regulations regarding dogs.

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Name: Richard Ritter      Request #: 0554-DCON97FJVV      Status: Completed  
Address: 1405 E Central Rd 112B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Danielle Corcoran  
Type of Request: Forwarded to Property Manager;Insurance Information

**Description:**  
Owner calling to advise to PM she is faxing her home owner's insurance to PM directly because she has mailed this copy twice but letters had incorrect address on them. Owner would like information forwarded to PM.

**Resolution:**  
Advised owner information would be forwarded to PM for advisement.

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Name: Janine Beatty      Request #: 0554-JCLK97XJNF      Status: Completed  
Address: 1405 E Central Rd 114B Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Jean Clark  
Type of Request: Parking Info/Pass;Transferred Call

**Description:**  
Owner called need a parking pass for a guest.

**Resolution:**  
Transferred to on-site office.

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Name: Reva Hackin      Request #: 0554-LRAY97SQYG      Status: Completed  
Address: 1405 E Central Rd 120C Arlington Hghts, IL 60005      Date Entered: 05/17/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**  
owner called regarding payment that was returned.

**Resolution:**  
Checked payment address with owner, payment mailed to previous agent lockbox, gave owner new payment address and account number. Owner will forward payment to new address.

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Name: Reva Hackin      Request #: 0554-KVGR985UHH      Status: Completed  
Address: 1405 E Central Rd 120C Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Kasandra Von GI  
Type of Request: Other;Account Information

**Description:**  
Owner Mr calling to state that the G on his last name is wrong. Owner would like to know what the balance on the account if for.

**Resolution:**  
Advised that the name would be changed. Advised of the under payment on the account prior to LMS being the management company.

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Name: Reva Hackin      Request #: 0554-SPEY988N97      Status: Completed  
Address: 1405 E Central Rd 120C Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: Sandra Penway  
Type of Request: Account Information

**Description:**  
Mr Hackin inquiring about the balance on his account.

**Resolution:**  
Provided Mr Hackin the information as stated in the Occupant Ledger.

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Name: Diane Berngen      Request #: 0554-AMDK97GTNB      Status: Open  
Address: 1405 E Central Rd 203A Arlington Hghts, IL 60005      Date Entered: 05/07/2013      Received By: AnnMarie Detrick  
Type of Request: Other

**Description:**  
Resident called to let us know that washer #7 is not working properly and that she had lost a dollar in the machine.

**Resolution:**  
I phoned Family Pride and Marshall is going to come out right away. Family Pride will also refund the money to the resident as well.

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Name: Magdalena Kuczak      Request #: 0554-SPEY97KNG9      Status: Completed  
Address: 1405 E Central Rd 204A Arlington Hghts, IL 60005      Date Entered: 05/10/2013      Received By: Sandra Penway  
Type of Request: Account Information;Legal

**Description:**  
Mr Kuczak requesting his balance on his account .

**Resolution:**  
Provided Mr Kuczak the phone number for the Association Attorney

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Name: Magdalena Kuczak      Request #: 0554-SBOA97KNGC      Status: Completed  
Address: 1405 E Central Rd 204A Arlington Hghts, IL 60005      Date Entered: 05/10/2013      Received By: Socorro Bocanegr  
Type of Request: Legal;e-STAR

**Description:**      **Resolution:**

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Owner Ms calling for the attorney's phone in order to settle the account

advised of the phone number, advised I would email her the info on estar.

Owner also requested option to set up auto payments.

SENT ESTAR INFORMATION  
Dear Ms. Kuczek,

To register on line to set up auto payments, please visit [www.LiebermanManagement.com](http://www.LiebermanManagement.com)

bottom of page is the eSTAR logo, click there and select to register, please use registration number is 93524oc01

You may select to make recurring payments or one time payment, either way, there is a minimum charge of \$2.00 per payment.

Please review all Terms of Agreement section for further details. Thank you!

Sincerely  
RESIDENT SERVICES DEPT  
847-459-0000

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Name: Edward Majewski

Request #: 0554-ABOO97CQBF    Status: Completed

Address: 1405 E Central Rd 206A Arlington Hghts, IL 60005

Date Entered: 05/03/2013

Received By: Angie Botello

Type of Request: Account Information;Other

**Description:**

Rep for the owner calling to state that this owner has passed away and would like to know if he is current on his account. Caller states that he will also be mailing docs.

**Resolution:**

Advised atty that the account is now in collections and provided the atty phone number. Also provided EGV office info.

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Name: Edward Majewski

Request #: 0554-LRAY97CRND    Status: Completed

Address: 1405 E Central Rd 206A Arlington Hghts, IL 60005

Date Entered: 05/03/2013

Received By: Lisette Ray

Type of Request: Account Information

**Description:**

Association attorney called to advise unit is currently under probate as owner died last november. Attorney handling case is forwarding a copy of all paperwork to association. Once received assocation attorney will advise if collection is advisable under probate or forcible entry as the status of the unit interior is unknown. Owner was found in unit 5 days after passing.

**Resolution:**

Thanked attorney and noted in file.

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Name: Lorraine Wagner

Request #: 0554-ABOO97FKQK    Status: Completed

Address: 1405 E Central Rd 207A Arlington Hghts, IL 60005

Date Entered: 05/06/2013

Received By: Angie Botello

Type of Request: Account Information

**Description:**

Owners daughter calling to state that her mom received a bill for \$3 and states that this was paid with the last assessment. Caller would like to make sure that this shows as paid.

**Resolution:**

Confirmed with caller that \$3 payment was received.

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Name: Mikhail Kon      Request #: 0554-BHOD97FNW3      Status: Completed  
Address: 1405 E Central Rd 210B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: lmsu10/Lieberman  
Type of Request: Unicom;Forwarded to Property Manager;Renter Call  
  
Description:  
Tenant Fanisha Davis returning call from Ann Marie, she may be reached at 773-965-3465.

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Name: Mikhail Kon      Request #: 0554-FALZ97FTSL      Status: Completed  
Address: 1405 E Central Rd 210B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Fabiola Alvarez  
Type of Request: Forwarded to Property Manager;Other  
  
Description:  
Tenant Mrs 773-965-3465 is calling to advise she was contacted on Friday to access the unit due to some leak coming from the unit. Tenant has been trying to call the on site office on and off all day to schedule this. Tenant would like to know what dates the on site office is looking for  
773-965-3465-direct line for the tenant.

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Name: Dawn Berngen      Request #: 0554-JCLK97BPQY      Status: Completed  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/02/2013      Received By: Jean Clark  
Type of Request: Forwarded to Property Manager  
  
Description:  
Jeff at Guarnanteed Rate jeff.carlin@guaranteedrate.com called just received CQ and the unit number does not match. It is off by 5. Need a letter to explain the difference. 847-778-5301.

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Name: Dawn Berngen      Request #: 0554-JBYE97CPTJ      Status: Completed  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/03/2013      Received By: Jackie Byrne  
Type of Request: On Site Information  
  
Description:  
Jeff Carlson 847-359-4832 the lender for the buyer is calling to say that they got a CQ & budget from us. He said they called yesterday as they were confused about it and were told that Lisette Ray would be either sending them a letter of explanation or contacting them but they've not heard or rcvd anything.

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Name: Dawn Berngen      Request #: 0554-LRAY97JJUJ      Status: Completed  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/09/2013      Received By: Lisette Ray  
Type of Request: Sale Questions

**Description:**

Buyer for unit calling regarding payment of move in fee prior to closing. Wants to know if she can pay it early or if it has to be 10 days prior to closing.

**Resolution:**

Advised owner payment must be received prior to issuing paid assessment letter. Payment may be dropped off at on-site office and gave address.

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Name: Dawn Berngen      Request #: 0554-SBOA97WN9P      Status: Completed  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Socorro Bocanegr  
Type of Request: On Site Information

**Description:**

Agent calling for onsite fax number to send documents

**Resolution:**

advised

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Name: Dawn Berngen      Request #: 0554-LRAY985LEC      Status: Open  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Lisette Ray  
Type of Request: Closing PAL Request Incomplete

**Description:**

Owner daughter calling regarding PAL ordered by attorney but no calls have been returned by closing dept.. PAL is holding up the closing of unit and wants to know when they can have it.

Attorney for seller John Haas 847-255-5400 , 115 S. Emerson, Mt Prospect, IL 60056, fax 847-255-5975.

**Resolution:**

Advised owner will check with Closing and call the attorney back.

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Name: Dawn Berngen      Request #: 0554-SBOA988PVW      Status: Completed  
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: Socorro Bocanegr  
Type of Request: Closing PAL Status

**Description:**

SA Nancy calling for status of PAL, closing will be as soon as PAL is issued, call back number is 847-255-5400

**Resolution:**

Advised per IA we are speaking with PM now and will let her know how soon.

-she notes the order was submitted in April but they are now scheduling the move

-Key inventory form will be signed at closing

-buyer has advised all documents and payments have been submitted to onsite

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Name: Robert Willey      Request #: 0554-BHOD97FMXJ      Status: Completed  
Address: 1405 E Central Rd 217C Arlington Hghts, IL 60005      Date Entered: 05/05/2013      Received By: lmsu10/Lieberman  
Type of Request: Unicom;Forwarded to Property Manager

**Description:**

Life Alert-Dispatcher 375 called in to say that this is only an fyi that the paramedics were dispatched to this unit.

**Resolution:**

Forwarded to PM for advisement.

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Name: Patricia Bevacqua      Request #: 0554-SPEY97BJ4B      Status: Completed  
Address: 1405 E Central Rd 402A Arlington Hghts, IL 60005      Date Entered: 05/02/2013      Received By: Sandra Penway  
Type of Request: Work Order Status

**Description:**

Mr Kommineni ( tenant ) inquiring about when Maintenance will arrive to address the work order placed 8:15 am this morning regarding a leak under the bathroom sink.

**Resolution:**

Advised Mr Kommineni , per Sam( Maintenance) they will arrive in the next 10 minutes.

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Name: Michael Niedzinski      Request #: 0554-LRAY97WPQH      Status: Completed  
Address: 1405 E Central Rd 406A Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**

Owner calling regarding assessment account.

**Resolution:**

Advised owner will investigate charges and call him back with resolution.

Update per PM: left message for owner, account had error which has been corrected and gave current amount owed for June assessments.

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Name: Michael Niedzinski      Request #: 0554-KVGR97XJ3Y      Status: Completed  
Address: 1405 E Central Rd 406A Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Kasandra Von Gl  
Type of Request: Account Information;Legal;Pool

**Description:**

Owner Mr calling to see who had left him a message, and what it was for.

And would like to know what the account balance is owner stated that Ira Steinburg is the tenant and can have the pool pass.

**Resolution:**

Advised that the PM had left the message stating that there was a correction on the account. Advised of the balance on the account and advised that the information for the tenant being able to pick up pool passes would be sent to the PM.

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Name: Judy Juergensen      Request #: 0554-SPEY97WJJT      Status: Completed  
Address: 1405 E Central Rd 407A Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Sandra Penway  
Type of Request: Forwarded to Property Manager;HO - Association Correspondence

**Description:**

Ms Juergensen seeking confirmation of a fax she sent approximately 30 minutes ago. She has sent this in previously and is very upset that it was again requested.

847-228-5190

**Resolution:**

Advised Ms Juergensen the PM (LR) will confirm receipt and call her to advise @ 847-941-5246.

FGWD to PM (LR)

Per PM: called owner to confirm receipt of information.

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Name: Gertrude Sosin      Request #: 0554-FALZ97VLPX      Status: Completed  
Address: 1405 E Central Rd 409B Arlington Hghts, IL 60005      Date Entered: 05/20/2013      Received By: Fabiola Alvarez  
Type of Request: On Site Information

**Description:**  
Homeowner Daughter 630-696-4000 is calling for the fax number to send in the homeowners roof of insurance.

**Resolution:**  
Advised the on site office fax number.

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Name: Tomasz Nawrocki      Request #: 0554-AMDK988SX4      Status: Completed  
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: AnnMarie Detrick  
Type of Request: Account Information

**Description:**  
Alina Pisiecka (representing the seller) called to ask if the Board would be willing to waive all late assessment fees. She indicated that buyer is willing to pay 2500.00 toward the past assessments. Mrs. indicated that she felt this would benefit the Association as they would at least get some money back or they will loose the buyer and the condo will go into foreclosure.

**Resolution:**  
I had advised Mrs Pisiecka to please put her request in writing and either email or fax it to us and we would be more than happy to address the board on their behalf. Mrs. indicated that she will have the attorney fax over the letter to us on Monday.

