lms lieberman management services

Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

January 2013

Issue Date

2/1/2013

Name: Jean Schaller
Address: 1405 E Central Rd 110B Arlington Hghts, IL 60005

Request #: 0554-SPEY948K85 ***Status:*** Completed
Date Entered: 01/23/2013 ***Received By:*** Sandra Penway
Type of Request: HO - Association Correspondence

Description:
Ms Schaller requesting the EGV address.

Resolution:
Provided Ms Schaller the information.

Name: Julie Parsons
Address: 1405 E Central Rd 111B Arlington Hghts, IL 60005

Request #: 0554-JBYE93KPAR ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Jackie Byrne
Type of Request: Landscaping;Forwarded to Property Manager

Description:
Owner calling to say that a guest of her's fell into the bushes in the front of her unit and a large branch broke off. She said that there's quite big chunk that's out. She said that she just wanted to let us know.

Resolution:
I advised owner that I'd note this and forward to the PM.

Name: Evelyn Amedeo
Address: 1405 E Central Rd 113B Arlington Hghts, IL 60005

Request #: 0554-LRAY93KSMV ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner's son calling regarding unit account, owner passed away in October and he is the beneficiary in charge of the unit. Owner has not received coupon book and all mail is being forwarded to him.

Resolution:
Advised owner coupon books were mailed but will provide account number and payment address. Owner requested email ledger and payment information.

Name: Robert Williams
Address: 1405 E Central Rd 201A Arlington Hghts, IL 60005

Request #: 0554-CBRT946NWE ***Status:*** Completed
Date Entered: 01/21/2013 ***Received By:*** Cheri Brandt
Type of Request: e-Debit;e-Debit Application Status

Description:
Owner, Robert Williams calling to confirm receipt of edebit application.

Resolution:
Advised owner that edebit is set up and is scheduled to come out on 2/5/2013.

Name: Mikhail Kon
Address: 1405 E Central Rd 210B Arlington Hghts, IL 60005

Request #: 0554-KVGR93UVQ2 ***Status:*** Completed
Date Entered: 01/11/2013 ***Received By:*** Kasandra Von Gl
Type of Request: On Site Information

Description:
Don tenant calling to see what time the office is open to.

Resolution:
Advised of the on site office hour.

Name: Anna Chun
Address: 1405 E Central Rd 216B Arlington Hghts, IL 60005

Request #: 0554-KVGR947UM6 ***Status:*** Completed
Date Entered: 01/22/2013 ***Received By:*** Kasandra Von Gl
Type of Request: e-Debit;Other

Description:
Jemma daughter of the owner calling to see if the violations can be sent to tenant also and if an e-debit form could be sent out to her via e-mail

Resolution:
sent e-debit to the caller via e-mail and advised that the request to have the tenants information placed on the account could be sent in via e-mail

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Name: Anna Chun
Address: 1405 E Central Rd 216B Arlington Hghts, IL 60005

Request #: 0554-LKAH948TXX ***Status:*** Completed
Date Entered: 01/23/2013 ***Received By:*** Lisa Kaltenbach
Type of Request: Address Change Request

Description:
Per email change address to
Anna S. Chun
(RE: 1405 E. Central #216B)
3816 Sunburst Lane
Naperville, IL 60564

Resolution:
UPDATE 1-23-13 Changed mailing address. LK

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

Request #: 0554-LNEL93SK9Y ***Status:*** Completed
Date Entered: 01/09/2013 ***Received By:*** Latoya Neal
Type of Request: e-Debit Application Status

Description:
Owner calling to confirm eDEBIT has been set up

Resolution:
Confirmed

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

Request #: 0554-CBRT93YJKR ***Status:*** Completed
Date Entered: 01/15/2013 ***Received By:*** Cheri Brandt
Type of Request: Forwarded to Property Manager;Work Order Status

Description:
Owner, Robert Willey calling to advise that his water is now getting warmer. No need to come out

847-764-5205

Resolution:
Advised owner will document account and let PM and maintenance know.

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

Request #: 0554-SPEY93YJG9 ***Status:*** Completed
Date Entered: 01/15/2013 ***Received By:*** Sandra Penway
Type of Request: General Property Info

Description:
Mr Willey reporting he has no hot water this morning.

Resolution:
Advised Mr Willey the boiler would be inspected by Maintenance. 8:22 am Outbound call to Maintenance to make aware a work order was placed and sent via fax under common area for The Dana Point CA. Sam advised he will head over there to inspect.

Name: Robert Willey

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

Request #: 0554-CBRT946LJ7 ***Status:*** Completed

Date Entered: 01/21/2013 ***Received By:*** Cheri Brandt

Type of Request: Forwarded to Property Manager;Violations

Description:
Owner, Robert Willey calling because over the weekend someone moved out without notifying anyone and moved out through the front door. Resident that moved out left all kinds of furniture by the garbage bins. Does not have the unit number that was in violation of rules and regs.

847-764-5205

Resolution:
Advised owner that we can forward to the PM but cannot send a violation if no unit number is able to be provided.

Name: Robert Willey

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

Request #: 0554-CBRT949VFA ***Status:*** Completed

Date Entered: 01/24/2013 ***Received By:*** lmsu01/Lieberman

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

Description:
For Juan Medina - Please contact Robert Lilley at 847-764-5205

Resolution:
Returned call to Robert Lilley at 5:24 pm.
Owner would like to speak with Juan Medina.Forwarded to PM.

Name: Shirley Rothbart

Address: 1405 E Central Rd 301A Arlington Hghts, IL 60005

Request #: 0554-KVGR93MKT3 ***Status:*** Completed

Date Entered: 01/04/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Other

Description:
Owner Mr calling to find out what the labels are for that are sent with the coupon book.

Resolution:
Advised that the labels are a courtesy for the owners

Name: Eileen Witt

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

Request #: 0554-CBRT946JUL ***Status:*** Completed

Date Entered: 01/21/2013 ***Received By:*** Cheri Brandt

Type of Request: Forwarded to Property Manager;Neighbor Etiquette;Scavenger

Description:
Owner, Eileen Witt calling to advise that residents are leaving furniture and garbage bags outside of the garbage bins. Owner could not even throw her garbage out this morning because she could not get to the garbage bin.

Resolution:
Forwarded owner's complaint to the PM. Advised owner, if possible to provide unit number of resident that is doing this.

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

Request #: 0554-BHOD94FRJP ***Status:*** Completed
Date Entered: 01/30/2013 ***Received By:*** Beverly Hood
Type of Request: e-Debit

Description:
Owner Mr. calling to inquire if his automatic debit is transferred to the new management company. Owner stated he would like the E-Debit form sent via mail.

Resolution:
Advised owner the automatic debit with the previous management company does not carry over to the new management company. Advised owner he would need to complete an E-Debit with the new management company. Advised owner a copy of the E-Debit will be sent via mail.

Name: Stephen OMara
Address: 1405 E Central Rd 315B Arlington Hghts, IL 60005

Request #: 0554-SPOY943LV5 ***Status:*** Completed
Date Entered: 01/18/2013 ***Received By:*** Susan Potkay
Type of Request: e-Debit Application Status

Description:
Owner Mr 224-456-8401 advises he submitted eDEBIT application in December. Owner requesting if it will be processed in time for February assessment.

Resolution:
Advised Owner his eDEBIT account is scheduled to begin being active 2/1/13.

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

Request #: 0554-LRAY93UU3A ***Status:*** Open
Date Entered: 01/11/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information;e-Debit

Description:
Owner came into office to stop e-debit. No e-debit on file, may not have been processed yet for this account during transition.

Resolution:
forward to M.H. to cancel any that may come in, Owner filled out new application for e-debit dated 1/11/13 that will be forwarded to M.H. for processing.

Name: Bernadette Connelly
Address: 1405 E Central Rd 403A Arlington Hghts, IL 60005

Request #: 0554-SBOA94DQ86 ***Status:*** Completed
Date Entered: 01/28/2013 ***Received By:*** Socorro Bocanegr
Type of Request: e-Debit;Account Information;Other

Description:
Colleen Connelly, niece is calling, 847-808-6196 she is POA they received the welcome packet

Wants to confirm we have their current mailing address on file

555 McHenry Rd #AL252
Wheeling, IL 60090-3856

Resolution:
advised yes, the post office provided the address.

Advised she can mail the POA to EG along with the edebit application which a letter confirming status of the edebit would be mailed to her as well

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Name: Sam Miller

Address: 1405 E Central Rd 405A Arlington Hghts, IL 60005

Request #: 0554-LRAY93LREJ ***Status:*** Completed

Date Entered: 01/03/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information;New HO Move-In

Description:
Owner is calling in Florida who did not received the coupon book or welcome letter, He owns 3 units and will need the new management information. Please update with winter address and resend coupon and management announcement to the following address: 1035 Wildwood Lane, Naples, FL. 34105. Units are currently rented.

Resolution:
Frwd to L.K for update on winter address and Andrea to send new property packet and coupon book.
UPDATE 1-3-13 Changed mailing address. LK

Name: Gertrude Sosin

Address: 1405 E Central Rd 409B Arlington Hghts, IL 60005

Request #: 0554-KVGR93KTLY ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information;Insurance Information

Description:
Mary Daughter of the owner calling to see if the owner needs to send in her insurance. Caller would also like to know the amount of the assessment.