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Name: Sara Fields      Request #: 0554-LRAY97RKX8      Status: Completed  
Address: 1405 E Central Rd 414B Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Lisette Ray  
Type of Request: Move-out received Renter

**Description:**  
Tenant spoke to Annmarie to schedule a move out on Friday, May 31, 2013. Tenant wants to drop off deposit for move.

**Resolution:**  
Advised tenant elevator key would not be available until day before move out. Deposit can be placed at that time and will be returned once key is returned to office.

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Name: Sara Fields      Request #: 0554-CBRT986PPH      Status: Completed  
Address: 1405 E Central Rd 414B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Cheri Brandt  
Type of Request: On Site Information

**Description:**  
Vendor calling for on site office only.

**Resolution:**  
Vendor will callback later this afternoon.

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Name: Jerome Handel      Request #: 0554-LRAY97XJYP      Status: Completed  
Address: 1405 E Central Rd 421C Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Lisette Ray  
Type of Request: Other

**Description:**

Resident Libby lost a large set of keys this morning on an S keychain with a leopard house key. Wanted to know if any have been turned in to the office.

**Resolution:**

Advised resident no keys have been turned in, will check with maintenance and call if found.

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Name: Jerome Handel      Request #: 0554-SPOY988JDW      Status: Completed  
Address: 1405 E Central Rd 421C Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: Susan Potkay  
Type of Request: Common Area Request

**Description:**

Owner Mr 847-217-0365 advises elevator is stuck open on 4th floor. Owner advises elevator needing repair is one on left when facing elevators.

**Resolution:**

Issued WO in common area

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Name: Linda Caldwell      Request #: 0554-JCLK986JGS      Status: Completed  
Address: 1415 E Central Rd 110B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Transferred Call

**Description:**

Owner called received letter regarding account. Owner stated charge do not know what the charge is for.

**Resolution:**

Transferred to on-site office.

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Name: Linda Caldwell      Request #: 0554-FALZ986JPX      Status: Completed  
Address: 1415 E Central Rd 110B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Fabiola Alvarez  
Type of Request: Account Information;Forwarded to Property Manager;Other

**Description:**

Homeowner Mrs is calling in regards to the notice and demand charge she has on her account. Owner would like to know what this charge is for.

**Resolution:**

Advised owner the charge was applied to her account in error. Advised owner the PM has adjust the account.

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Name: Thomas Peterson      Request #: 0554-LRAY97FPM5      Status: Completed  
Address: 1415 E Central Rd 112B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Lisette Ray  
Type of Request: Violations

**Description:**

Owner calling for violation letter received, was not clear for what.

**Resolution:**

Advised owner no insurance has been provided for unit after request. Owner will submit insurance as he was going through a refi.

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Name: Larry Dellefield      Request #: 0554-SPOY97VQCH      Status: Completed  
Address: 1415 E Central Rd 113B Arlington Hghts, IL 60005      Date Entered: 05/20/2013      Received By: Susan Potkay  
Type of Request: On Site Information

**Description:**  
Owner Mrs 847-439-8181 requesting to speak with on site PM. Owner calling to complaint that lawn was ruined during road replacement project. Owner advises he has reported this many times and he has been told it would be addressed however it has not. Owner advises he has talked to on site office regarding this however he wanted to report to EGV also.

**Resolution:**  
Provided Owner with on site contact information and hours.

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Name: Samuel Listopad      Request #: 0554-SPOY97SSJ      Status: Completed  
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005      Date Entered: 05/17/2013      Received By: Susan Potkay  
Type of Request: On Site Information

**Description:**  
Lender Jacee with Wells Fargo 855-216-6887 requesting on site contact information to discuss budget questions with PM.

**Resolution:**  
Provided Lender with on site contact information.

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Name: Samuel Listopad      Request #: 0554-BHOD97WS67      Status: Completed  
Address: 1415 E Central Rd 120C Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Status

**Description:**  
Tracy - Wells Fargo Home Mortgage calling to check the status of a CQ. Tracy stated she sent the CQ back due to one answer is not answered via email.

**Resolution:**  
Advised Tracy per Closing Department the questions that are not answered need to be referred to the master COI for further assistance. Advised Tracy of the phone number to the master COI.

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Name: John McCarthy      Request #: 0554-CBRT985JK4      Status: Completed  
Address: 1415 E Central Rd 203A Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Cheri Brandt  
Type of Request: Emergency On Call;Unicom

**Description:**  
Bathtub backing up

**Resolution:**  
Delivered to Juan at 12:00 PM 5/25/2013.

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Name: Michael Gasparro      Request #: 0554-LRAY97VSR6      Status: Completed  
Address: 1415 E Central Rd 205A Arlington Hghts, IL 60005      Date Entered: 05/20/2013      Received By: Lisette Ray  
Type of Request: Lease Info

**Description:**  
New tenant called to inform lease was signed yesterday. Tenant wants to make arrangements for move in.

**Resolution:**  
Advised tenant of move in procedures and forwarded by email all forms required.

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Name: Barbara Johnson      Request #: 0554-SPOY97RHMX      Status: Completed  
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Susan Potkay  
Type of Request: Pool;Forwarded to Property Manager

**Description:**  
Owner Mrs 847-909-1793 providing authorization for neighbor Mary Ann Kaiser to collect/validate her pool passes at the on site office. Owner requesting information be provided to on site office.

UPDATE 5/16/13 11:25am-Per PM: Thanks

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Name: Barbara Johnson      Request #: 0554-SPOY97RP38      Status: Completed  
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Susan Potkay  
Type of Request: On Site Information

**Description:**  
Owner Mrs 847-909-1793 advises she has tried to contact on site office for past 20 minutes. Owner advises phones are ringing over and over. Owner advises she was unable to leave message. Owner requesting on site office fax number.

**Resolution:**  
Advised Owner will notify on site office of phones. Provided Owner with on site office fax number.  
Update Per PM: PM in office now.

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Name: Barbara Johnson      Request #: 0554-LRAY97XMVP      Status: Completed  
Address: 1415 E Central Rd 211B Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Lisette Ray  
Type of Request: Landscaping

**Description:**  
Owner calling regarding front planting bed at entrance, wants to know if they are done planting for the year.

**Resolution:**  
Advised owner perennials will be planted to fill in the empty space. Board approved reduction in annual bed space with same perennials that are already there.

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Name: Johanne Cacciatore      Request #: 0554-JCLK986PPH      Status: Completed  
Address: 1415 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Account Information

**Description:**  
Owner needed account balance.

**Resolution:**  
Advised

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Name: Phyllis Sommers      Request #: 0554-LRAY97FKWV      Status: Completed  
Address: 1415 E Central Rd 215B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Lisette Ray  
Type of Request: Other

Description:  
Owner calling to request Juan stop by to see her.

Resolution:  
Advised we will pass on the message for return call after hours.

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Name: Jack Ristow      Request #: 0554-SBOA986NK5      Status: Completed  
Address: 1415 E Central Rd 218C Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Socorro Bocanegr  
Type of Request: Work Order Status;Forwarded to Property Manager

Description:  
Owner Mr states maintenance was there earlier and will be returning however he needs to leave the unit and will return at 2:30pm

Resolution:  
Advised will notify onsite

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Name: Mary Errington      Request #: 0554-KVGR97HU4R      Status: Completed  
Address: 1415 E Central Rd 220C Arlington Hghts, IL 60005      Date Entered: 05/08/2013      Received By: Kasandra Von Gl  
Type of Request: Forwarded to Property Accountant

Description:  
Son of the owner calling to see if there are rules and Regs stating that the owners have to have insurance on the property. Caller would like to have the PM call him about the insurance policy and the LMS way things are being run.

847-875-5574

Caller would like to have the COI for the association sent out to him via postal

Resolution:  
Sent out the COI and advised that the request for a return call would be sent to the PM

Update per PM: 5/9/13 9:47AM - PM called Randy Errington to return call, no answer, left message on voicemail to call back at on-site office during office hours.

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Name: Katherine Gits Carda      Request #: 0554-LRAY987MP6      Status: Completed  
Address: 1415 E Central Rd 221C Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Lisette Ray  
Type of Request: Pool

Description:  
Tenant Mrs. came to office to renew passes. Need 3 replacement pool passes for lost pass. Tenant paid by check for passes.

Resolution:  
issued 3 replacement passes to tenant.

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Name: Genie Uli      Request #: 0554-FALZ97SMLH      Status: Completed  
Address: 1415 E Central Rd 301A Arlington Hghts, IL 60005      Date Entered: 05/17/2013      Received By: Fabiola Alvarez  
Type of Request: Outbound Call;Account Information;Service@lmsnet.com

**Description:**

Owner emailed-

Regarding a missing check> i had requested a billing accountability, received same and noticed that a Nov 2012 assessment check had not cleared and thus sent in another check to the Elk Grove, office on April 25, 2013. So far the check has not been cashed or credited to my account. Please let me know the status

Nicole Uli and Genie S Uli

foxy6146@att.net  
(312)922-2923

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Name: Phil Caciatoore      Request #: 0554-JCLK986PQN      Status: Completed  
Address: 1415 E Central Rd 309A Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Account Information

**Description:**

Owner needed account balance.

**Resolution:**  
Advised

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Name: Daniel Reid      Request #: 0554-FALZ97BPBL      Status: Completed  
Address: 1415 E Central Rd 315B Arlington Hghts, IL 60005      Date Entered: 05/02/2013      Received By: Fabiola Alvarez  
Type of Request: Account Information

**Description:**

Homeowner Mr 847-749-0304 is calling to confirm if the payment for the building keys have posted for the owner received a statement showing it is due

**Resolution:**

Advised owner it shows as paid.

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Name: Daniel Reid      Request #: 0554-JCLK97XLL2      Status: Completed  
Address: 1415 E Central Rd 315B Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Jean Clark  
Type of Request: Account Information

**Description:**

Son called to check on May's payment should have been automatic.

**Resolution:**

Advised May payment did not get taken out. Advised of Payleases customer service phone number. Advised would need to write board to have late fee waived.

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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<u>Name:</u> Kelly Duddy	<u>Request #:</u> 0554-KVGR97ZQUV	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 401A Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/24/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> e-Debit;Account Information	
<b>Description:</b>		
Owner Mrs calling to state that she was on e-debit and there was an error on our part and there was a late fee that the letter she received stated the would not have. Owner would like to have the late fee removed from the account.		
<b>Resolution:</b>		
Advised that the information would be sent to the PM		
Update per PM "Please let her know if will be credited back so next month they will pull the assessments minus the \$25.00."		
Outbound call to owner to advise. Left Message.		
<u>Name:</u> Linda Olson	<u>Request #:</u> 0554-SPEY97QKET	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 402A Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/15/2013	<u>Received By:</u> Sandra Penway
	<u>Type of Request:</u> Insurance Information	
<b>Description:</b>		
Ms Olson requesting insurance information for the Association.		
<b>Resolution:</b>		
Provided Ms Olson the information as stated in the Vendor Profile.		
<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-SBOA988LAT	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/31/2013	<u>Received By:</u> Socorro Bocanegr
	<u>Type of Request:</u> Forwarded to Property Manager;Other	
<b>Description:</b>		
Caller requested the key inventory form be faxed to her at fax 847-352-6303@lms.fax		
<b>Resolution:</b>		
Advised I would send it but then realized this is only through the onsite office,		
Fwd to PM to fax if possible		
UPDATED @ 2:10PM faxed the form I received from PM which is specific to this unit as it has owner's signature so far.		
It is also noted on the prior IR that this realtor has been provided with a copy of the checklist for the sale of unit.		
<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-KVGR988KB3	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/31/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> Closing PAL Form Requested;Vendor Referral	
<b>Description:</b>		
Realtor calling to get directions to the office. Caller advised that there are two liens that show up on the property and she would like to have more information		
Faxed out the checklist for closing to the caller and advised to contact the association Atty for any legal information		
847-352-6303		

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**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Bridie Downey      Request #: 0554-BHOD97YT92      Status: Completed  
Address: 1415 E Central Rd 413B Arlington Hghts, IL 60005      Date Entered: 05/23/2013      Received By: Beverly Hood  
Type of Request: Settlement Statement Requested

**Description:**  
Gary Downey - New Owner calling to inquire if a trustee deed would work. Owner stated he will send the deed.

**Resolution:**  
Advised Gary to send the trustee deed.

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Name: Bridie Downey      Request #: 0554-FALZ97YSWE      Status: Completed  
Address: 1415 E Central Rd 413B Arlington Hghts, IL 60005      Date Entered: 05/23/2013      Received By: Fabiola Alvarez  
Type of Request: Settlement Statement Requested

**Description:**  
Owner Mr Son 847-361-1477 is calling to advise he took ownership of the unit from his mother and would like to know what he needs to provide. Owner states he has a quit claim deed, would this suffice.

**Resolution:**  
Advised owner son he may send over the quit claim deed to further process.

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Name: Sam Miller      Request #: 0554-LRAY987MB4      Status: Open  
Address: 1415 E Central Rd 415B Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Lisette Ray  
Type of Request: Projects

**Description:**  
Owner's agent Carol Guydan is renewing lease for unit on behalf of owner. States ceiling of balcony is deteriorating fast and wants to know if it will be included in repairs for this year.

**Resolution:**  
Advised her it is listed as a #3 rating but will have project manager take a look to evaluate and advise.

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Name: Marie Miller      Request #: 0554-SPEY97FJF6      Status: Completed  
Address: 1415 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Sandra Penway  
Type of Request: Insurance Information;On Site Information

**Description:**  
Ms Miller inquiring what to submit for proof of insurance and how to submit .

**Resolution:**  
Advised Ms Miller she may submit the documents to the on site office and confirmed the hours of operation.

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Name: Edward Stasica      Request #: 0554-BHOD97PM6T      Status: Completed  
Address: 1505 E Central Rd 102A Arlington Hghts, IL 60005      Date Entered: 05/14/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Form Requested

**Description:**  
Helen - Fifth Third Bank calling to inquire if a CQ was received via fax on May 3, 2013. Helen stated she did not send an order form. Helen stated she would like the order form sent via email to helen.dritakis@53.com.

**Resolution:**  
Advised Helen we have not received the CQ order form. Advised Helen if she sent the CQ with an order form. Advised Helen the order form will be sent via email.

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Name: Edward Stasica      Request #: 0554-JCLK985LR5      Status: Completed  
Address: 1505 E Central Rd 102A Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Jean Clark  
Type of Request: Forwarded to Property Manager

**Description:**

Owner called regarding pool don't open unless 68 degrees. Owner feels that not taking temp at pool side. Spoke with the lifeguard and said it was reported not warm enough.

**Resolution:**

Advised would forward to PM.

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Name: Karin Levitski      Request #: 0554-JCLK97BMJU      Status: Completed  
Address: 1505 E Central Rd 111B Arlington Hghts, IL 60005      Date Entered: 05/02/2013      Received By: Jean Clark  
Type of Request: Account Information;e-STAR

**Description:**

Owner called regarding sent check for April assessments. Owner asked to note file that going to sign up for estar so can get account caught up.

**Resolution:**

Advised do not show April payment. Advised to put stop payment on check because if we receive a month from now the check will be applied to account. Provided e-star information.

Update per PM 5/8/13: We typically do not have owners stop payment unless they cannot afford it. There is no way to stop the lockbox from processing this check once it is received so once it goes through as a stop payment, she will incur a \$42.00 fee for it being returned. I would advise my residents to make an additional payment if necessary and then request a late fee waiver from the Board in writing rather than put a stop payment.

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Name: Richard Tignino      Request #: 0554-DCON97CJHX      Status: Completed  
Address: 1505 E Central Rd 112B Arlington Hghts, IL 60005      Date Entered: 05/03/2013      Received By: Danielle Corcoran  
Type of Request: Forwarded to Property Manager;Pet Etiquette;Violations

**Description:**

Owner calling to advise his violation letter for having a visiting dog was not correct. Owner stating he has one dog that he brings to work every day and there have been no other dogs there.

**Resolution:**

Advised owner that if he would like to contest this violation and fee, he may send a letter in writing to BOD to review. Advised owner BOD would send decision in writing to him. Advised owner he may email request to service@lmsnet.com. Forwarded to PM.

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Name: Richard Tignino      Request #: 0554-SRPN97GVL5      Status: Completed  
Address: 1505 E Central Rd 112B Arlington Hghts, IL 60005      Date Entered: 05/07/2013      Received By: Steven R Peterson  
Type of Request: Violations;Board Consideration;Forwarded to Property Manager

**Description:**

**Resolution:**

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Email to LMS:

Dana Point

Ok received a violation notice fine \$260.00 stating visiting Dog.  
This is pretty absurd. Absolutely no way possible is this me in  
1505 112B

I have 1 Dog in my Unit (Registered with Dana Point) his name is  
Maximus and that it.

He comes to work with me EVERYDAY all day 6 days a week &  
I return around 6:30 to 7 every evening for dinner & sleep. My  
wife works Every day all day too, so there is nobody home &  
nobody else living with us nor have I ever had anyone over with  
any sort of animal period. So not sure where this information came  
from (Little concerning) but it's absolutely 100% False they have  
us confused. I'm a good tenant, quite, clean, courteous,  
assessments never late & like I said not even home all that much.  
In conclusion please reverse this violation & fine as it in no way  
pertains to me or my wife in 1505 Unit 112B.

Mike Tignino

1505 East Central Road Unit 112B

Name: Leslie Haas

Request #: 0554-LRAY97FJZE    Status: Completed

Address: 1505 E Central Rd 203A Arlington Hghts, IL 60005

Date Entered: 05/06/2013    Received By: Lisette Ray

Type of Request: Water Intrusion

**Description:**

Need appointment to inspect for water leak into unit below to  
confirm leak has been repaired. Have key for unit below to repair  
dry wall. Left message for owner.

**Resolution:**

PM Left message.  
UPdate per PM, owner made appointment for 1Pm today to enter  
unit.

Name: Jamie Richer

Request #: 0554-SPEY97FJW5    Status: Completed

Address: 1505 E Central Rd 205A Arlington Hghts, IL 60005

Date Entered: 05/06/2013    Received By: Sandra Penway

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

**Description:**

Lucy (tenant) advising she had an appointment for dry wall repair  
for the ceiling and the wall at 10:00 am today and she was called  
into work for a mandatory meeting and would like to reschedule  
for Friday May 10 as early in the morning as possible. Phone to  
reschedule as soon as possible. 847-322-3664 Lucy

**Resolution:**

Advised Lucy the on site office would be notified  
FWD to PM (LR)

Name: Jamie Richer

Request #: 0554-LRAY97PM84    Status: Completed

Address: 1505 E Central Rd 205A Arlington Hghts, IL 60005

Date Entered: 05/14/2013    Received By: Lisette Ray

Type of Request: Work Order Status

**Description:**

Mrs. Tenant calling to cancel appointment for Wednesday to  
repair dry wall from leak, owner cannot be home, but owner will  
have someone available at 9:00 AM on Thursday to complete  
repair. Please advise if 9:00 AM can be done and call tenant back.  
No update on work orders or IR available with current status.

**Resolution:**

Forward to AD for advisement and call back to tenant with new  
appointment time. Per AD: Appointment set by maintenance man,  
advised of Thursday and confirmed 9:00 AM appointment.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Mary Ann Gall      Request #: 0554-LRAY97WM59      Status: Completed  
Address: 1505 E Central Rd 210B Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: Neighbor Etiquette;Violations

**Description:**

Owner calling concerned about kids from #119C next to rental unit that are playing in court yard and in fire lane which are not designated play areas. Owner is concerned kids will be injured or hit by car in fire lane. Owner does not want to submit a written complaint.

**Resolution:**

Advised owner a written complaint should be filed. Owner refused as last time it was not a good experience. Owner advised they store the bikes on the patio. Advised owner, PM will see if any violations can be documented by office and will address it as permitted without written complaint.

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Name: US Bank National Association      Request #: 0554-BHOD97AT3J      Status: Completed  
Address: 1505 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/01/2013      Received By: Beverly Hood  
Type of Request: General Property Info;Account Information

**Description:**

Frank Rodriguez - Weichert Realtors calling to inquire about general property questions. Frank inquire about the monthly assessment amount.

**Resolution:**

Advised Frank of the general property answers. Advised Frank of the monthly assessment amount for this unit.

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Name: Helena Kuczak      Request #: 0554-KVGR97GJWL      Status: Completed  
Address: 1505 E Central Rd 303A Arlington Hghts, IL 60005      Date Entered: 05/07/2013      Received By: Kasandra Von Gl  
Type of Request: Account Payable Request

**Description:**

Owner Mrs calling to state that she sent in her payment in the mail by the 15th and she should not have a late fee.

**Resolution:**

Advised that the payment needed to be received by the 15 as the late fees are posted to the account on the 16th. Advised owner to send in her request to have the late fee waived in writing.

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Name: Harold Fotre      Request #: 0554-JBYE97QP39      Status: Completed  
Address: 1505 E Central Rd 305A Arlington Hghts, IL 60005      Date Entered: 05/15/2013      Received By: Jackie Byrne  
Type of Request: Pool;On Site Information

**Description:**

Tenant, also owner's daughter is calling to ask about getting pool passes. She said that she called the on site office. She said that she'd check with her mother to see if the hold harmless form was filled out.

**Resolution:**

I read to her what the profile stated.

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Name: Sara Schaub      Request #: 0554-BHOD97XM52      Status: Completed  
Address: 1505 E Central Rd 310B Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Sara Schaub/PNTI  
Type of Request: Unicom;Account Information;Forwarded to Property Manager

**Description:**

**Resolution:**

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This is to let you know that my unit number has been incorrectly listed as 310C and it should be 301B. It seems to reflect this incorrect number on this site and on documents sent to us as well.

Forwarded to PM for advisement.

Thanks!

Sara

<u>Name:</u> Sara Schaub	<u>Request #:</u> 0554-CBRT97ZMPP	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 310B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/24/2013	<u>Received By:</u> Cheri Brandt
<b>Description:</b> Please find attached the owner information sheet and current condo insurance declaration page. Also, please note that on documents sent to us by Lieberman and on eStar, our unit number has been incorrectly listed as 310C and it should be 310B.	<u>Type of Request:</u> Census;Forwarded to Property Manager;Insurance Information;Service@lmsnet.com	<b>Resolution:</b> Forwarded census and insurance to the PM.
Thank you, Sara Schaub Melisande Resendiz 1505 E Central Rd, 301B (847) 312-2454		
<u>Name:</u> Mark Splendorio	<u>Request #:</u> 0554-SPEY97FNSD	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 311B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/06/2013	<u>Received By:</u> Sandra Penway
<b>Description:</b> Mr Splendorio reporting a crack in the east of the bedroom wall which extends from the floor to the ceiling. Over time it has expanded by getting wider and deeper . He states the building is shifting and is even causing the closet organizer to shift. He is very concerned and would like this to be inspected as soon possible. He is requesting , due to his wife's health condition to please inspect on Thursday May 9 2013 between 1 and 3 pm . He is not able to have anyone enter when she is home. He will leave the door unlocked and consented to Maintenance entering the unit.	<u>Type of Request:</u> Forwarded to Property Manager;Work Order Status	<b>Resolution:</b> Advised the PM (LR) would be notified of the request. FWD to PM (LR) Update Per PM: advised Sandra due to cancelled appointments and entry refusal, we will set this appointment to inspect only on Thursday, May 9, 2013 between 1 and 3. Should the appointment be cancelled or denied entry, the association will take no further action and it will be the owner's responsibility to repair. Waiting for confirmation from Sandra with owners response to confirm. Update Per PM: 5/9/13 - Owner called to cancel appointment again since wife is not feeling well. PM sending letter to owner to advise association will not take any further action on this matter as it is an owner responsibility.
<u>Name:</u> Mark Splendorio	<u>Request #:</u> 0554-BHOD97NLD5	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 311B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/11/2013	<u>Received By:</u> lmsu07/Lieberman
<b>Description:</b> Shirley Ruele would like to speak with someone about a letter she received, advising her she denied access to her unit when someone came to look at the crack in her bedroom wall. She was sick and did not deny anyone access, she was not able to let them in as sick as she was. The letter also states it is her responsibility to repair it, and it is because the building is settling not because of anything she has done. She can be reached at 847-640-7731.	<u>Type of Request:</u> Unicom;Forwarded to Property Manager;Homeowner Responsibility;On Site Information;Outbound Call	<b>Resolution:</b> Forwarded to PM for advisement.  Outbound 5/13/13 1:09pm: Advised owner per PM for owner to put her request in writing to the Board and deliver it to the office before May 21,2013 for consideration at the next Board meeting.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Mark Splendorio      Request #: 0554-FALZ97NJKT      Status: Completed  
Address: 1505 E Central Rd 311B Arlington Hghts, IL 60005      Date Entered: 05/13/2013      Received By: Fabiola Alvarez  
Type of Request: Insurance Information

**Description:**

Homeowner Mr is calling in regards to the Warning letter he received requesting for a COI document for his unit. Owner states he chooses not to insure the inside of his unit for there is nothing to insure. Owner states this is his decision and would like to know who he can dispute this with,

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Name: Krystle Seifert      Request #: 0554-LRAY97WL7V      Status: Open  
Address: 1505 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: On Site Information

**Description:**

PM called owner to arrange for unit entry for drain in #405 any day from 9 - 4:00.