Resolution:
Advised of the assessment amount and advised to send in the proof of homeowners insurance.

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-SBOA93XN9R ***Status:*** Completed

Date Entered: 01/14/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Closing PAL Form Requested;Move-in/out Inquiry;Forwarded to Property Manager;Rules/Regs Info

Description:

Resolution:

Realtor for the Loughman's calling to schedule elevator padding, they will have a few pieces of furniture removed tomorrow, Tuesday 1/15 at 12-5:00pm
Also, they sold the unit, closing will be next Tuesday 1/22

Rebecca Cleal, Baird and Warner 773-467-3329, fax 773-775-7224, rebecca.cleal@bairdwarner.com

She also mentioned she has another unit in the building she is selling, states it is grandfathered under the leasing rules, she is asking for the rules on leasing

Advised WO would be issued for the elevator padding tomorrow, she will need to call the onsite office to schedule the actual move out in order to be issued a permit.

Also, advised I would send her the LMS order form and checklist as she was not sure if PAL had been ordered from the prior agency.
Sent forms and fwd to PM concerning the rules on leasing, copy is not available in STAR

UPDATE 1:20PM- advised via email PER PM--

Dear Ms. Cleal,

per our conversation, please find attached the Lieberman order form and the Association's requirements for the sale of unit.

Also, when scheduling the final move out, please make arrangements with the onsite office to obtain the required move permit.

Lastly, concerning the leasing of any unit, the manager has confirmed the following:

New owners would not be able to lease the unit once it is purchased. Owners who purchased prior to August 2008 are allowed to lease the unit, but do not retain the right to lease once the unit is sold to a new owner. Any unit purchased now would not be grandfathered.

The phone number for the on site office is 847-228-5176. Thank you!

Sincerely,
Socorro B,
RESIDENT SERVICES DEPT
847-459-0000
service@lmsnet.com

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-SBOA93ZQR9 ***Status:*** Completed

Date Entered: 01/16/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Sale Questions

Description:
Onsite PM calling to confirm if there is an order for a PAL as she received a call from the seller's attorney.

Resolution:
Advised there is no order here for PAL, which this was also advised to the owner's realtor just two days ago

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-MBUR93ZQVU ***Status:*** Completed

Date Entered: 01/16/2013 ***Received By:*** Maureen Butcher

Type of Request: Sale Questions

Description:
Nancy Seils with Attorney John Haas's office who is representing Virginia Loughman (surviving spouse) called to check the status of the Pal.
Nancy said that they received the 22.1 but never received the PAL.
The check that was sent was cashed on 11/12/2012.
The check was in the amount of $325.00 ($300 for the Pal and $25.00 for the 22.1).

John Haas
115 S Emerson Street
Mt.Prospect, IL 60056
847-255-5400
Email Address -j.haasatty@sbcglobal.net

Resolution:
I confirmed that we do not have the order and per the closing department they should send another order form in so that it can be started.

I also advised her that we will be getting additinonal files from PSI tomorrow and will research the previous payment made.

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-MZIN942MWE ***Status:*** Completed

Date Entered: 01/17/2013 ***Received By:*** Masha Zingerman

Type of Request: Closing PAL Request Received

Description:
Rec'd order form for PAL (not an LMS order form, but a Dana Point order form) that was sent to PSI. Closing 1-22-2013.

Resolution:
Normal, no charge (per Laurie).
Sent checklist to j.haasatty@sbcglobal.net,

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-SBOA947M5U ***Status:*** Completed

Date Entered: 01/22/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Closing PAL Status

Description:
SA calling for status of PAL closing this afternoon

Resolution:
Advised we are working on it, obtaining final numbers and just received a box from the prior agent they will need to review for the buyer's forms and the transfer fee of $400.00.
If not in that box, the forms can be requested after the closing but the transfer fee would have to be added to the PAL.

Name: James Loughman

Address: 1405 E Central Rd 411B Arlington Hghts, IL 60005

Request #: 0554-MZIN947MXS ***Status:*** Completed

Date Entered: 01/22/2013 ***Received By:*** Masha Zingerman

Type of Request: Closing PAL Complete

Description:
UPDATE: Emailed PAL to "Nancy Seils"
<j.haasatty@sbcglobal.net> Closing 1-22-2013

PAL is ready. Need PM's approval. No charge for PAL, per DM.

Resolution:
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Name: Deborah Whiteside

Address: 1415 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-KVGR94EKB4 ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Forwarded to Property Manager

Description:
Owner Mrs calling to state that Saturday morning or afternoon, Or Friday afternoon works for the inspection that needs to be done. Owner also update phone number in the system

Resolution:
Advised that the information would be sent to the PM. update profile with new phone number,.

Name: Deborah Whiteside

Address: 1415 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-SRPN94EVFW ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Steven R Peterson

Type of Request: On Site Information

Description:
Owner emailed LMS

My neighbor Jacquie Prendergast has informed me my toilet may be leaking into her unit. If one of the maintenance men need to inspect I am home on Wednesday this week between 9am and 11am and after 3pm. My number is 847-772-0172.

1415 E. Central rd 103a.

debi

Resolution:
Fwd to onsite to clarify if onsite does this unit to unit work. Update per RD, unit to unit, not common. Homeowner responsibility. Emailed via second IR this date.

Name: Deborah Whiteside

Address: 1415 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-SRPN94EVHK ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Steven R Peterson

Type of Request: Other;Forwarded to Property Manager;Homeowner Responsibility

Description:

Resolution:

Owner claiming that Association insurance needs to cover leak from another unit.

Owner emails-
I am also in need of this repair as well.

-----Original Message-----
From: Burkhalter, Sheri
<SHERI.BURKHALTER@LibertyMutual.com>
To: Debi Whiteside <debiwhiteside000@aol.com>
Sent: Wed, Sep 5, 2012 2:19 pm
Subject: RE: Claim 022762906

Hi Debi,

Per the state of IL, the primary coverage for this loss would be the associations master policy. You will need to contact your association to file a claim. Unfortunately this is considered an accidental loss in which no legal liability was found on our customer.

Thank you,

Sheri Burkhalter
Claims Specialist II
Personal Market Claims
Liberty Mutual Insurance Company
2120 Walnut Hill Lane, Suite 150
Irving, TX 75038
sheri.burkhalter@LibertyMutual.com
P: 800.969.4307 ext 76988
F: 888.536.7183

From: Debi Whiteside [mailto:debiwhiteside000@aol.com]
Sent: Monday, August 27, 2012 3:57 PM
To: Burkhalter, Sheri
Subject: Re: Claim 022762906

I want to file an appeal. The owner upstairs with the policy did not have the seal on his toilet and it slowly leaked and the wall caved in. A sudden leak would have flooded within an hour or so. this was leaking for months. Check with the policy owner when he originally put the toilet in he will tell you and since he repaired it the leak stopped. The metal frame behind the wall is rusty which does not result from a sudden leak. Please refile claim and have them review this case. The condo ASSN has nothing to do with the seal on the policy owners toilet.
Debi Whiteside
debiwhiteside000@aol.com
Find me at about.me/debiwhiteside

-----Original Message-----
From: Burkhalter, Sheri
<SHERI.BURKHALTER@LibertyMutual.com>
To: Debi Whiteside <debiwhiteside000@aol.com>
Sent: Mon, Aug 27, 2012 2:15 pm
Subject: Claim 022762906
Hi Debi,

Forward to onsite office and RD for review
Emailed owner-

Deborah,
This issue is the result of the owner above, and not a leak from a common pipe. Therefore the Asssociation will not cover any kind of repair or its insurance participate in any claim. This is a unit to unit repsonsibility to repair and work out amongst the two parties and / or their respective insurance companies.

Please contact the onsite office if you have further questions.

Thank you.

I reviewed the estimate and bylaws you submitted. Unfortunately the leak appears to be a sudden and accidental loss and liability will be denied. I did want to let you know, per the IL condominium statue, the association's master policy would be the primary coverage in this loss. You will need to file a claim with them for your damages. I will forward you a denial letter for your records. Please contact me if you have any questions.

Thank you,

Sheri Burkhalter
Claims Specialist II
Personal Market Claims
Liberty Mutual Insurance Company
2120 Walnut Hill Lane, Suite 150
Irving, TX 75038
sheri.burkhalter@LibertyMutual.com
P: 800.969.4307 ext 76988
F: 888.536.7183

Yes the man upstairs admitted the toilet seal was faulty and it hasnt leaked since he fixed it. he gave me his insurance information but they keep saying its the condo associations fault. but i will forward this email to them.
thanx

Name: Mark Kilgore

Address: 1415 E Central Rd 104A Arlington Hghts, IL 60005

Request #: 0554-SPEY93RKD7 ***Status:*** Completed

Date Entered: 01/08/2013 ***Received By:*** Sandra Penway

Type of Request: Forwarded to Property Manager;Pet Etiquette;Rules/Regs Info;Warning Letter

Description:
Marzena Kuprewicz (tenant) responding to a letter that was left under her door that her dog was being walking outside of the boundaries, therefore breaking the rules. She would like details to this complaint as she always thought she was in compliance and is very upset . She would like the PM (LR) to call and advise her of the details.
847-791-8670

Resolution:
Advised Ms Kuprewicz the PM (LR) would be requested to advise.
FWD to PM (LR)
Update: Left message for tenant on machine, no letter on file in the office, may have been from previous manager who is no longer here. Please disregard letter. Any future warnings or letters will come from new Property Manager if there is a complaint.