**Resolution:**

Advised owner to consult this information with the on site office. Advised owner he is to insure the inside of his unit per the governing documents of his association

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Name: Marilyn Counter      Request #: 0554-LRAY97WL4W      Status: Open  
Address: 1505 E Central Rd 405A Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: Homeowner Responsibility

**Description:**

Owner states bathroom is draining slowly, will need appointment with neighbor to clear line. Please make appointment with #403 and call owner to confirm when maintenance can enter to inspect and clear.

**Resolution:**

Call owner back with appointment time once neighbor has responded.

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Name: Tomasz Soltys      Request #: 0554-ARIR97JRMP      Status: Completed  
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005      Date Entered: 05/09/2013      Received By: Andrea Ritter  
Type of Request: Settlement Statement Received

**Description:**

Received settlement statement for new owner Anna Malek.  
Closing date was 4-26-13

**Resolution:**

will process move

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Name: Tomasz Soltys      Request #: 0554-LRAY985LVQ      Status: Completed  
Address: 1505 E Central Rd 406A Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**

A.R> calling to discuss account transfer to owner as a result of a violation posted after the PAL issued 4/26. Warning of violation was sent 4/5 with final \$100 violation posting after PAL issued with a credit. Can credit be withheld due to violation?

**Resolution:**

Advised will check with attorney and get back to A. R with answer.  
Update: to A.R. - Pm advised per attorney, withhold \$100. violation and return remaining credit.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Bridie Downey      Request #: 0554-LRAY97APNM    Status: Completed  
Address: 1505 E Central Rd 408A Arlington Hghts, IL 60005      Date Entered: 05/01/2013    Received By: Lisette Ray  
Type of Request: Neighbor Etiquette

**Description:**

Owner Mrs. calling to report owner of #104 allows her child to draw with chalk all over the sidewalks in the fire lane as she sits in a chair on the pathway. Owner is concerned that this is a dangerous place to sit and play and does not appreciate the graffiti.

**Resolution:**

Asked owner to fill out complaint form, owner refused. Owner stated she does not care if the Board considers it a violation, but wants this stopped. She approached the woman previously to politely express her concern and the woman ignored her.

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Name: Robert Schmitz      Request #: 0554-LRAY97XQXM    Status: Completed  
Address: 1505 E Central Rd 410B Arlington Hghts, IL 60005      Date Entered: 05/22/2013    Received By: Lisette Ray  
Type of Request: General Property Info

**Description:**

Owner has a bathroom fan that was installed but is not connected to the outside. Owner was going to hire Juan to repair it, but wants to know if it is a building responsibility.

**Resolution:**

Advised owner will need to speak with maintenance and check rules and will call her back.  
Update Per PM: Advised owner bathfan duct is in the wall, but has separated. As it is only for her unit, it is an owner responsibility.

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Name: Benjamin Mule      Request #: 0554-LRAY985KNR    Status: Completed  
Address: 1505 E Central Rd 411B Arlington Hghts, IL 60005      Date Entered: 05/28/2013    Received By: Lisette Ray  
Type of Request: Water Intrusion;Projects

**Description:**

Owner Mr. calling regarding leak in living room from rain, wants to know when it will be repaired as tenant has had water into unit.

**Resolution:**

Assistant PM advised owner they have no information on lease and tenant. Owner requested to be transferred to PM.

PM advised owner, large tuck pointing repairs are necessary and are waiting Board approval. Once all repairs are completed to exterior, office will contact all owners to arrange for dry wall repairs up to primer coat. Owner became upset stating he has lost rent and that he will contact his attorney since no one is taking care of the damage. Owner stated maintenance has been in to inspect unit. He has paid for a painter to repair the unit and is frustrated that the roof leak keeps occurring. Advised owner roof has been inspected but is not leaking and we cannot proceed with the repairs without the board's approval. Board is meeting Thursday to hopefully approve the contract. Owner will have lawyer contact main office and ended the call.

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Name: Arthur Salins      Request #: 0554-FALZ97GNDN    Status: Completed  
Address: 1505 E Central Rd 414B Arlington Hghts, IL 60005      Date Entered: 05/07/2013    Received By: Fabiola Alvarez  
Type of Request: e-STAR;Other

**Description:**

Owner calling for assistance in logging onto Estar.

**Resolution:**

Assisted owner in logging onto eStar.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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<u>Name:</u> Arthur Salins	<u>Request #:</u> 0554-AMDK97ZMTA	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 414B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/24/2013	<u>Received By:</u> AnnMarie Detrick
<u>Type of Request:</u> Account Information		
<b>Description:</b> Mrs. called as she is in AZ (snowbird) stating that she paid her past due assessment on line thru E-stat on May 7th and she was not going to send the attorney any money directly and that if we wanted to send it we can do it ourselves. She also stated that she had never received a statement of invoice stating that she owes us anything.		
<u>Name:</u> Tanya Golub	<u>Request #:</u> 0554-FALZ97NUXZ	<u>Status:</u> Completed
<u>Address:</u> 1505 E Central Rd 415B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/13/2013	<u>Received By:</u> Fabiola Alvarez
<u>Type of Request:</u> Account Information;Lockbox Address Requested		
<b>Description:</b> Homeowner Mrs is calling for the lockbox address and her account number to send in her May assessment. Owner has been sending this to the previous management company		
<u>Name:</u> Dawn Pett	<u>Request #:</u> 0554-ABOO986R36	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 118C Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/29/2013	<u>Received By:</u> Angie Botello
<u>Type of Request:</u> Architectural Change Information ;Homeowner Responsibility;Vendor Referral		
<b>Description:</b> Dawn calling to state that she would like vendor info for window replacement. Owner would also like to knwo if BOD approval is needed. retailbuyer99@comcast.net		
<u>Name:</u> Marian Long	<u>Request #:</u> 0554-KVGR97PTYL	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/14/2013	<u>Received By:</u> Kasandra Von Gl
<u>Type of Request:</u> Forwarded to Property Manager		
<b>Description:</b> Owner Mrs calling to see if the COI was received by the on site office.		
312-601-4875	Update per PM "We have not yet received their insurance information as of today." Outbound call to the owner who stated that it was sent over again today. Owner stated if its not received please let her know and she will walk it in to the office. Verified the fax number for the on site.	

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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<u>Name:</u>	Marian Long	<u>Request #:</u>	0554-BHOD97QL5P	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u>	05/15/2013	<u>Received By:</u>	Beverly Hood
<u>Description:</u>	Juanita - (847-818-9410) American Family Insurance calling to speak with PM regarding owner COI.	<u>Type of Request:</u>	Forwarded to Property Manager;Insurance Information	<u>Resolution:</u>	Advised Juanita PM is unavailable at the moment and will forward this information to PM.  - 5.15.13 - I called and spoke to Juanita and explained that we did not receive HO policy here at our office. I confirmed our fax number with Juanita and she will be forwarding a copy of the insurance to us. - A. Detrick
<u>Name:</u>	Marian Long	<u>Request #:</u>	0554-SPEY97QL34	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u>	05/15/2013	<u>Received By:</u>	Sandra Penway
<u>Description:</u>	Juanita ( American Family Ins) states she faxed a certificate of insurance last month and her client called very upset as she received an additional letter stating the Association had not yet received.	<u>Type of Request:</u>	Insurance Information	<u>Resolution:</u>	Provided the fax number to the on site office
<u>Name:</u>	Marian Long	<u>Request #:</u>	0554-SPEY97QLGS	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 163B Arlington Hghts, IL 60005	<u>Date Entered:</u>	05/15/2013	<u>Received By:</u>	Sandra Penway
<u>Description:</u>	Juanita ( American Family ) calling as she is unable to confirm with the on site office if the certificate of insurance has been received. 847-818-9409	<u>Type of Request:</u>	Forwarded to Property Manager;Insurance Information	<u>Resolution:</u>	Advised Juanita the on site staff may be unavailable and a request to confirm receipt would be sent to them. FWD to PM (LR)
<u>Name:</u>	Robert Koehnke	<u>Request #:</u>	0554-JCLK97BL6B	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 220C Arlington Hghts, IL 60005	<u>Date Entered:</u>	05/02/2013	<u>Received By:</u>	Jean Clark
<u>Description:</u>	Owner called was sent coupon book but only went through April and then was to receive a new book with \$5.00 incease for storage unit.	<u>Type of Request:</u>	Account Information;Coupon Book Request	<u>Resolution:</u>	Advised how to send in payment. Advised would look into getting owner new coupon book.

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Name: Marlene Rivara      Request #: 0554-SPEY988HMY      Status: Completed  
Address: 1515 E Central Rd 222C Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: Sandra Penway  
Type of Request: Work Order Status

**Description:**  
Kathy Esposito ( daughter of owner) states water is hearing water dripping and running down the bathroom wall.

**Resolution:**  
While on the phone , Maintenance arrived to investigate.

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Name: Henry Hopp      Request #: 0554-SBOA97VLYB      Status: Completed  
Address: 1515 E Central Rd 257A Arlington Hghts, IL 60005      Date Entered: 05/20/2013      Received By: Socorro Bocanegr  
Type of Request: Other

**Description:**  
Owner Mr calling for the name of DM as he is preparing a letter for PM, DM and board

**Resolution:**  
Advised of EG office

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Name: Max Frenn      Request #: 0554-IAYA98727T      Status: Completed  
Address: 1515 E Central Rd 259B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Irene Ayala  
Type of Request: Closing PAL Request Received

**Description:**  
5/28 Received order requesting for CQ. Closing 7/19

**Resolution:**  
normal processing pd via MC for \$125

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Name: Jay Welter      Request #: 0554-JBYE97FP4F      Status: Completed  
Address: 1515 E Central Rd 262B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Jackie Byrne  
Type of Request: On Site Information

**Description:**  
Owner is calling to ask for the on site office number as the one she had was not working.

**Resolution:**  
Gave both numbers from the profile.

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Name: Nadine Lewis      Request #: 0554-LRAY97FSX4      Status: Completed  
Address: 1515 E Central Rd 263B Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Lisette Ray  
Type of Request: Work Order Status

**Description:**  
Owner calling regarding exterminator appointment that no one has shown up for. Owner made appointment with A.D. for today for her and neighbor.

**Resolution:**  
No Work Order entered in unit. Will check with AD and exterminator to get another appointment set up. Will call owner back once we have an appointment time.  
Update Per PM: Appointment for Monday, May 13, between 9 and noon.

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<u>Name:</u> Nancy Balis	<u>Request #:</u> 0554-KVGR97HUEP	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 265B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/08/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> General Property Info;Other	
<b>Description:</b> Realtor calling to see when the roof was replaced, and general information on the property.		
Irena 708-351-6202		
<hr/> <u>Name:</u> Nancy Balis	<u>Request #:</u> 0554-KVGR97KMCR	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 265B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/10/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> Insurance Information	
<b>Description:</b> Owner Mrs calling to state that she has sent in her information but she will fax it in as soon as she can.		
<b>Resolution:</b> Advised that information can be found to verify once it is faxed in.		
<hr/> <u>Name:</u> Nancy Balis	<u>Request #:</u> 0554-KVGR97QS6N	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 265B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/15/2013	<u>Received By:</u> Kasandra Von Gl
	<u>Type of Request:</u> Budget/Financial/Doc Request;Rules/Regs Info;Closing PAL Form Requested	
<b>Description:</b> Owner Mrs calling to get Budget, 6 months meeting minutes, docs and bylaws , and the rules and Regs, and the PAL order form sent out via postal mail		
<b>Resolution:</b> Sent out the requested information via postal mail		
<hr/> <u>Name:</u> Randy Feltman	<u>Request #:</u> 0554-FALZ97GRBH	<u>Status:</u> Completed
<u>Address:</u> 1515 E Central Rd 322C Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/07/2013	<u>Received By:</u> Fabiola Alvarez
	<u>Type of Request:</u> Account Information	
<b>Description:</b> Homeowner Mrs is calling to advise her payment for April was sent on the 7th of April and the owner just received a statement showing her payment did not make it. Owner should not be held responsible for the late fee since she is not responsible for the postal service		
<b>Resolution:</b> Advised owner her payment for April is yet to post on the account. Advised owner if she feels she should not be resp. for the late fee she is to dispute with her PM. Advised owner to submit another payment and suggested she does not put a stop payment on the one she had sent before that never posted on her account to avoid additional bank fees.		

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: E Bruce Jackson      Request #: 0554-LRAY97RL7S      Status: Completed  
Address: 1515 E Central Rd 359B Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**

Owner calling for storage locker rental, owner has not yet dropped off renewal but will keep locker. Please send new coupon book needed for \$25.00 for storage fee increase beginning July 1, 2013 through December 31, 2013.

**Resolution:**

Forward request to EK to increase storage fee to \$25.00 per month and forward to A>R to send new coupon book for July - December with new monthly storage locker fee.

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Name: Isabel Jasinski      Request #: 0554-LRAY97ZMZR      Status: Completed  
Address: 1515 E Central Rd 360B Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Lisette Ray  
Type of Request: Pool

**Description:**

Tenant calling to see if owner has called to give authorization for tenant to renew pool passes.

**Resolution:**

Advised tenant, nothing has been noted in the account. Owner may call, email, or fax a written authorization to renew passes.

---

Name: Cynthia Quebbemann      Request #: 0554-SPEY97AJF7      Status: Completed  
Address: 1515 E Central Rd 362B Arlington Hghts, IL 60005      Date Entered: 05/01/2013      Received By: Sandra Penway  
Type of Request: General Property Info;Insurance Information

**Description:**

Rita ( Quicken Loans) seeking confirmation of the Association name and insurance information.

**Resolution:**

Provided Rita the Association name and the information as stated in the Vendor Profile.

---

Name: Barbara Czyszczon      Request #: 0554-DCON97WJH9      Status: Completed  
Address: 1515 E Central Rd 420C Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Danielle Corcoran  
Type of Request: Forwarded to Property Manager;Outbound Call;Water Intrusion

**Description:**

Owner calling to advise water is leaking in around window in her bedroom again. Owner would like a call back with information as to what will take place regarding this issue.

**Resolution:**

Advised owner information would be forwarded to PM for advisement and she would receive a call back.

Update: OUTBOUND call to owner 5/21 and LM to advise per PM: This is due to a large tuck pointing issue that we are in the process of bidding to repair as we have several areas that need to be done. Once the repairs are completed, we will call to arrange for the repair of the dry wall. I hope to have this resolved shortly as soon as the Board can approve a contract.

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Name: Phil Caciato Request #: 0554-JCLK986PUT Status: Completed  
Address: 1515 E Central Rd 421C Arlington Hghts, IL 60005 Date Entered: 05/29/2013 Received By: Jean Clark  
Type of Request: Account Information

**Description:**  
Owner needed account balance.

**Resolution:**  
Advised

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Name: John Nagle Request #: 0554-BHOD985UBW Status: Completed  
Address: 1515 E Central Rd 465B Arlington Hghts, IL 60005 Date Entered: 05/28/2013 Received By: Beverly Hood  
Type of Request: On Site Information;Forwarded to Property Manager;Outbound Call

**Description:**  
Owner Mr. calling regarding obtaining a replacement bike room key.

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

Outbound 5/31/13 6:34pm: LM Advised owner per PM the key is \$2.00 payable by check to Dana Point or added to assessments. The keys are here in the office.

---

Name: Su Chang Lim Request #: 0554-IAYA97YJDX Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005 Date Entered: 05/23/2013 Received By: Irene Ayala  
Type of Request: Closing PAL Request Received

**Description:**  
5/21 Received order requesting for 22.1 & PAL. CLOSING 5.31

**Resolution:**  
normal processing pd via Visa for \$250  
need checklist items - emailed SA: k2311ss@gmail.com & PM

---

Name: Su Chang Lim Request #: 0554-FALZ97YL38 Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005 Date Entered: 05/23/2013 Received By: Fabiola Alvarez  
Type of Request: Sale Questions

**Description:**  
Haley atty for seller 773-784-1322 is calling to advise she received a checklist packet for 100 E Huron and needs the checklist for Dana point,

**Resolution:**  
Apologized to the agent and resent the correct checklist. Atty confirmed she received the checklist for Dana Point.,

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Name: Su Chang Lim      Request #: 0554-SPOY985JES      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Susan Potkay  
Type of Request: Closing PAL Status

**Description:**  
Buyer 847-830-0586 requesting to submit move-IN fee. Buyer requesting if payment can be made over phone.

**Resolution:**  
Advised Buyer check for move-IN fee must be submitted.  
Provided Buyer with EGV address to submit payment.

---

Name: Su Chang Lim      Request #: 0554-SPOY985KWF      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Susan Potkay  
Type of Request: Closing PAL Status

**Description:**  
Seller Atty Haley Kim 773-784-1322 requesting if all checklist items have been turned in to release PAL.

**Resolution:**  
Advised Atty will confirm what is still required to release PAL  
  
UPDATE 5/30/2013 11:37am-Atty called back and was advised by Agent (BH): Buyers information is missing and the key inventory.

---

Name: Su Chang Lim      Request #: 0554-BHOD985SK2      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Status

**Description:**  
Jennifer - Law Office of Richard Kim calling to check the status of PAL.

**Resolution:**  
Advised Jennifer per Closing Department need signed sales contract and move in fee are needed

---

Name: Su Chang Lim      Request #: 0554-FALZ986KHH      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Fabiola Alvarez  
Type of Request: Sale Questions;e-Debit Application Status;Closing PAL Status;Other

**Description:**  
Homeowner Mrs 847-401-5748 is calling to advise the closing is tomorrow and not 5/31. Owner wanted to make sure the eDebit gets cancelled for they are not going to pay for June.

**Resolution:**  
Advised eDebit will cancel after the PAL is issued and advised the information about closing tomorrow will be sent to the closing dept.

---

Name: Su Chang Lim      Request #: 0554-JBYE986NE8      Status: Open  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jackie Byrne  
Type of Request: Closing PAL Status

**Description:**

**Resolution:**

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Jennifer 773-784-1384 calling from the SA's office is calling to check status of the PAL.1 that they ordered on 5/20. She said that they contacted the buyer's atty on the \$150 move in fee and the sales contract was also supposed to be provided as well.

call Jennifer back at 773-784-1322

I see from IR that the \$150 move in fee and signed copy of sales contract were missing as of yesterday. I can't reach closing and on site is closed until 1pm. I advised I'd send this to closing to advise on.

Update per PM: no other items have been received for closing. Key inventory must be picked up by buyer or seller before PAL will be released. PAL should not be released until all requirements are met.

Name: Su Chang Lim

Request #: 0554-FALZ986RSM    Status: Completed

Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005

Date Entered: 05/29/2013    Received By: Fabiola Alvarez

Type of Request: Caller Hung Up/No Caller;Closing PAL Status

**Description:**

Jennifer sellers atty 773-784-1384 is calling for the status of the PAL

**Resolution:**

While checking for status the caller hung up

Name: Su Chang Lim

Request #: 0554-LRAY986THZ    Status: Completed

Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005

Date Entered: 05/29/2013    Received By: Lisette Ray

Type of Request: Closing PAL Request Received;Closing PAL Status

**Description:**

Jennifer calling from attorney' office to see if move in payment was received.

**Resolution:**

Advised it was not received at the on-site office and we do not have any of the buyers information. PAL will not be released for closing until all requirements are in and the Key Inventory has been picked up from on-site office. Attorney will advise buyer to come to office tomorrow morning to complete items and have PAL ready for 3PM closing.

Name: Su Chang Lim

Request #: 0554-BHOD987JUG    Status: Completed

Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005

Date Entered: 05/30/2013    Received By: Beverly Hood

Type of Request: Closing PAL Status

**Description:**

Kristie - Attorney Mark Watychowicv Law Office calling to check the status of PAL.

**Resolution:**

Advised Kristie per previous call on 5/29/13 the buyers information is missing and the key inventory.

Name: Su Chang Lim

Request #: 0554-SPOY987PV5    Status: Completed

Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005

Date Entered: 05/30/2013    Received By: Susan Potkay

Type of Request: Closing PAL Status

**Description:**

Seller Atty Jennifer 773-784-1322 requesting update on PAL and 22.1. Atty advises all checklist items have been turned in now per LMS.

**Resolution:**

FWD to Closing (IA) for update on release of documents.

UPDATE/OUTBOUND 5/30/2013 1:45pm-Per Closing (IA):

Advised Atty checklist items have been turned in and PAL/22.1 are being processed for closing today.

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Name: Su Chang Lim      Request #: 0554-DCON987R75      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Danielle Corcoran  
Type of Request: Parking Info/Pass

**Description:**  
Mark buyer's attorney calling to check what parking space number is for this unit.

**Resolution:**  
Advised buyer's attorney of parking space number for this unit.

---

Name: Su Chang Lim      Request #: 0554-FALZ987S6Y      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Fabiola Alvarez  
Type of Request: Closing PAL Status

**Description:**  
Richard Kim Atty for the seller 773-795-4989 is calling for the status on the PAL

**Resolution:**  
Advised atty the closing is currently processing and will be sending the document shortly

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Name: Su Chang Lim      Request #: 0554-MZIN987SAK      Status: Completed  
Address: 1515 E Central Rd 466B Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Masha Zingerman  
Type of Request: Closing PAL Complete

**Description:**  
Stopped edebit. Faxed 22.1, budget, financ, PAL, receipt to 18478855728@LMS.FAX Closing 5-30-2013.

**Resolution:**  
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Name: Future Generation Investment Group      Request #: 0554-JCLK97RSES      Status: Completed  
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Jean Clark  
Type of Request: Closing PAL Status

**Description:**  
Linda from Home Trust called regarding did not receive budget and did not answer 1 question

**Resolution:**  
Advised did not order budget and Masha is resending CQ with the question answered.

---

Name: Future Generation Investment Group      Request #: 0554-SPEY97ZHYB      Status: Completed  
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Sandra Penway  
Type of Request: Closing PAL Status

**Description:**  
Linda with Home Trust Mortgage seeking additional comments which need to be added to the CQ.

**Resolution:**  
Provided Linda the service e mail address so she may submit her specific request in writing .

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Future Generation Investment Group      Request #: 0554-BHOD97ZKKE      Status: Completed  
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Status

**Description:**  
Linda - Home Trust Mortgage calling to inquire if she can obtain a time frame when the two questions can be done.

**Resolution:**  
Advised Linda the information will be forwarded to the Closing Department.

---

Name: Future Generation Investment Group      Request #: 0554-IAYA97ZRFJ      Status: Completed  
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Irene Ayala  
Type of Request: Closing PAL Request Received

**Description:**  
5-22 Received order requesting for 22.1, PAL and RR      Closing 5.31

**Resolution:**  
normal processing pd via VIsa for \$260  
need checklist items - emailed PM & SA: nmross@sbcglobal.net

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Name: Future Generation Investment Group      Request #: 0554-KKOS988U9Y      Status: Completed  
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005      Date Entered: 05/31/2013      Received By: Krisztina Kovacs  
Type of Request: Closing PAL Complete

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

**Resolution:**  
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Name: Collette Cox      Request #: 0554-LRAY97RRUE      Status: Completed  
Address: 1605 E Central Rd 104A Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**  
Owner came to office to update pool passes and request correct spelling of first name. please remove on l, name should read Colette Cox. Pm verified license for spelling.

**Resolution:**  
Forward to LK to remove one l from first name.  
UPDATE 5-17-13 Corrected name LK

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Name: Kathryn Konieczka      Request #: 0554-LRAY97YKTK      Status: Completed  
Address: 1605 E Central Rd 112B Arlington Hghts, IL 60005      Date Entered: 05/23/2013      Received By: Lisette Ray  
Type of Request: Pool

**Description:**  
Onwer calling to see if her mom can bring in pool passes to renew.

**Resolution:**  
Advised we will mark her as authorized or she can drop them off in our mail slot and we will return them.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Linda Hines      Request #: 0554-LRAY97FMWA      Status: Completed  
Address: 1605 E Central Rd 117C Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Lisette Ray  
Type of Request: Other

**Description:**

Owner calling regarding exterminator appointment scheduled for today. Owner has not seen them and wants to know if they are still on the property.

**Resolution:**

apologized to owner as no appointment is noted in the account for exterminator. Will call exterminator to see if we can get this scheduled out as soon as possible. Owner stated she called last month to request in April but missed it by 3 days so she was suppose to be done today. Apologized and scheduled appointment for her on Monday 5/13 between 9 am to 12 noon. Appointment to be billed by association.

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Name: Jack Bornhoeft      Request #: 0554-LRAY97FMPM      Status: Completed  
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**

Owner calling for address to send violation fine payment.

**Resolution:**

Gave owner lockbox address where to mail payments with account number on check.