Name: Jerome Weiss

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

Request #: 0554-MBUR93KQYH ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Maureen Butcher

Type of Request: Address Change Request

Description:
Jerry would like to change the mailing address for this uni to:

1615 E Central Road
Unit 221C

Resolution:
I advised Jerry that I would forward his request
UPDATE 1-2-13 Changed mailing address. LK.

Name: Larry Dellefield
Address: 1415 E Central Rd 113B Arlington Hghts, IL 60005

Request #: 0554-SPEY93RKYX ***Status:*** Completed
Date Entered: 01/08/2013 ***Received By:*** Sandra Penway
Type of Request: Account Information;e-Debit Application Status

Description:
Mr Dellefield inquiring when he would hear if accepted into the E Debit program and if his payment was received for January assessment.

Resolution:
Provided Mr Dellefield the information as stated on the Occupant Ledger and advised he would receive an acceptance letter stating exactly when the deduction will take place.

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

Request #: 0554-SPOY93QNEK ***Status:*** Completed
Date Entered: 01/07/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information

Description:
Owner Mr 847-254-3987 requesting if payment sent by bank 1/3/13 was posted to account.
Owner advises will drop off check to EGV office.
Owner advises he will call back later this week to confirm if payment posted.

Resolution:
Advised Owner payment has not posted to account yet.
Advised Owner payments are to be mailed to lockbox address.
Advised Owner payments are not processed at EGV office.

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

Request #: 0554-JBYE93XQ2X ***Status:*** Completed
Date Entered: 01/14/2013 ***Received By:*** Jackie Byrne
Type of Request: Account Information

Description:
Owner is calling to see we got his Jan payment.

Resolution:
I advised owner that I do see his Jan payment posted on 1/8.

Name: Charles Beck
Address: 1415 E Central Rd 117C Arlington Hghts, IL 60005

Request #: 0554-FALZ93KMVR ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Account Information;e-Debit Application Status

Description:
Homeowner Mrs 847-718-0759 is calling to confirm she signed up for eDebit and received a cupon book. Owner needs to confirm if she is already signed up for eDebit

Resolution:
Advised owner her account is currently not set up for eDebit.
Advised owner to await for a letter from eDebit to confirm the first day of automatic withdrawal. Advised owner to continue to send her payments manually.

Name: Charles Beck
Address: 1415 E Central Rd 117C Arlington Hghts, IL 60005

Request #: 0554-KVGR93UJNR ***Status:*** Completed
Date Entered: 01/11/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Vendor Referral;On Site Information

Description:
Jared Johanson with ABC heating and cooling calling to state that they are changing out the air handle and would need access to the roof.

847-344-0749

Resolution:
Advised of the maintenance phone number for the property.

Name: Margaret Burzinski
Address: 1415 E Central Rd 202A Arlington Hghts, IL 60005

Request #: 0554-LRAY93LMXG ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner Mrs. came to give new phone number, removed land line and needs to know if the intercom can be used with a cell phone. Owner also needs to purchase a garage key.

Resolution:
Advised owner will call back once we know if the number can be programmed into intercom. Garage key #65 signed to resident in key log.

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

Request #: 0554-FALZ93LQ2N ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Fabiola Alvarez
Type of Request: e-Debit Application Status;Other

Description:
Homeowner Mr 773-507-8117 is calling to confirm if his eDebit had been processed. Owner sent the application a few weeks ago.

Resolution:
Advised owner his eDebit application has not processed as of yet. Advised owner to make his payment manually and he will receive a letter in the mail letting him know when the first withdrawal will take place.

*update per SRP- If you want to call him, I have the app- rejected for NO voided check. I am mailing it back today

*OUTBOUND CALL TO OWNER- 5:11pm Called owner to advise the updated information. Left voicemail for the owner.

Name: Krystyna Nsamojlik
Address: 1415 E Central Rd 204A Arlington Hghts, IL 60005

Request #: 0554-CBRT93LTXY ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Cheri Brandt
Type of Request: Coupon Book Request;Coupon Book Sent;Go-To

Description:
Owner Krystyna Nasmojlik calling because last name is spelled incorrectly on the 2013 Coupon Book.

Resolution:
Apologized to owner for misspelling of her last name. Forwarded to LK to make correction on incorrect spelling of last name. UPDATE 1-3-13 Changed last name, LK

773-970-1809 Direct Line

Name: Krystyna Nasmojlik
Address: 1415 E Central Rd 204A Arlington Hghts, IL 60005

Request #: 0554-FALZ949UTU ***Status:*** Completed
Date Entered: 01/24/2013 ***Received By:*** Fabiola Alvarez
Type of Request: General Property Info

Description:
Homeowner Mrs 773-970-1809 is calling to advise her last name is spelled incorrectly.
Owner states her last name is spelled NAMOJLIK. Owner states there is no "s" in her name and has tried to get this corrected many times already

Resolution:
advised owner the information will get corrected and apologized

Name: Mary Fitzgerald

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

Request #: 0554-LNEL93TMDT ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Latoya Neal

Type of Request: e-Debit Application Status

Description:

(847)593-6745

Email fitz358@comcast.net

Comments/Questions

Over 3 weeks ago, I submitted your paperwork for direct debit to my bank for monthly fees. To date, I have not heard anything regarding the status of this. Can you please advise where I stand regarding this.

Thank you.

Resolution:
It generally takes approximately 4-6 weeks for e-Debit to take effect. You will be notified in writing when your first automatic payment will be drafted.

Name: Mary Fitzgerald

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

Request #: 0554-KVGR94EKCS ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information;e-Debit

Description:
Owner Mrs calling to see if the e-debit will pull on the fifth if the check gets to the account first.

Resolution:
Advised that e-debit only pulls if there is a balance on the account. If the check gets there first then e-debit will not pull.

Name: Donna Thompson

Address: 1415 E Central Rd 209B Arlington Hghts, IL 60005

Request #: 0554-IAYA93QKX8 ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** Irene Ayala

Type of Request: Emergency On Call

Description:
EMERGENCY CALL: LOUD GRINDING NOISE COMING FROM THE BOILER ROOM THIS HAS BEEN GOING ON FOR THE LAST 12 HRS THAT SHE KNOWS

per emergency:Taken: Sun 06-Jan-2013 9:13a RLA

Resolution:
MSG GIVEN TO CASSANDRA/GROUP 1 CELL

Name: Barbara Johson

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

Request #: 0554-JBYE93LPYJ ***Status:*** Completed

Date Entered: 01/03/2013 ***Received By:*** Jackie Byrne

Type of Request: Forwarded to Property Manager

Description:
Owner is calling to report vandalism again. She said that there were signs up about vandalism in the building and now the signs are down. She said that she feels that they should be put back up as they were a good deterrent. She said that this it still continuing to happen, as a resident's wreath was vandalized.

Resolution:
I advised owner that I'd note what she's stated and forward to the PM.

Name: Johanne Cacciatore
Address: 1415 E Central Rd 212B Arlington Hghts, IL 60005

Request #: 0554-BHOD94AUJR ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information

Description:
Owner Mrs. calling to inquire why her payment had not been deducted from her account. Owner stated she had direct debit with previous management company and thought it would be forwarded to new management company. Owner stated she will set up payments with her bank.

Resolution:
Advised owner she would need to complete an E-Debit form with us before it would be debited from her account. Advised owner the direct debit she had set up with the previous management company did not transfer to us. Advised owner she would need to submit a payment either by mail or online.

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

Request #: 0554-LRAY93KUUY ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Owner Mrs. came to on-site office to purchase a fitness room key and needs to know the hours.

Resolution:
Advised owner will have to find keys and will call when available to purchase at office.

Name: Jack Ristow
Address: 1415 E Central Rd 218C Arlington Hghts, IL 60005

Request #: 0554-KVGR93KJX6 ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Kasandra Von Gl
Type of Request: e-Debit

Description:
Owner Mr calling to see if the e-debit is set up for Januarys assessment.

Resolution:
Advised that the owner would need to fill out the e-debit application and it would take up to six weeks to have it start pulling form the account.

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

Request #: 0554-SBOA94AMVY ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Socorro Bocanegr
Type of Request: e-Debit Application Status

Description:
Owner Ms calling to confirm edebit is active

Resolution:
advised yes and letter is in the mail

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

Request #: 0554-LNEL93RRUZ ***Status:*** Completed
Date Entered: 01/08/2013 ***Received By:*** Latoya Neal
Type of Request: HO - Association Correspondence

Description:

Resolution:

Email sent to the site PM

To whom It May Concern,

In a recent mailing we are now managed by Lieberman Management. As a resident of Dana Point, I totally understand that it takes some time for records to be transfer from one company to another. Before Ms Costa(Property Management left) we had issues with water damaged to my condo, a plumbing company Pasqualles was hired, they came out looked at my unit in Nov 2012 and stated that it was probably the air conditioner unit on the roof. To date I have not heard or seen the report. The unit 401a was also responsible for damage to the unit, and Ms Costa stated that unit 401A carried no insurance, would like the status of that issue.

Thank you,

Genie S Uli, 1415 E Central, 301A.

Name: Genie Uli

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

Request #: 0554-LRAY93UNJE ***Status:*** Completed

Date Entered: 01/11/2013 ***Received By:*** Lisette Ray

Type of Request: Work Order Status;Water Intrusion

Description:
PM called owner to speak about drywall repair issue pending in unit. Owner explained situation has been outstanding from a leak originating in unit above. Wants to know if the plumber found anything during inspection and when repair can be completed.

Resolution:
Advised owner will complete dry wall repair and to call back with a date and time when we can enter the unit. PM will call plumber and see if an inspection report on this issue can be forwarded to the office. Maintenance advised all issues have been resolved with plumbing so there should be no active leak.

Update 1/18/13: Pasquesi Plumbing confirmed no active leaks in the units for the teir. Can proceed with dry wall repairs.

Name: Beverly Baron

Address: 1415 E Central Rd 307A Arlington Hghts, IL 60005

Request #: 0554-AMDK93UPKF ***Status:*** Completed

Date Entered: 01/11/2013 ***Received By:*** AnnMarrie Detr

Type of Request: Other;Proposal

Description:

Resolution:

Spoke to Mrs. to set appointment with her to repair and paint old water damage to ceiling. Mrs. indicated that there is still a problem and that no one has ever taken care of the actual problem itself. Mrs. stated that she did not want maintenance in her home as they are not certified contractors only maintenance. She stated that she wanted a certified contractor to come and look at the problem as she wants to Sue the board of committee's, Dana Point and the Management Company for not addressing this problem completely. She has also indicate that she knows that the problem is coming from the masonry and brick outside her patio door from the unit above and that this problem as been going on for years.

I listened to Mrs explain the entire problem and ask if I would be able to return the call to her as I would like to address this with the Property Manager. I spoke to Lisette and she was in agreement to have a third party vendor come out and look at the problem and see where the source of damage is coming from. I returned the call to Mrs right away and told her that we were going to have a Certified Vendor come out and look at the problem. She was pleased by this and asked that the appointment be for after 12 noon as it take her some time to prepare herself in the morning. I told her that we will have the company phone her directly to set up the appointment with her.

Update: Per S&D Prime, owner is refusing to have company out to inspect the damage unless it is a Structural engineer and certified in mold remediation. Owner will not permit entrance as this has been happening for many years.

Name: Mari Money

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

Request #: 0554-LRAY93TLN4 ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner calling to regarding deeded space on warranty deed in building #1 on deed as space #10A, owner was unaware of space until now and has never used it. Owner advised previous manager said someone is parking in this space. Deed recorded on Dec. 1, 1993.

Resolution:
Advised owner will have to review records and call owner back.
Update: PM spoke to owner who wanted to know if the space was assigned to another unit. PM advised garage space is assigned to another unit currently but cannot provide history. Possibly space deed was sold prior to ownership. Owner will consult attorney further and contact management if they want to pursue this.

Name: Mari Money

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

Request #: 0554-SPEY93TLFC ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Sandra Penway

Type of Request: Account Information;e-Debit;Lockbox Address Requested

Description:
Ms Money authorizing LMS to continue automatic deductions from her bank account as she had arranged with the previous management company. She is very concerned with receiving a late payment.
fax 312-651-1317

Resolution:
Advised Ms Money a new E Debit form must be submitted and will be sent via fax as requested to 312-651-1317.
Provided the lock box address and confirmed the account number so she may submit assessments until she receives a letter stating the assessment will be automatically withdrawn.
Also advised during a transition period typically late fees not enforced for the first month .
11:36 am
Fax Transmission Successful
Your fax to 91-312-651-1317 was delivered successfully:
Receiver CSID: 312 651 1317
Page Count: 3
Connection Seconds: 137

Name: Mari Money

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

Request #: 0554-LRAY93YS66 ***Status:*** Completed

Date Entered: 01/15/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information;On Site Information;e-Debit

Description:
#10 A in 1405 listed on deed as belonging to unit but has never parked there. Owner requests association as resident for documentation that they own the space. Owner requests new e-debit application sent to 312-651-1317.

Resolution:
Advised resident will send letter to owner who is currently using space and request documentation from her regarding parking deed. New applicaiton will be forwarded.

Name: Lolokos Trust

Address: 1415 E Central Rd 321C Arlington Hghts, IL 60005

Request #: 0554-KVGR94DTN4 ***Status:*** Completed

Date Entered: 01/28/2013 ***Received By:*** Kasandra Von Gl

Type of Request: e-Debit

Description:
Owner Mrs calling to see if the e-debit will pull on the fifth with no balance on the account.

Resolution:
Advised that the e-debit will only pull if there is a balance on the account.

Name: Kelly Duddy

Address: 1415 E Central Rd 401A Arlington Hghts, IL 60005

Request #: 0554-MBUR93KNL6 ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Maureen Butcher

Type of Request: Forwarded to Property Manager

Description:
Kelly Meyer the owner called in because the tenants are hearing noise from the fuse box and the power flickers.

Kelly knows that this is her responsibility but wants to know if the Maintenance can take a look at it to try and determine what the problem is.

The tenants name is Jill 847-528-2578.

*********UPDATE*********1/2/2013

PM said that someone will check on this today with the HO to see if they can help determine problem.

Resolution:
I let her know that I would forward to the PM to see if we could request maintenance take a look at the unit.

Name: Kelly Duddy

Address: 1415 E Central Rd 401A Arlington Hghts, IL 60005

Request #: 0554-IAYA942SFS ***Status:*** Completed

Date Entered: 01/17/2013 ***Received By:*** Irene Ayala

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

Description:

Resolution:

Hi -
I'm an owner at the Dana Point Condo complex in Arlington Heights and wanted to send over some of my information that was requested. Attached is the emergency contact form and the unit rental agreement. I still owe you the insurance info and will also be doing an eDebit application at some point. Please let me know if there's anything missing or additional you need.
Thanks much,
Kell

Email fwd to PM

Name: Kelly Duddy

Address: 1415 E Central Rd 401A Arlington Hghts, IL 60005

Request #: 0554-SRPN94AU3U ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Steven R Peterson
Type of Request: Census;Insurance e-certs

Description:
Please find insurance information for my unit at Dana Point - bldg 1415, unit 401A. Thanks. I'd appreciate if you could let me know someone's receiving my emails too. Thanks much!
-Kelly

Resolution:
Yes, we have received this and forwarded to the onsite office.

Thank you,
Resident Services

On Thu, Jan 17, 2013 at 2:31 PM, Kelly Meyer
<kellydudz@gmail.com> wrote:
Hi -
I'm an owner at the Dana Point Condo complex in Arlington Heights and wanted to send over some of my information that was requested. Attached is the emergency contact form and the unit rental agreement. I still owe you the insurance info and will also be doing an eDebit application at some point. Please let me know if there's anything missing or additional you need.
Thanks much,
Kelly - Meyer Condo Insurance Dec Page.pdf

Name: Linda Olson

Address: 1415 E Central Rd 402A Arlington Hghts, IL 60005

Request #: 0554-LNEL93XNLX ***Status:*** Completed
Date Entered: 01/14/2013 ***Received By:*** Latoya Neal
Type of Request: Account Information

Description:

Resolution:

I am attaching my contact information form and insurance certificate that was requested. I am a resident of Dana Point. If you have any questions please feel free to contact me by email or at the number below.

Thanks,

Linda Olson

Linda M. Olson, Ph.D., OTR/L

Acting Chair and Assistant Professor

Rush University Medical Center

600 S. Paulina Ste 1009A

Chicago, IL 60612

312-942-7109 (Phone)

312-942-6989 (Fax)

Name: Audrey McCabe

Address: 1415 E Central Rd 409B Arlington Hghts, IL 60005

Request #: 0554-FALZ93KM4K ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Fabiola Alvarez

Type of Request: Lockbox Address Requested

Description:
Homeowner Mrs is calling to request for envelopes for the lockbox address to be sent to her unit address.

Resolution:
Mailed out lockbox address envelopes.

Name: Robert Witek

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

Request #: 0554-JBYE93US83 ***Status:*** Completed

Date Entered: 01/11/2013 ***Received By:*** Jackie Byrne

Type of Request: Account Information

Description:
Deceased owner's sister, Alice Goocher is calling to say that they just got the payment book. She said they got something from the post office saying that an attempt to deliver it was made. She doesn't know why it was delayed but she states they just got it and will send in the payment. She said that the Beacon Dr address in Schaumburg is correct. She said she hopes that they do not get a late fee.