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Name: Charlotte Darr      Request #: 0554-JCLK986TJH      Status: Completed  
Address: 1605 E Central Rd 212B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Closing PAL Form Requested

**Description:**

Buyers son is calling to see if move in fee has been paid.

**Resolution:**

Advised the son that the move in fee was received in the on-site office.

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Name: William Obal      Request #: 0554-JCLK97PHS5      Status: Completed  
Address: 1605 E Central Rd 217C Arlington Hghts, IL 60005      Date Entered: 05/14/2013      Received By: Jean Clark  
Type of Request: Forwarded to Property Manager

**Description:**

Owner called regarding asking for cert of insurance and insurance company faxed it and owner went to office to see that had it and was told yes association has cert of insurance. Now received a letter that owner is in violation because did not give copy of cert of insurance. Owner stated would call on-site office when open.

**Resolution:**

Advised would forward on to PM.

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Name: Anthony Loquercio      Request #: 0554-KVGR97NKLQ      Status: Completed  
Address: 1605 E Central Rd 306A Arlington Hghts, IL 60005      Date Entered: 05/13/2013      Received By: Kasandra Von Gl  
Type of Request: Insurance Information

**Description:**  
Owner Mr calling to get a COI      **Resolution:**  
Advised of the insurance information

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Name: Mark Bonadonna      Request #: 0554-LRAY987QQ8      Status: Open  
Address: 1605 E Central Rd 314B Arlington Hghts, IL 60005      Date Entered: 05/30/2013      Received By: Lisette Ray  
Type of Request: Other

**Description:**  
Owner Mr. states bathtub draining slowly and is getting worse, owner wants appointment to clear line but we need appointment with neighbor for service. Please schedule appointment with neighbor and owner to clear bathtub line.      **Resolution:**  
Please call to schedule this drain clearing with neighbor and owner and issue a work order.

---

Name: Paula Fendius      Request #: 0554-BHOD97YMA5      Status: Completed  
Address: 1605 E Central Rd 315B Arlington Hghts, IL 60005      Date Entered: 05/23/2013      Received By: Paula Fendius/PN1  
Type of Request: Unicom;Forwarded to Property Manager

**Description:**  
I have a couple of questions:      **Resolution:**  
Forwarded to PM for advisement.

1. Someone was checking to see if there was an available storage locker in 1605 for me to rent. Please confirm.
2. I need to make arrangements for maintenance to snake the drains in my master bathroom (sink & shower).
3. How much is a spare key for the front/side doors?

Appreciate your response...thank you. pf

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Name: Susan Lynch      Request #: 0554-KVGR97FHVW      Status: Completed  
Address: 1605 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Kasandra Von Gl  
Type of Request: Forwarded to Property Manager

**Description:**  
Owner Mrs calling to give her number for the directory.  
224-875-1453 Home and cell.      **Resolution:**  
Advised that the information would be sent to the PM

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Milorad Denic      Request #: 0554-LRAY97RLLL      Status: Completed  
Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Lisette Ray  
Type of Request: Work Order Status

**Description:**

Owner calling regarding ceiling repair to unit from leak. Tenant is wondering when it will be repaired.

**Resolution:**

Advised owner, all repairs have not been completed. As soon as repairs are confirmed to stop all leaks, we will call tenant/owner to arrange for dry wall repair. Owner asked office to call tenant to advise them of this. Owner advised tenant does not have insurance and is trying to reduce rent for leak damage. Advised owner rent is owner's responsibility but tenant is required to have insurance.

---

Name: Milorad Denic      Request #: 0554-LRAY985Q6T      Status: Completed  
Address: 1605 E Central Rd 411B Arlington Hghts, IL 60005      Date Entered: 05/28/2013      Received By: Lisette Ray  
Type of Request: Water Intrusion

**Description:**

Outbound call: PM call to scheduled a time for maintenance to inspect for a leak in bathroom reported to owner below. Set appointment for today at 3PM. Please call #311 back and schedule time.

**Resolution:**

Set appointment for today at 3:00 PM

---

Name: Patricia Welter      Request #: 0554-SPEY983KDH      Status: Completed  
Address: 1605 E Central Rd 413B Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Patricia Welter/PN  
Type of Request: Account Information;e-STAR;Unicom

**Description:**

VIA UNICOM:

Can I have my bank mail the monthly assessment check to your lockbox with my Dana Point account number on it, but without the payment coupon enclosed? Or can I pay electronically each month without setting up preset automatic deduction? Please respond via email. Thank you.

**Resolution:**

e mail sent to pwelt42heights@att.net on May 26 2013

Dear Ms. Welter,

This e mail is in response to our inquiry regarding monthly assessment payments.

It is acceptable for you to have your Financial Institution send payment to the lock box noting your unit reference number on the check without a coupon. As long as the reference number is on the check it will be posted to your account.

In addition , you may pay monthly without a preset automated deduction through E Star and PayLease and a service fee will apply.

Should you have additional questions, please contact Resident Services.

Thank you,  
Resident Services  
847-459-0000

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Diane Baumhardt      Request #: 0554-JBYE97WPQS      Status: Completed  
Address: 1605 E Central Rd 418C Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Jackie Byrne  
Type of Request: Account Information;Forwarded to Property Manager

**Description:**

Owner is calling to say that she was in the hospital and is now at Manor Home a rehabilitation facility and she just had a change to mail in her May payment. she says that she knows she's late. She was wondering if the late fee could be waived. She said she called the on site office. She asked to be called back at 847-392-2020 rm 114.

**Resolution:**

I advised owner that I do see she was assessed a late fee. I gave owner the number for the onsite office. I advised owner that I'd send this to the PM to look into and call her back, but I advised she may end up having to write to the BOD. Sent IR to on site.

Update per PM 4:08 PM - tried calling owner at number provided, no answer. Owner will need to submit request in writing for Board to decide on late fee waiver. No answering machine.

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Name: Sumitra Chatterjee      Request #: 0554-LRAY97WM7C      Status: Completed  
Address: 1605 E Central Rd 419C Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: Projects

**Description:**

Owner calling regarding balcony roof that needs to be repaired. Owner would like status of when this will be completed.

**Resolution:**

advised will turn over to project manager to advise if this has been contracted and to take a look at roof. Will call owner back once project manager has assessed it.

Update: spoke to owner, unit is listed for upcoming contract currently in bid for repairs this year.

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Name: Keith Beirne      Request #: 0554-LRAY97ZMMR      Status: Completed  
Address: 1615 E Central Rd 104A Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Lisette Ray  
Type of Request: Violations;Warning Letter

**Description:**

Owner received a warning letter for noise for tenant for noise. Owner spoke to tenant who denied noise, no tv or radio blaring, had 2 guests over but did not make noise. Owner thinks because unit was vacant for so long, neighbors were used to the silence however, unit is occupied and has addressed this warning with his tenant.

**Resolution:**

Advised owner will forward information to Board and this was only a warning. Owner also asked if insurance was received after getting a nasty letter from office regarding Board request for insurance. Advised insurance certificate was received and Board will make determination on violation. Owner was upset at the tone of the letters and that he did not receive confirmation of the insurance being received. Owner requested supervisor's information. Provided name and address for supervisor.

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Name: Sergio Ruiz      Request #: 0554-SBOA97HL9J      Status: Completed  
Address: 1615 E Central Rd 110B Arlington Hghts, IL 60005      Date Entered: 05/08/2013      Received By: Socorro Bocanegr  
Type of Request: Account Information;e-Debit Application Status

**Description:**

Owner Ms calling to confirm if they are auto payments as they gave onsite an application several months ago and can see on their bank statements that the assessments have not been paid.

**Resolution:**

Advised to please call the onsite office for explanation

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**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Tetiana Matlashevska      Request #: 0554-JCLK986PEG      Status: Completed  
Address: 1615 E Central Rd 113B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Insurance Information

**Description:**  
Owner called received letter regarding cert of insurance.

**Resolution:**  
Transferred owner to on-site office

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Name: Tetiana Matlashevska      Request #: 0554-LRAY986PHT      Status: Completed  
Address: 1615 E Central Rd 113B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Lisette Ray  
Type of Request: Violations

**Description:**  
Owner calling regarding violation letter received for no insurance.  
Owner claims has never received a request for insurance before.

**Resolution:**  
Advised owner letter was sent in January and March requesting insurance. Once received, we will advise Board of compliance. Owner refused to request hearing or complete hearing request form.

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Name: Jennifer Nitch      Request #: 0554-LRAY97WPZU      Status: Completed  
Address: 1615 E Central Rd 114B Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**  
Owner calling to confirm receipt of insurance information by fax.

**Resolution:**  
advised owner declaration of insurance was received.

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Name: Jocelyn Sprenger      Request #: 0554-LRAY97WMPU      Status: Completed  
Address: 1615 E Central Rd 119C Arlington Hghts, IL 60005      Date Entered: 05/21/2013      Received By: Lisette Ray  
Type of Request: On Site Information

**Description:**  
Owner's contractor came to office to inquire about patio area, owner wants to redo pavers and see if patio may be expanded. Please call contractor back with rules for changes to patio at 847-814-1733 (Edward).

**Resolution:**  
Advised contractor will check rules and call him back.  
  
Update per PM: advised contractor pavers/concrete cannot extend beyond bushes already planted, and may not connect bedroom and living room patios with materials. Owner will need Board approval before any changes may be made.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Barbara Cunningham      Request #: 0554-JBYE97QNU8      Status: Completed  
Address: 1615 E Central Rd 121C Arlington Hghts, IL 60005      Date Entered: 05/15/2013      Received By: Jackie Byrne  
Type of Request: On Site Information;Forwarded to Property Manager

**Description:**

Owner is calling and is upset that no-one is in the office and wasn't this morning either. Owner said that there was note on the door saying they'd be back at 10:30am. She went back but no-one is there. She said that someone is parked in her space #24. Call owner back at 847-690-1955

**Resolution:**

I see their hours are 9am -5pm. I called office call routed to EGV. I called PM on her cell, got v/m, called assistant on cell, got v/m. I left msg on PM's cell to please call owner on this matter. I advised owner that I left her a msg. I will send IR as well.

Update per PM 1:36PM- PM spoke to owner and will see if we can find the owner or tag the vehicle for removal. Owner does not need space open until next wednesday when cleaning lady comes to park in the space.

---

Name: Patricia Langford      Request #: 0554-SPOY97ZJ5Y      Status: Completed  
Address: 1615 E Central Rd 211B Arlington Hghts, IL 60005      Date Entered: 05/24/2013      Received By: Susan Potkay  
Type of Request: Common Area Request;On Site Information

**Description:**

Owner Mrs 847-650-5676 requesting additional common area entry door key.

**Resolution:**

Advised Owner to contact on site office for assistance with obtaining additional keys.

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Name: Marion Glass      Request #: 0554-SBOA97VP2R      Status: Completed  
Address: 1615 E Central Rd 216B Arlington Hghts, IL 60005      Date Entered: 05/20/2013      Received By: Socorro Bocanegr  
Type of Request: Forwarded to Property Manager;Other

**Description:**

tenant Mr calling states the intercom rings to his wife who is at work, they want to know if there was a delivery left at the office or not, call back to Tony 708-692-4185

**Resolution:**

advised will fwd to PM onsite,  
Update per PM: 1:09PM - advised tenant no one has come to office to leave a package.

---

Name: Marion Glass      Request #: 0554-LRAY986S34      Status: Open  
Address: 1615 E Central Rd 216B Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Lisette Ray  
Type of Request: Water Intrusion

**Description:**

Owner reports leak in unit bathroom light fixture/ceiling from unit above. Please make appointment to enter #316 and #216 with tenant to inspect and advise.

**Resolution:**

Advised owner we will call tenant to schedule for unit entry in both units please.

## **Community THE DANA POINT CONDOMINIUM ASSOCIATION**

Name: Paul Johnson      Request #: 0554-KVGR97NUEX      Status: Completed  
Address: 1615 E Central Rd 219C Arlington Hghts, IL 60005      Date Entered: 05/13/2013      Received By: Kasandra Von Gl  
Type of Request: e-STAR

**Description:** Owner MR calling to see how to get a copy of the rules and Regs or meeting minuets from e-star  
**Resolution:** Walked the owner through the process of e-star.

Name: Paul Johnson      Request #: 0554-FALZ97PRYT      Status: Completed  
Address: 1615 E Central Rd 219C Arlington Hghts, IL 60005      Date Entered: 05/14/2013      Received By: Fabiola Alvarez  
Type of Request: e-STAR:Other

**Description:** Homeowner Mr is calling for assistance in locating condo documents thru Estar.  
**Resolution:** Assisted owner in locating condo documents in eStar.