Resolution:
I verified the billing address. I advised caller that I'd note what she's stated. I advised since this is a property we just took over managing this month that they will not likely get a late fee for the 1st month due to the transition.

Name: Robert Witek

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

Request #: 0554-LRAY947RAB ***Status:*** Completed

Date Entered: 01/22/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Attorney Frank Furlett calling to verify that the condo renovation permits were pulled and completed per the association specifications for architectural, please call back at 847-352-6226 (claira is the assistant). Unit is being put up for sale.

Resolution:
Advised we will have to look in file as no letter of completion was issued. Work was scheduled to be completed last week.
Update: Per PM, found file and approved architectural form but need final inspection. Arrange for inspection today at 1:00 PM to verify completion. Fax letter of completion to 847-352-6303 attn Frank.

Name: Bridie Downey

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

Request #: 0554-ATHL93TRMR ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Alex Thervil

Type of Request: e-Debit

Description:
Owner would like to know if her account is on e-debit yet.

Resolution:
Advised owner she is not yet enrolled in e-debit

Name: Bridie Downey

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

Request #: 0554-CBRT943SEA ***Status:*** Completed

Date Entered: 01/18/2013 ***Received By:*** Cheri Brandt

Type of Request: e-Debit;e-Debit Application Status

Description:
Owner, Bridie Downey calling to see if she is on edebit or not. Owner is going to be out of the Country starting tomorrow and wants PM to call her Son Gary if edebit is not set up by February 1, 2013.

847-640-9430

Resolution:
Advised owner that she is not on edebit. Forwarded to MH to confirm receipt of edebit application and if and when it will take effect.

Update from MH on 1/23/2013-Edebit application has not been received.

Outbound call to owner at 1:04 pm.

Left message that edebit application has never been received and will need to re submitted.

Name: Sam Miller

Address: 1415 E Central Rd 415B Arlington Hghts, IL 60005

Request #: 0554-LRAY93LRVH ***Status:*** Completed

Date Entered: 01/03/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner is calling in Florida who did not received the coupon book or welcome letter, He owns 3 units and will need the new management information. Please update with winter address and resend coupon and management announcement to the following address: 1035 Wildwood Lane, Naples, FL. 34105. Units are currently rented.

Resolution:
Fwd to L.K and A. R for winter address and resend of coupon book and management welcome packet.
UPDATE 1-3-13 Changed mailing address. Lk

Name: Ann Rodgers
Address: 1505 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-KVGR93KMK5 ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Other

Description:
Bank calling to get the routing number for the direct deposit.

Resolution:
Advised that we do not have the routing number for the bank.

Name: Ann Rodgers
Address: 1505 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-KVGR93KMNS ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Kasandra Von Gl
Type of Request: e-Debit

Description:
Tim Gaida Banker for the owner calling to get the e-debit form.

847-832-0313

Resolution:
Advised that the e-debit form would be faxed

Name: Ann Rodgers
Address: 1505 E Central Rd 101A Arlington Hghts, IL 60005

Request #: 0554-LNEL93SQTK ***Status:*** Completed
Date Entered: 01/09/2013 ***Received By:*** Latoya Neal
Type of Request: Insurance Information

Description:
State Farm calling for the fax number to send the owners proof of insurance

Resolution:
Insurance info was provided

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

Request #: 0554-LRAY94ARA7 ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Lisette Ray
Type of Request: Other

Description:
Owner would like to leave a message for Juan to please call her regarding a door she needs fixed in her unit after regular working hours. Owner may be reached at 847-749-2883.

Resolution:
Will forward message.

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

Request #: 0554-BHOD94ATAR ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Beverly Hood
Type of Request: Work Order Status

Description:
Owner Ms. calling to inquire when is maintenance coming to her unit to look at her door. Owner stated she is expecting guest this weekend and want this done today.

Resolution:
Advised owner per maintenance are in the building and will be up to the unit shortly.

Name: Bonnie Klein

Address: 1505 E Central Rd 109B Arlington Hghts, IL 60005

Request #: 0554-LNEL93QPS8 ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** Latoya Neal

Type of Request: Account Information

Description:

Good Morning,
I just realized you DID NOT debit my Jan assess. payment & that I will be notified when you start doing that electronically.
I just sent my check, I do apologize for misunderstanding that the automatic debit would happen this month.
Cordially,
Bonnie Klein
1505 E Central
Unit B 109
AH Il 60005
847 956 8018
ACCT# 000554c10901

Resolution:

Thank you for your e-mail.

No problem.

LaToya
LMS Resident Services

Name: Bonnie Klein

Address: 1505 E Central Rd 109B Arlington Hghts, IL 60005

Request #: 0554-SRPN949VG9 ***Status:*** Completed

Date Entered: 01/24/2013 ***Received By:*** Steven R Peterson

Type of Request: e-Debit

Description:

Am I to send check this month? Or will you debit ?
Thanks
Bonnie Klein
847 956 8018
Cell 773 802 3540
Sent from my iPhone. Bonnie

Resolution:

Replied via email-
Your automatic payments will begin in February, thanks.

Name: James Blake

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

Request #: 0554-LRAY93QLLU ***Status:*** Completed

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

Type of Request: Account Information;e-Debit

Description:

Owner calling to see when the e-debit withdraw will be.

Resolution:

Verified e-debit sign up for February draw. Owner will have to mail a check for January. Date withdrawn is February 5, 2013.

Name: Theodore Migala

Address: 1505 E Central Rd 202A Arlington Hghts, IL 60005

Request #: 0554-CBRT949RPJ ***Status:*** Completed

Date Entered: 01/24/2013 ***Received By:*** lmsu06/Lieberman

Type of Request: Outbound Call;Unicom

Description:

Jenny Franco called regarding rodding work on the sinks in the kitchen. Jenny has her father at the unit, waiting for someone to show up and would like a call back with a status at 224-616-1742.

Resolution:

Returned call to owner at 2:12 pm.
Left message for owner if still needs assistance to call us back after 230pm.

Name: Louis Ruttkay

Address: 1505 E Central Rd 207A Arlington Hghts, IL 60005

Request #: 0554-MBUR93QSQF ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** Maureen Butcher

Type of Request: Account Information

Description:

Louis the owner called because he sent a payment to PSI in error and they said that they will mail us the check.

The amount of the check was for the amount of $328.07 and he will send in the difference for February.

Email - louisruttkay@gmail.com

*********UPDATE**********1/8/2012

An email was sent to the HO with the following information per Steve P.

PSI will forward the check to us, so they don't need to make up a payment.... no need to stop payment either.

Resolution:

I advised Louis that I would send to the PM and that it would get credited to his account when the check is sent to us.

Name: Albert Filamor

Address: 1505 E Central Rd 301A Arlington Hghts, IL 60005

Request #: 0554-CBRT93XSJF ***Status:*** Completed

Date Entered: 01/14/2013 ***Received By:*** Cheri Brandt

Type of Request: Account Information

Description:

Owner , Albert Filamor calling to confirm receipt of January MA payment.

Resolution:

Advised owner that we did receive his January MA payment today

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Name: Carol Friedman

Address: 1505 E Central Rd 302A Arlington Hghts, IL 60005

Request #: 0554-KVGR93KTAW ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information

Description:

Owner Mrs calling to state that she sent the payment and the name on the check was LMS and not Dana Point. Owner stated that the account number is one the check.

Resolution:

Advised that the payment will still be accepted and posted to the account

---

Name: Marcia Cale

Address: 1505 E Central Rd 309B Arlington Hghts, IL 60005

Request #: 0554-AMDK93QS9T ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** AnnMarrie Detr

Type of Request: On Site Information

Description:

Mrs. called to ask if we have received her statement of insurance as of yet and to make sure she was charged for her storage unit.

Resolution:

I looked up her information and informed Mrs. that I did not see the information as of yet in our system and that she was indeed charged for her storage unit.

Name: Mark Splendorio

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

Request #: 0554-CBRT93MKCM ***Status:*** Completed

Date Entered: 01/04/2013 ***Received By:*** lmsu03/Lieberman

Type of Request: Coupon Book Sent;Outbound Call;Unicom

Description:
Caller Shirley Wilson reporting that she has not received her assessment coupons yet. Please call her at 847-640-7731.

Resolution:
Returned call to owner at 8:47 am 1/4/2013.

Owner found coupon book and has already mailed 1/2013 MA payment to LMS.

Name: Mark Splendorio

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

Request #: 0554-BHOD946LA6 ***Status:*** Completed

Date Entered: 01/19/2013 ***Received By:*** lmsu01/Lieberman

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

Description:
Shirley Ruehle calling to lodge a complaining against the neighbor that lives below her, he does not secure his door when he comes in and it bangs up against something. This has been going on for over a week and if it doesn't stop she is going to "go and strangle him". Wants something done immediately. She would like a call back at 847-217-8461 with your plan of action.

Resolution:
Forwarded to PM for review and advisements.

Outbound 1/21/13 10:32am: Advised owner per PM the owner would need to fill out a written complaint form before the issue will be addressed by the Board. I have included the form to this email as an attachment if she wants it emailed or faxed to her. Otherwise, she can come to the on-site office to fill one out. Once the form is received, then we can send a letter to the owner regarding the issue.

Name: Marilyn Courter

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

Request #: 0554-IAYA93MKWC ***Status:*** Completed

Date Entered: 01/04/2013 ***Received By:*** Irene Ayala

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

Description:
Would you please have the boxes for the Christmas Tree deorations brought to the lobby of building 1505.

I would like to put them away today.

Thank You,

Marilyn Courter

Resolution:
Email fwd to PM

Name: Bridie Downey

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

Request #: 0554-CBRT943SB5 ***Status:*** Completed

Date Entered: 01/18/2013 ***Received By:*** Cheri Brandt

Type of Request: e-Debit;e-Debit Application Status

Description:
Owner, Bridie Downey calling because she made payment for January and she is going to be out of town starting tomorrow until March 31, 2013 and wants to make sure that she is set up for edebit.

847-60-9430

Resolution:
Reviewed ledger and advised owner it does show that owner is set up for edebit.

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

Request #: 0554-JBYE93KNNW ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Jackie Byrne
Type of Request: Other;Outbound Call

Description:
Owner is calling to say in the past she used to call the office and they would leave a msg for Juan the maint man to call her. She asked if I could do that.

Resolution:
I called Juan on his cell and asked him to give owner a call. He said that he would. He said that he has her #. I advised owner.

Name: Carol Thomas
Address: 1505 E Central Rd 413B Arlington Hghts, IL 60005

Request #: 0554-MBUR949RJ4 ***Status:*** Completed
Date Entered: 01/24/2013 ***Received By:*** lmsu01/Lieberman
Type of Request: On Site Information

Description:
Ms Thomas called regarding a sink that is moving; she is unable to contact the other party and would like Sam to give her a call. Phn 847-437-5203

Resolution:
I called and spoke with Sam who is working on the situation and has already spoke to Ms. Thomas.

He said that he would call the owner back.

Name: Laurie Lutiger
Address: 1515 E Central Rd 120C Arlington Hghts, IL 60005

Request #: 0554-SPOY946RA3 ***Status:*** Completed
Date Entered: 01/21/2013 ***Received By:*** Susan Potkay
Type of Request: e-Debit Application Status

Description:
Owner Mrs 847-593-1755 advises she submitted paperwork to be set up with eDEBIT. Owner advises she mailed January assessment however she is not sure how to proceed for February.

Resolution:
Advised Owner account is set up with eDEBIT to begin in February.

Name: Leroy Mazurek
Address: 1515 E Central Rd 122C Arlington Hghts, IL 60005

Request #: 0554-ATHL93RUBB ***Status:*** Completed
Date Entered: 01/08/2013 ***Received By:*** Alex Thervil
Type of Request: e-Debit

Description:
Owner is requesting edebit application to be sent to him via mail

Resolution:
Mail e-debit app to owner

Name: Dorothy Nelson
Address: 1515 E Central Rd 152A Arlington Hghts, IL 60005

Request #: 0554-MBUR93ZRWM ***Status:*** Completed
Date Entered: 01/16/2013 ***Received By:*** Maureen Butcher
Type of Request: Address Change Request;Account Information;Lockbox Address Requested

Description:

Resolution:

Cheryl the owner's daughter called to request that we change her mothers mailing address to:

Dorothy Nelson
7 S Woodridge
Arlington Heights, IL 60004

The unit is empty and her mother lives with her now.

I advised that I would submit her request.

I also gave her the 2013 assessment amount and the lockbox address.
UPDATE 1-21-13 Changed mailing address. LK

Name: Marjorie Kulp

Address: 1515 E Central Rd 154A Arlington Hghts, IL 60005

Request #: 0554-LNEL93LNZ4 ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Latoya Neal
Type of Request: e-Debit

Description:
Owner calling for the processing time to set up eDEBIT

Resolution:
Owner was advised 4-6 weeks

Name: Sam Miller

Address: 1515 E Central Rd 157A Arlington Hghts, IL 60005

Request #: 0554-LRAY93LRWB ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner calling did not receive new management welcome packet or coupon book. Owns 3 units but is in Florida. Please update winter address and send new packet and coupon book to Florida address: 1035 Wildwood Lane, Naples, FL. 34105. Units are currently rented.

Resolution:
Fwd to L.K and A.R for info update and new mailing.
UPDATE 1-3-13 Changed mailing address. LK

Name: Christie Grzesiak

Address: 1515 E Central Rd 161B Arlington Hghts, IL 60005

Request #: 0554-LNEL93LLKN ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Latoya Neal
Type of Request: Account Information

Description:
To whom it may concern,

I live in Dana Point Condominiums in Arlington Heights and have attached, per your request, my Contact and Emergency Information Form as well as my Insurance Renewal Certificate. I will be submitting my eDebit Application separately through the mail.

Please let me know if you need any further information.

Thank you!

Christie Grzesiak
1515 E. Central Rd., Unit 161B
Arlington Heights, IL 60005
christie-g@hotmail.com

Resolution:

Thank you for your e-mail.

Your account will be updated.

LaToya
LMS Resident Services

Name: Christie Grzesiak
Address: 1515 E Central Rd 161B Arlington Hghts, IL 60005

Request #: 0554-SPEY93ZJRL ***Status:*** Completed
Date Entered: 01/16/2013 ***Received By:*** Sandra Penway
Type of Request: General Property Info

Description:
Freda (Quicken Loans) verifying the address is in the Dana Point Association and verifying it is a Condominium.

Resolution:
Advised Miss Freda the Association and the type of ownership as stated in the Physical Property Information.

Name: Christie Grzesiak
Address: 1515 E Central Rd 161B Arlington Hghts, IL 60005

Request #: 0554-SPEY93ZLZ9 ***Status:*** Completed
Date Entered: 01/16/2013 ***Received By:*** Sandra Penway
Type of Request: Account Information

Description:
Ms Grzesiak is seeking a copy of her ledger to be e mail to : christie-g@hotmail.com

Resolution:
Provided Ms Grzesiak a copy of ledger to her email: christie-g@hotmail.com

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

Request #: 0554-LRAY93LNWU ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Lisette Ray
Type of Request: Neighbor Etiquette

Description:
Owner Ms. came into office very upset, stating she went to the laundry to gather her clothes and was a bit late after the cycle end when a man who was waiting was very belligerent and threatened her with his cane. Man hit dryer with cane for emphasis. Owner was afraid since she lives alone and came to office.

Resolution:
Advised owner to put in writing and sent maintenance to see if we can locate the individual. Owner was hesitant as she did not want him to come after her. Owner put incident in writing for documentation. Man could not be located by maintenance. Advised owner that if she felt threatened or the man found her unit, to call the police if situation escalates.

Name: Marian Long
Address: 1515 E Central Rd 163B Arlington Hghts, IL 60005

Request #: 0554-KVGR93QJZ8 ***Status:*** Completed
Date Entered: 01/07/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Other

Description:
Owner Mrs calling to see how to turn in the vote if she does not have the envelope.

Resolution:
Advised that the ballot could be dropped off at the on site office

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Name: Nancy Colgan

Address: 1515 E Central Rd 221C Arlington Hghts, IL 60005

Request #: 0554-AMDK93QQNQ ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** AnnMarrie Detr

Type of Request: On Site Information

Description:
Mrs. Called to state that there is a small wooden piece of wood at the bottom of the threshold of the door at 1505. This piece of wood is preventing her power chair to be able to enter and exit from this door.

Resolution:
I advised Mrs. that we would bring this to maintenance attention to see if we would be able to remove the wood piece.

Name: Marlene Rivara

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

Request #: 0554-MBUR94EPE5 ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Maureen Butcher

Type of Request: Account Information;Forwarded to Property Manager

Description:
Marlene Rivara called because she claims that the last check she sent us was for $441.20 and the account shows that it was $428.78.

Resolution:
I advised her that I would foward to the PM confirm the amount the check was.

Name: Howard Mirsky

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

Request #: 0554-IAYA93RK5C ***Status:*** Completed

Date Entered: 01/08/2013 ***Received By:*** Irene Ayala

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

Description:
Owner Mr calling reporting there is a lot of ice near the east fire lane entry of the building. States no one has placed salt and he is very upset. States this needs to be done immediately for someone is going to fall and get hurt. States there is a accumulation of water and ice not sure why. Can be reached at: 847-593-2633

Resolution:
Advised a WO was placed on 1/7. FWD to PM

Name: Howard Mirsky

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

Request #: 0554-BHOD93ULM2 ***Status:*** Completed

Date Entered: 01/11/2013 ***Received By:*** Beverly Hood

Type of Request: Account Information;e-Debit

Description:
Owner Mr. calling to inquire about E-Debit procedures. Owner stated he is filling out the E-Debit form but noticed it takes 4-6 weeks to process. Owner inquired what do he need to do regarding his account payment in while waiting for his E-Debit application to be processed. Owner inquired what his account number is

Resolution:
Advised owner he would not be able to have E-Debit active in time for January payment to be debited. Advised owner he needs to send payment via mail. Advised owner he would not receive a late fee for payment being late. Advised owner of the address and account number to send payment. Advised owner of the address to send E-Debit application.