Name: Paul Johnson      Request #: 0554-CBRT97RPDL      Status: Completed  
Address: 1615 E Central Rd 219C Arlington Hghts, IL 60005      Date Entered: 05/16/2013      Received By: Cheri Brandt  
Type of Request: Lease Info:Rules/Regs Info

Description: \_\_\_\_\_ Resolution: \_\_\_\_\_

## Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Owner, Paul Johnson called in to find out if rentals are permitted for new owners.

Advised owner per rules and regs that once unit is sold cannot be leased except under item E, of the rules and regs, thru inheritance of the property.

### 9.10 Owner Leasing Restriction:

a. All current Owners as of August 25, 2008 may lease their Unit or Units.

Once such Units are sold or otherwise transferred (except as provided for under subparagraph (e) below); lease of such Units will no longer be permitted.

b. A copy of all current leases must be on file with the Board no later than fourteen (14) days after the effective date of this Amendment. All tenants shall acknowledge in writing that they have received copies of the Rules and Regulations of the Association and a copy of the written receipt shall be submitted to the Board of Directors.

c. After the effective date of this Amendment, to meet special situations and to avoid undue hardship or practical difficulties, the Board may, but is not required to, grant permission to an Owner who is not eligible to lease pursuant to subparagraph (a) above to lease his Unit to a specified lessee for a period of not more than one (1) year on such reasonable terms as the Board may establish.

Such permission may be granted by the Board only upon written application by the Owner to the Board giving the reasons the Owner wishes to be considered for

a hardship. The Board shall respond to each application in writing within thirty (30) days of the submission thereof. The Board has sole and complete discretion

to approve or disapprove any Owner's application for a lease. The Board's

decision shall be final and binding. Any lease approved by the Board shall be in

writing and subject to the Declaration, By-Laws and rules and regulations

governing the Association. Upon expiration of any lease approved under the paragraph, the Owner may apply for an extension of such lease, pursuant to the terms of this paragraph.

d. Occupancy of a Unit by a blood relative of an Owner is permitted, and shall not constitute a lease as defined under the Dana Point Rules & Regulations even

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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if there is no written memorandum or agreement executed between the parties.  
"Blood Relative" shall be defined as parents, children (whether natural or adopted), grandparents, grandchildren, siblings, and the spouse of the Owner.

e. The Owner of a Unit by documented inheritance received from an individual who owned such Unit prior to the effective date of this Amendment shall be treated as if they were the Owner of the Unit prior to the effective date of this Amendment.

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Name: Paul Johnson                    Request #: 0554-JBYE985QAB    Status: Completed  
Address: 1615 E Central Rd 219C Arlington Hghts, IL 60005    Date Entered: 05/28/2013    Received By: Jackie Byrne  
Type of Request: Sale Questions

**Description:**

Owner is calling to ask what a PAL is. Owner asked if the association charges that or if the management company does. Owner also asked for the % of ownership here. He asked why he can not see that on e-star.

**Resolution:**  
I advised owner that it's a Paid Assessment Letter that's ordered and issued when they're a closing. I advised that the charge for that to be done is a management company charge. I advised owner on the % of ownership. I advised I don't believe that information is avail on e-star.

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Name: Scott Koch                    Request #: 0554-BHOD97KTFN    Status: Completed  
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005    Date Entered: 05/10/2013    Received By: Scott Koch/PNTIC  
Type of Request: Unicom;Forwarded to Property Manager;Scavenger;Neighbor Etiquette;Parking Info/Pass  
**Resolution:**  
Forwarded to PM for advisement.

---

Name: Scott Koch                    Request #: 0554-BHOD97NM4L    Status: Completed  
Address: 1615 E Central Rd 222C Arlington Hghts, IL 60005    Date Entered: 05/12/2013    Received By: Scott Koch/PNTIC  
Type of Request: Unicom;Forwarded to Property Manager;On Site Information

**Description:**  
Lisette: FYI: Sunday, May 12, Scott went to the work out room this morning. 43 degrees this morning. Noticed the air conditioning running. Scott inspected unit and it was a block of ice. He pulled the outdoor disconnect and left the indoor fan on to thaw out indoor cooling coil. If you have questions, please call Scott for guidance 847-875-9609.

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**Resolution:**  
Forwarded to PM for advisement.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u> Scott Koch	<u>Request #:</u> 0554-BHOD97YM92	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 222C Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/23/2013	<u>Received By:</u> Scott Koch/PNTIC
	<u>Type of Request:</u> Unicom;Forwarded to Property Manager;Neighbor Etiquette	
<u>Description:</u> storage doors on balcony are banging again at 422C. thanks	<u>Resolution:</u> Forwarded to PM for advisement. Update Per PM: Door was secured by maintenance.	
<hr/>		
<u>Name:</u> Daniel Sinard	<u>Request #:</u> 0554-SPEY97VN3J	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 310B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/20/2013	<u>Received By:</u> Sandra Penway
	<u>Type of Request:</u> e-STAR	
<u>Description:</u> Ms Sinard requesting assistance with E Star .	<u>Resolution:</u> Provided Ms Sinard assistance until she successfully logged into E Star.	
<hr/>		
<u>Name:</u> Carol Bjankini	<u>Request #:</u> 0554-BHOD97AVPB	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 315B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/01/2013	<u>Received By:</u> Carol Bjankini/PN
	<u>Type of Request:</u> Unicom;Forwarded to Property Manager;On Site Information;Outbound Call	
<u>Description:</u> Hello! Last year from July 1 thru Oct 25, 2012 I was unable to use my balcony as it was replaced. In June 2012 I reported a large crack in the ceiling of the closet on the balcony. The Engineering firm hired was to repair this, but did not get to it during the 4 months they were working on the replacement. I was told in Oct 2012 they would be back in the spring to make the repair. Would you please let me know when this will occur and how long it will take for the repair? Thank you.	<u>Resolution:</u> Forwarded to PM for advisement.  Outbound 5/3/13 6:12pm: LM Advised owner per PM will have to forward this to the project manager/engineer in charge of the balcony project. These repairs are not anticipated until later this summer as we will be beginning on May 13 with more replacements. As soon as we have a date for these we will notify the residents.	
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<u>Name:</u> Carol Bjankini	<u>Request #:</u> 0554-CBRT97FQC4	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 315B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/06/2013	<u>Received By:</u> Cheri Brandt
	<u>Type of Request:</u> Insurance Information;Service@lmsnet.com	
<u>Description:</u>	<u>Resolution:</u>	

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

Hello

Forwarded proof of insurance to PM.

I recently received a letter requesting a copy of my homeowners insurance policy. Attached is the recent renewal policy. Should anything else be required, please let me know.

Carol Bjankini

1615 E. Central Road

Unit 315B

Arlington Heights, IL 60005

H. 847-439-7551

W. 847-904-4112 -

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<u>Name:</u> Carol Bjankini	<u>Request #:</u> 0554-SBOA97JSQE	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 315B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/08/2013	<u>Received By:</u> Carol Bjankini/PN
	<u>Type of Request:</u> Insurance e-certs;Unicom;Forwarded to Property Manager;Common Area Request	

**Description:**

OWNER WROTE IN

I stopped by the Dana Point office on 05-06-13 to renew my pool passes. At that time the office administrator said she didn't have a copy of my condo insurance policy on file. I told her I emailed it to the headquarters office on 05-01-13. It was emailed to "service@lmsnew.com" on 05-01-13 at 2:38PM. Would you please let me know it has been sent to the proper person in the Dana Point office? Thank you.

Additionally, I see you "completed" my question regarding the balcony repair. I never received a return call or message regarding the outcome. If I hadn't checked online I would have never known.

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<u>Name:</u> James Clerihan	<u>Request #:</u> 0554-LRAY97BNVZ	<u>Status:</u> Completed
<u>Address:</u> 1615 E Central Rd 316B Arlington Hghts, IL 60005	<u>Date Entered:</u> 05/02/2013	<u>Received By:</u> Lisette Ray
	<u>Type of Request:</u> Homeowner Responsibility;Legal	

**Description:**

Owner calling regarding unit, owner is in California and has a tenant. Owner's tenant had a small kitchen fire a year ago and is not in the process of renovating/restoration. Owner's homeowner insurance stated the cabinets are declined since they are original and part of the building coverage. Owner wanted it on record as she would like to get a resolution to this matter and who is responsible to replace the cabinets.

**Resolution:**

Advised owner to fax a copy of the insurance decline and their stated reason. Will review documents and advise if association provides for any coverage.

# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: James Clerihan      Request #: 0554-LRAY97HKSY      Status: Completed  
Address: 1615 E Central Rd 316B Arlington Hghts, IL 60005      Date Entered: 05/08/2013      Received By: Lisette Ray  
Type of Request: Homeowner Responsibility;Legal

**Description:**

Owner calling to follow up on cabinet coverage in Declaration. Advised has not yet received a decline letter from insurance regarding matter. Will forward as soon as it is received.

**Resolution:**

Advised matter was forwarded to the attorney for review. Will need copy of decline to see what they are basing their declination on. Will forward a written letter as soon as it is received. Advised owner that even if it was an association insured item, the cost would not exceed the deductible which can be charged back to the owner and therefore would be an owner responsibility.

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Name: Jacek Boryczko      Request #: 0554-LRAY97QTA9      Status: Open  
Address: 1615 E Central Rd 402A Arlington Hghts, IL 60005      Date Entered: 05/15/2013      Received By: Lisette Ray  
Type of Request: Account Information

**Description:**

Owner Mrs. came to on-site office with question regarding ledger. Charge for \$183.40 on account, owner wants to know why?

**Resolution:**

Advised we will need to research with accounting and will call her back.

---

Name: Brent Wachholder      Request #: 0554-KVGR97CQG7      Status: Completed  
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/03/2013      Received By: Kasandra Von Gl  
Type of Request: Settlement Statement Requested

**Description:**

David Cantrell and Yolanda Cantrell New owners calling to see what he needs to do as the owner. Owner will be living in the unit. 773-606-3468

**Resolution:**

Advised that the settlement statement needs to come in to order the coupon book.

---

Name: Brent Wachholder      Request #: 0554-ARIR97GN6E      Status: Completed  
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/07/2013      Received By: Andrea Ritter  
Type of Request: Settlement Statement Received

**Description:**

Received settlement statement for new owners David & Yolanda Cantrell. Closing date was 5-2-13

**Resolution:**

will process move

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Brent Wachholder      Request #: 0554-ARIR97XL8J      Status: Completed  
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/22/2013      Received By: Andrea Ritter  
Type of Request: New HO Move-In

**Description:**  
Move processed to reflect the new owners David & Yolanda Cantrell

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

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Name: David Cantrell      Request #: 0554-JCLK986KVF      Status: Completed  
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005      Date Entered: 05/29/2013      Received By: Jean Clark  
Type of Request: Coupon Book Request

**Description:**  
Owner called regarding has not received coupon book.

**Resolution:**  
Advised the coupon book should be sent soon. Advised would forward to coupon book coordinator to make sure has request.

---

Name: Milorad Denic      Request #: 0554-KVGR97FLGX      Status: Completed  
Address: 1615 E Central Rd 405A Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Kasandra Von Gl  
Type of Request: On Site Information;Common Area Request

**Description:**  
Barb Tenant calling to state that she went into the storage unit and her key is not working.

**Resolution:**  
PM stated that the locks were not changed and if the tenant brings in the key she can help find out why its not working.

---

Name: Milorad Denic      Request #: 0554-BHOD97FLZS      Status: Completed  
Address: 1615 E Central Rd 405A Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Beverly Hood  
Type of Request: Unicom;On Site Information;Forwarded to Property Manager;Outbound Call

**Description:**  
OWNER BARB JACOBUS 1615 E CENTRAL DANA POINT UNIT 405-A CALLED IN AND STATED THAT THE LOCKS MUST OF BEEN CHANGED IN THE STORAGE ROOM WOULD LIKE TO KNOW WHY HER KEY DOES NOT WORK OR WAS NOT NOTIFIED.  
847-212-8226

**Resolution:**  
Forwarded to PM for advisement.

Outbound 6:47pm: LM Advised owner per PM no locks were changed, and if the owner can bring in the key to the office or drop it off, we can see if it needs to be replaced as it may just be worn. Advised owner will have maintenance check the lock.