Name: Sarah Bootz
Address: 1515 E Central Rd 260B Arlington Hghts, IL 60005

Request #: 0554-KVGR94EKMN ***Status:*** Completed
Date Entered: 01/29/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Forwarded to Property Manager

Description:
Owner Mrs calling to report cats on the property. Owner stated that there are about 4-5 cats that are hanging out in the quad area and being loud.

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

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

Request #: 0554-SPOY93LRHC ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information;Lockbox Address Requested;e-Debit

Description:
Owner Mrs 847-640-0286 advises she sent in eDEBIT application for payments. Owner requesting if January payment will be taken by eDEBIT.

Resolution:
Advised Owner eDEBIT can take up to 4-6 weeks to process.
Advised Owner can provide account information to mail payments until eDEBIT is set up.
Provided Owner with lockbox address, account number, and monthly assessment amount.

Name: Katarzyna Tylus
Address: 1515 E Central Rd 364B Arlington Hghts, IL 60005

Request #: 0554-IAYA93ZJMZ ***Status:*** Completed
Date Entered: 01/16/2013 ***Received By:*** Irene Ayala
Type of Request: Emergency On Call

Description:
EMERGENCY CALL: NO POWER, ONLY UNIT IN THE BUILDING. NO HEAT, FRIDGE. CALL FOR HER COUSIN, HO DOES NOT SPEAK
ENGLISH.

per emergency:Taken: Tue 15-Jan-2013 6:33p LS

Resolution:
LMTC KIM CELL 712P, KIM CHK'D IN 719P.

Name: Katarzyna Tylus
Address: 1515 E Central Rd 364B Arlington Hghts, IL 60005

Request #: 0554-PROY93Z3QF ***Status:*** Completed
Date Entered: 01/15/2013 ***Received By:*** Property
Type of Request: Unicom

Description:
Paul called for owner and advised that owner don't have electiricity in the unit and owner don't know why, but everyone else have electricity in the building. PM on called the owner and expalined that electrical not included in the assessment and owner need to pay a bill. Owner was thinking that electrical included in the assessment.

Resolution:
Forwarded to PM

Name: Julie Ilg

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

Request #: 0554-ATHL94ENXD ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Alex Thervil

Type of Request: Account Information

Description:
Owner would like to know current account balance

Resolution:
Advised owner of current account balance

Name: Julie Ilg

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

Request #: 0554-MBUR94ENZ7 ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Maureen Butcher

Type of Request: Forwarded to Property Manager;e-Debit

Description:
Julie called because she had a credit balance with her account the previous property management..

Julie did not know the exact amount but would like the PM to check on this.

Julie also wanted to check the status of her EDebit application that was mailed last week.

Email addresss - juliellg@gmail.com.

Resolution:
I advised her that I would forward to PM for an answer.

Name: Michael Zeddies

Address: 1515 E Central Rd 420C Arlington Hghts, IL 60005

Request #: 0554-KVGR93SUSJ ***Status:*** Completed

Date Entered: 01/09/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Settlement Statement Requested

Description:
Owner Mr calling to state that he sold this unit in 2013.

Resolution:
Advised owner to send in the settlement statement. Advised of the fax number

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Name: Marlene Winters

Address: 1515 E Central Rd 460B Arlington Hghts, IL 60005

Request #: 0554-SPEY94ENU4 ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Sandra Penway

Type of Request: Account Information;e-Debit

Description:
Ms Winters calling in regards to the acceptance letter she received into the E Debit program as she mailed a payment yesterday to the lock box.

Resolution:
Advised Ms Winters the process and she is pleased to be in the E Debit program.

Name: Brian Morrisroe

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

Request #: 0554-SPOY93QR3K ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** Susan Potkay

Type of Request: Account Information

Description:
Owner Mr 847-927-0982 advises he is setting up assessment payments with bank. Owner requesting confirmation check is payable to Dana Point.

Resolution:
Advised Owner payment to Dana Point is correct. Advised Owner to include account number on check. Confirmed with Owner address to send payment to is lockbox address.

Name: Janis Pinkerton

Address: 1515 E Central Rd 462B Arlington Hghts, IL 60005

Request #: 0554-JBYE93TPLJ ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Jackie Byrne

Type of Request: Account Information;Lockbox Address Requested;e-STAR

Description:
Owner is calling to get the assessment amount, lockbox address and acct number as she misplaced her coupon book. She also mentioned that there was something about e-star that was in her packet but she can't find that either.

Resolution:
I gave owner her her acct number, lockbox address, assessment amount and registration number for e-star and instructions on how to register.

Name: Kristen Skenderi

Address: 1515 E Central Rd 463B Arlington Hghts, IL 60005

Request #: 0554-LNEL93LHLZ ***Status:*** Completed

Date Entered: 01/03/2013 ***Received By:*** Latoya Neal

Type of Request: Account Information

Description:
Attached is my Contact and Emergency Information Form as well as a copy of my insurance and current lease for my residence. Thank you!

Kristin Skenderi (Spatzek)
Owner of:
1515 E. Central Road Unit 463B
Arlington Heights, IL 60005

Resolution:
Email sent to the PM and processing with AS

Name: Janet Skogen

Address: 1515 E Central Rd 464B Arlington Hghts, IL 60005

Request #: 0554-CBRT93KS2M ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Cheri Brandt

Type of Request: Lockbox Address Requested

Description:
Owner, Janet Skogen calling to see if she should make 1st payment via USPS.

Resolution:
Advised owner to please mail 1st payment to payment mailing address.

Name: Su Chang Lim

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

Request #: 0554-LNEL93SMPX ***Status:*** Completed

Date Entered: 01/09/2013 ***Received By:*** Latoya Neal

Type of Request: HO - Association Correspondence

Description:

To. Whom it may concern,
Please find the attachments for the new resident information.
Thank you,
Kyungsun Lim

Resolution:
Sent to the PM and MH

Name: Mohammed Said

Address: 1605 E Central Rd 103A Arlington Hghts, IL 60005

Request #: 0554-LRAY93XRT4 ***Status:*** Completed

Date Entered: 01/14/2013 ***Received By:*** Lisette Ray

Type of Request: On Site Information

Description:
Tenant Mrs. calling regarding garbage yesterday was overflowing and could not open door to through away trash. Garbage was thrown all over common area.

Resolution:
Thanked owner for reporting. Will check with scavenger to confirm pick up dates.

Name: Christine Dowgiallo

Address: 1605 E Central Rd 114B Arlington Hghts, IL 60005

Request #: 0554-SPEY93TJLV ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Sandra Penway

Type of Request: Forwarded to Property Manager;General Property Info

Description:
Ms Dowgiallo reporting today (1/10/13 Thursday) at 7:45 am three men were pounding on her patio door for approximately 5 to 10 minutes and when she pulled back the shades they stated they were there to move furniture. When she advised she was unaware of any furniture to be moved they apologized and continued onto another unit on the property. She is very concerned as she lives alone and is now leaving for work and did not notice any moving truck in the area. She is requesting guidance what she should do as next steps to feel secure.

Resolution:
Advised Ms Dowgiallo to contact the local authorities and assured her the PM (LR) would be notified and information were noted on her account.
FWD to PM (LR) as FYI

Name: Linda Hines

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

Request #: 0554-LRAY93YLY4 ***Status:*** Completed

Date Entered: 01/15/2013 ***Received By:*** Lisette Ray

Type of Request: On Site Information

Description:
Owner Mrs. calling to report painting was stolen offlobby wall near elevators.

Resolution:
Thanked resident for reporting.
Update: per Sam1-15-13, painting glass was broken and painting was removed for repairs.

Name: Jan Acquafredda
Address: 1605 E Central Rd 118C Arlington Hghts, IL 60005

Request #: 0554-FALZ93YVZF ***Status:*** Completed
Date Entered: 01/15/2013 ***Received By:*** Fabiola Alvarez
Type of Request: Scavenger

Description:
Homeowner Mr 847-754-1965 is calling to advise the garbage has been overflowing for the past few weeks. Owner states his unit is located next to the garbage and recycling. Owner is requesting to have this taken care of.

Resolution:
Advised owner the garbage pick up is tomorrow and it will be addressed.

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

Request #: 0554-LNEL93XL7K ***Status:*** Completed
Date Entered: 01/14/2013 ***Received By:*** Latoya Neal
Type of Request: Lockbox Address Requested

Description:
Owners daughter Nancy calling for payment remittence info

Resolution:
Info was provided

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

Request #: 0554-AMDK93YMJG ***Status:*** Completed
Date Entered: 01/15/2013 ***Received By:*** AnnMarrie Detr
Type of Request: Account Information;Address Change Request

Description:
Owner requests bill to change. All correspondence should go to: 503 S. HiLuss Ave, Mt.Prospect, IL 60056.

Resolution:
Forwarded information to Lisa K.
UPDATE 1-15-13 Changed mailing address. LK

Name: William Sheridan
Address: 1605 E Central Rd 201A Arlington Hghts, IL 60005

Request #: 0554-MBUR948KSW ***Status:*** Completed
Date Entered: 01/23/2013 ***Received By:*** Maureen Butcher
Type of Request: e-Debit

Description:
William called because he is going on vacation and wanted to confirm that his EDebit will start.