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Bryan Pracko      Request #: 0554-BHOD97ZJ68      Status: Completed  
Address: 1615 E Central Rd 406A Arlington Hghts, IL 60005      Date Entered: 05/23/2013      Received By: lmsu15/Lieberman  
Type of Request: Unicom;Forwarded to Property Manager;On Site Information

**Description:**

OWNER BRYAN CALLED IN AND STATED THAT THE KEY DOES NOT WORK IN THE LOCKER ROOM AND WILL BE GONE FOR THE WEEKEND. THE NEIGHBORS KEY DOES NOT WORK EITHER.

**Resolution:**

Forwarded to PM for advisement.

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Name: Giyung Chong      Request #: 0554-DCON97PM6Z      Status: Completed  
Address: 1615 E Central Rd 407A Arlington Hghts, IL 60005      Date Entered: 05/14/2013      Received By: Danielle Corcoran  
Type of Request: Closing PAL Form Requested

**Description:**

Gay with mortgage company calling to request general closing form emailed to gaymarie.barry@pncmortgage.com.

**Resolution:**

Advised Gay general closing form would be emailed to her.

---

Name: Federal Home Loan Mortgage Corporation      Request #: 0554-KKOS97ATRK      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/01/2013      Received By: Krisztina Kovacs  
Type of Request: Closing PAL Complete

**Description:**

Emailed budget, financial, and 22.1.

**Resolution:**

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Name: Federal Home Loan Mortgage Corporation      Request #: 0554-SPEY97BKL7      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/02/2013      Received By: Sandra Penway  
Type of Request: Closing PAL Form Requested

**Description:**

Barbara with USAA Bank requesting a closing document order form.

**Resolution:**

Provided checklist and general order closing form from the Document Library to:  
barbara.johnson@servicelinkfnf.com

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Name: Federal Home Loan Mortgage Corporation      Request #: 0554-IAYA97FSAQ      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/06/2013      Received By: Irene Ayala  
Type of Request: Closing PAL Request Received

**Description:**

\*\*\*5/2 Rec'd order  
Requesting for CQ

**Resolution:**

normal processing pd via Visa for \$125  
5-14\*\*\*Missing Items  
1. Purchaser information  
2. Move in Fee  
3. Rules & Regulations form

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Federal Home Loan Mortgage Corporation      Request #: 0554-BHOD97PKWC      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/14/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Status

**Description:**  
Barbara - (412-776-1145) USAA Mortgage calling to check the status of CQ.

**Resolution:**  
Advised Barbara this information would be forwarded to the Closing Department for advisement.

---

Name: Federal Home Loan Mortgage Corporation      Request #: 0554-BHOD97QNEM      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/15/2013      Received By: Beverly Hood  
Type of Request: Closing PAL Status

**Description:**  
Barbara - (412-776-1145) USAA Mortgage calling to check the status of CQ

**Resolution:**  
Advised Barbara this information would be forwarded to the Closing Department for advisement.

UPDATE 5/17/13 10:32am-Lender called back and was advised by Agent (SP): Advised Lender per Closing (MZ), will try to complete and submit CQ by EOD today however it might take until EOD Monday at latest.

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Name: Federal Home Loan Mortgage Corporation      Request #: 0554-SPOY97SL55      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/17/2013      Received By: Susan Potkay  
Type of Request: Closing PAL Status

**Description:**  
Lender Barbara with USAA Mortgage 412-776-1145 requesting status of CQ.

**Resolution:**  
Advised Lender per Closing (MZ), will try to complete and submit CQ by EOD today however it might take until EOD Monday at latest.

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Name: Federal Home Loan Mortgage Corporation      Request #: 0554-SRPN97TJPU      Status: Completed  
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005      Date Entered: 05/18/2013      Received By: Steven R Peterson  
Type of Request: Closing PAL Complete

**Description:**  
Emailed completed CQ to condoquestionnaires@fnf.com

**Resolution:**  
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# Community THE DANA POINT CONDOMINIUM ASSOCIATION

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Name: Resident Services      Request #: 0554-SPEY97FNNJ      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/06/2013      Received By: Sandra Penway  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: On Site Information  
  
Description:  
Caller ( would not reveal identity ) inquiring if the PACE bus has a special deal for residents.      Resolution:  
Advised to contact the on site office.

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Name: resident services      Request #: 0554-CBRT97FS2B      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/06/2013      Received By: Cheri Brandt  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Rules/Regs Info;Sale Questions  
  
Description:  
REA calling to see if rentals are permitted for new owners.      Resolution:  
Advised that no new rentals for brand new owners per rules and regs.

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Name: Lisette Ray      Request #: 0554-LRAY97GP4W      Status: Open  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/07/2013      Received By: Lisette Ray  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request:  
  
Description:  
Please provide a proposal to investigate and provide a solution to a frequent structural concrete failure over the garage doors. Currently concrete header is temporarily held up as it is crumbling and falling. Headers have been replaced previously but the underlying cause was not repaired. Concrete fails and is falling down. We are looking for an engineer to come up with a permanent solution to this issue that may be implemented on all garages. Proposal should list estimated hours and total cost for this phase.

Please also provide a optional price for phase oversee spec/bid development and phase 3 - project oversight during construction. Proposal should also include hourly rates for any additional work and an anticipated start date when available to begin project.

Please submit your proposal to the Dana Point Management Office at 1519 E. Central Rd., Arlington Heights, IL 60005 or via email to LRay@LMSnet.con. Please call to schedule a site visit or with any further questions at 847-228-5176.

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Resident Services      Request #: 0554-IAYA97JJ34      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/09/2013      Received By: Irene Ayala  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Emergency On Call  
Description:  
\*\*5/6 Received EMERGENCY CALL: 1405 E CENTRAL JOHN NW CENTRAL DISPATCH (847)590-3355 RE: FIRE ALARM.

Resolution:

L/M VIA GROUP 1 CELL 525A 531A PATTY CHKD IN 534A

per emergency: Taken: Sat 04-May-2013 5:26a MLE

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Name: Resident Services      Request #: 0554-IAYA97JJQG      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/09/2013      Received By: Irene Ayala  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Emergency On Call  
Description:  
EMERGENCY CALL: 1405 E CENTRAL RD LT. WOOD  
ARLINGTON HIGHTS FIRE DEPT (847)312-4099 ALARM IS  
CONSTANTLY GOING ON AT THIS PROPERTY TONIGHT.  
REQ TO SPK TO ON CALL PERSON RE:SRVC & TAKING  
ALARM OFF SRVC.

Resolution:

DLVD INFO TO PATTY ON GROUP 1 CELL 47A

per emergency: Taken: Wed 08-May-2013 1:47a NDI

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Name: Lisette Ray      Request #: 0554-LRAY97PLKX      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/14/2013      Received By: Lisette Ray  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: On Site Information  
Description:  
Village of AH, Sean Freres from Health Department, calling regarding lot in corner where cats are housed, lot is owner by Village of Mt . Prospect Public Works (contact Paul Burris at 847-870-5640 Ext.8831) Village of MP will get area cleaned up area to prevent feeding and seal fence line where cats are going under onto our property. Advised PM can contract company to trap and remove but Village will not trap or assist in removal. VAH will be sending owners letters regarding feeding of wildlife. Copy of letter will be sent to office.

Resolution:

Thanked Village, will note ownership of lot and inspect to see if fence has been closed. Follow up with Board to see if trapping of cats will commence.

Name: Lisette Ray      Request #: 0554-LRAY97PLAS      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/14/2013      Received By: Lisette Ray  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request:  
Description:  
Please provide a renewal contract for the maintenance on all fitness equipment at the Dana Point clubhouse. Current contract expiring 8/1/13 and renewal should be for a 2 year term commencing 8/1/2013 through 8/1/2015 with 30 day written cancellation without cause and no auto renewal clause. Please submit renewal proposal by 6/1/2013 to Dana Point Management Office at 1519 E. Central Rd. or via email to LRay@LMSnet.com or call office with any questions.

Resolution:

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: Resident Services      Request #: 0554-SPEY97PLWU      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/14/2013      Received By: Sandra Penway  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: On Site Information  
Description: Lucy Ann seeking on site information.      Resolution:  
Provided Lucy Ann with the on site hours and phone number

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Name: Resident Services      Request #: 0554-DCON97QM89      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/15/2013      Received By: Danielle Corcoran  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: On Site Information  
Description: Mr calling to speak to PM. Mr stating he called on site but will call back after lunch hours.      Resolution:  
Provided Mr with on site phone number for PM. Advised Mr phones on site may be off for lunch or meeting.

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Name: Kim Ruebe      Request #: 0554-KRUE97V2S6      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/19/2013      Received By: Kim Ruebe  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Unicom  
Description: UNICOM call notes call from operator #47 Doyle regarding 1515 E. Central. Reporting no answer on elevator #2 therefore, fire department has been dispatched.      Resolution:  
forward to PM for inspection on Monday morning.

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Name: Kim Ruebe      Request #: 0554-KRUE97W72M      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/20/2013      Received By: Kim Ruebe  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Unicom  
Description: UNICOM - call from Mary Anne 847-749-1970 states wires are sparking behind the building of 1615 in corner by #102 by the bushes. Fire Dept. was called out to property.      Resolution:  
PM on call spoke with owner who advised fire department left and advised maintenance should be contacted to turn off electric to box, possibly circuit. PM contacted Sam who is on the way to property. Advised to call back if further information or assistance is needed.

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Name: x x      Request #: 0554-BHOD97XUD9      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/22/2013      Received By: Beverly Hood  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Neighbor Etiquette;Move-in/out Inquiry;Forwarded to Property Manager;Caller  
Description:      Resolution: Hung Up/No Caller

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Owner Ms. calling regarding 1515 E. Central and someone is moving in today and blocking the driveway. Owner stated they are moving in on the east side of the building and blocking her door and the neighbors. Owner stated she want something done about this because it is against the rules. Owner hung up before getting the address.

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

**Name:** LMS ON CALL

**Request #:** 0554-DWIN9832AQ    **Status:** Completed

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

**Date Entered:** 05/25/2013    **Received By:** Derek Wilkinson

**Description:**

PER UNICOM EMERGENCY CALL: Elevator at 1505 E Central had the alarm pulled. Fire Department was dispatched.

**Type of Request:** Emergency On Call

**Resolution:**

Called Acadian. They advised no one in the elevator talked to them. They called the fire department who is going out there. They advised there is nothing else for me to do. Considering matter closed unless called again.

**Name:** resident services

**Request #:** 0554-CBRT985HXC    **Status:** Completed

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

**Date Entered:** 05/28/2013    **Received By:** Cheri Brandt

**Description:**

PROPERTY ADDRESS:[1615 E. CENTRAL RD |  
PROPERTY NAME:[DANA POINT |  
UNIT#:[320C |  
CALLER:[BILL MANGLARIS |  
COMPANY:[ |  
DAYTIME PHN#:|(224)639-7654 EXT |  
ALT PHN#:|( ) - |  
HOMEOWNER NAME :|  
MSG:[UNDERGROUND GARAGE IN B WING HAS |  
[A BROKEN OVERHEAD PIPE WITH WATER |  
[COMING OUT OF IT\*\* |

**Type of Request:** Emergency On Call;Unicom

**Resolution:**

DLVD MSG TO JUAN VIA CELL HE STATED TO  
FRWD TO SAM HE'S O/C TODAY DLVD MSG TO  
SAM VIA CELL 157P

**Name:** Resident Services

**Request #:** 0554-SPEY986HC4    **Status:** Completed

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

**Date Entered:** 05/29/2013    **Received By:** Sandra Penway

**Description:**

On Call PM (DW) seeking the cell number for the PM (LR)

**Type of Request:** On Site Information

**Resolution:**

Provided information

**Community THE DANA POINT CONDOMINIUM ASSOCIATION**

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Name: RESIDENT SERVICES      Request #: 0554-CBRT987JLS      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/30/2013      Received By: Cheri Brandt  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Emergency On Call  
Description:  
KURT W/ARLINGTON HTS FD, (847)590-335.

Resolution:  
DLV'D TO CHARLES ON O/C CELL @ 1209A.

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Name: resident services      Request #: 0554-CBRT988J5D      Status: Completed  
Address: THE DANA POINT CONDOMINIUM      Date Entered: 05/31/2013      Received By: Cheri Brandt  
ASSOCIATION Common Area Arlington Hghts,  
IL 60005      Type of Request: Emergency On Call;Unicom  
Description:  
LESLIE  
COMPANY:ARLINGTON HGHTS  
DAYTIME PHN#: (847)590-3355  
MSG:TROUBLE SIGNAL ALARM ON THE  
FIRE PANEL.

Resolution:  
DELVD TO CHARLES P ON GRP#1 CELL  
1212A

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**THE DANA POINT CONDOMINIUM  
ASSOCIATION**

197 Information Requests Entered

May 2013