Resolution:
I confirmed that it will begin in February.

Name: Carol Robb
Address: 1605 E Central Rd 203A Arlington Hghts, IL 60005

Request #: 0554-AMDK942QEW ***Status:*** Completed
Date Entered: 01/17/2013 ***Received By:*** AnnMarrie Detr
Type of Request: Other

Description:
Mrs. called to ask what number she is to push when someone is at her front door in order to let them in with the buzzer.

Resolution:
I told Mrs. that she is to push number 6 when she is on the line with the person and the buzzer would activate in order to open the door.

Name: Maura Moran

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

Request #: 0554-BHOD93XPLP ***Status:*** Completed

Date Entered: 01/14/2013 ***Received By:*** Beverly Hood

Type of Request: Neighbor Etiquette;Violations;Forwarded to Property Manager;Outbound Call

Description:
Owner Ms. calling regarding unit 308A. Owner stated the neighbor has not moved in yet. Owner stated they allow the child to run back and forth and jumps. Owner stated she has sent nice notes regarding this issue. Owner stated today the noise started with the child running at 5am this morning. Owner stated she would like something done. Owner stated she would like something done soon due to having surgery soon. Owner stated she has tried on several occasions to talk with the neighbors but the issue continues.

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

Outbound 2:30pm: LM Advised owner per PM owner will need to fill out a complaint against the owner and submit it to the office for Board review and action. Advised owner to call back and inform us how she would like the form sent.

Name: Charlotte Darr

Address: 1605 E Central Rd 212B Arlington Hghts, IL 60005

Request #: 0554-IAYA93KLRD ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Irene Ayala

Type of Request: e-Debit;Lockbox Address Requested

Description:
Owner would like to confirm she is set up with the e-debit program.

Resolution:
Advised she is set up with the edebit to begin on Feb. Advised needs to submit her assessment payment via lock box.

Name: Delores Burling

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

Request #: 0554-KVGR94ETZA ***Status:*** Completed

Date Entered: 01/29/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information;e-Debit

Description:
Owner Mrs calling to state that she sent in a payment and she would like to know if the e-debit will pull form her account.

Resolution:
Advised that the e-debit will only pull if there is a balance on the account. Advised that the balance of .50 will be pulled.

Name: Helen Doyle

Address: 1605 E Central Rd 221C Arlington Hghts, IL 60005

Request #: 0554-SBOA94APJP ***Status:*** Completed

Date Entered: 01/25/2013 ***Received By:*** Socorro Bocanegr

Type of Request: Account Information

Description:
daughter states they have POA and they were out of the country for a while, she believes two payments have been sent but they were shorted the new amount for 2013

Resolution:
advised yes, two payments received, she can send the difference with her next payment

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Name: Paula Fendius

Address: 1605 E Central Rd 315B Arlington Hghts, IL 60005

Request #: 0554-IAYA93ZL5H ***Status:*** Completed

Date Entered: 01/16/2013 ***Received By:*** Irene Ayala

Type of Request: Scavenger;Forwarded to Property Manager

Description:
Hi

I live in Dana Point at 1605 E. Central and am wandering if the collection schedule has changed / reduced.

The recyclables bin at the outside area has been consistently overflowing for a couple of weeks...which is unusually. In fact it has not been emptied since early last week and by this past Saturday the area become overflowing with both types of garbage...and a mess.

If the pick up schedules has been reduced...can you please let me know...

Thank you

Paula Fendius

Resolution:
Email fwd to PM

Name: Joseph Yellin

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

Request #: 0554-SPEY93LPAS ***Status:*** Completed

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

Type of Request: On Site Information

Description:
Kyle Hanley (fiancee of owner) requesting to pick up the fitness room key.

Resolution:
Provided Mr Hanley the information as stated in the Property Profile and the on site office hours and phone number.

Name: Guydan Living Trust

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

Request #: 0554-LRAY93LLZM ***Status:*** Completed

Date Entered: 01/03/2013 ***Received By:*** Lisette Ray

Type of Request: Account Information

Description:
Owner Mrs. Carol calling to verify payment address since she pays assessments through her on-line bill pay.

Resolution:
Advised owner to mail payment to the address listed on the coupon book and to update the account number as well to ensure processing.

Name: Susan Lynch

Address: 1605 E Central Rd 403A Arlington Hghts, IL 60005

Request #: 0554-SBOA94E4X3 ***Status:*** Completed

Date Entered: 01/26/2013 ***Received By:*** lmsu01/Lieberman

Type of Request: Neighbor Etiquette;Forwarded to Property Manager;Unicom

Description:
MESSAGE TAKEN BY UNICOM
Owner called from 224-875-1453 to lodge a complaint about the resident in Unit 401, they play their music and television too loud.

Resolution:
update 1/28 fwd to PM

Name: Eldred Hudson
Address: 1605 E Central Rd 406A Arlington Hghts, IL 60005

Request #: 0554-SBOA93MMUJ ***Status:*** Completed
Date Entered: 01/04/2013 ***Received By:*** Socorro Bocanegr
Type of Request: e-Debit Application Status

Description:
Owner Ms calling to confirm her edebit will begin in February

Resolution:
Advised a letter will be sent to advise, if she has not received the letter by 1/25 she may call again for status, if it is to begin in February our system may reflect that or we will check with accounting.

Name: Eldred Hudson
Address: 1605 E Central Rd 406A Arlington Hghts, IL 60005

Request #: 0554-FALZ948KXZ ***Status:*** Completed
Date Entered: 01/23/2013 ***Received By:*** Fabiola Alvarez
Type of Request: e-Debit Application Status;Other

Description:
Homeowner Mrs 847-259-2156 is calling to confirm if her eDebit will take effect in February. Owner has yet to receive anything in the mail stating that information

Resolution:
Advised owner her eDebit will take effect in February. Advised owner she will be getting a letter this week.

Name: Elizabeth Sutton
Address: 1605 E Central Rd 417C Arlington Hghts, IL 60005

Request #: 0554-LRAY93LQVA ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Medico medical driver service called regarding owner who is unable to buzz resident in as the phone is off the hook. Driver is delivering medical supplies and came out to get something, now cannot get back in.

Resolution:
Advised will have maintenance escort driver back to unit and advise resident her phone is off the hook.

Name: Elizabeth Sutton
Address: 1605 E Central Rd 417C Arlington Hghts, IL 60005

Request #: 0554-LRAY93LRMT ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information;e-Debit

Description:
Owner Mrs. calling regarding e-debit application.

Resolution:
Advised owner application was received and will begin withdrawal in February. Will need to mail a check with coupon for January. Owner advised when assessments increase. Advised this information was previously sent to all owners.

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

Request #: 0554-SPEY94APMF ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Sandra Penway
Type of Request: Sale Questions

Description:
Nancy (ReMax) inquiring if leasing is allowed.

Resolution:
Advised Nancy as stated in the Property Profile;
NO RENTALS IF UNIT IS RESOLD- ALL RESALE OF UNITS SHALL BE OWNER OCCUPIED

Name: Keith Beirne
Address: 1615 E Central Rd 104A Arlington Hghts, IL 60005

Request #: 0554-AMDK94GPYH ***Status:*** Completed
Date Entered: 01/31/2013 ***Received By:*** AnnMarrie Detr
Type of Request: Move-in/out Inquiry

Description:
TENANT NUMBER AS THE WORK NUMBER. TENANT JIM ROBISON WILL BE MOVING OUT ON FEBRUARY 19, 2013.

Resolution:
PUT MOVE OUT ON THE CALENDAR.

Name: Tetiana Matlashevska
Address: 1615 E Central Rd 113B Arlington Hghts, IL 60005

Request #: 0554-LRAY93KRYF ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner calling to find out what her past due/credit balance is.

Resolution:
Advised owner the charges have not been provided to us yet, will take approximately 30 days and then we can call her with any amount on the account. If there is a balance due, a statement will be provided once the charges are available.

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

Request #: 0554-SPOY94DM3J ***Status:*** Completed
Date Entered: 01/28/2013 ***Received By:*** Susan Potkay
Type of Request: Account Information;e-Debit

Description:
Owner Mrs 847-550-6580 requesting if eDEBIT will withdraw her total amount due or if she has to send a check for January assessment.

Resolution:
Advised Owner eDEBIT does withdraw the current balance on account. Advised Owner on 2/5/13 eDEBIT will withdraw $879.26 to bring account current if no other payment is received prior to then.

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

Request #: 0554-KVGR94EV8D ***Status:*** Completed
Date Entered: 01/29/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Common Area Request

Description:
Owner Mrs calling to find out if there are new keys that are needed for the building.

Owner Stated that she has three old keys to the building.

Resolution:
Advised that the information would be sent to the PM to advised if there are new keys to the building.

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

Request #: 0554-KVGR94FJSC ***Status:*** Completed
Date Entered: 01/30/2013 ***Received By:*** Kasandra Von Gl
Type of Request: On Site Information;Architectural Change Information

Description:
Owner Mrs calling to find out what she would need to do with the Arch forms that she filled out.

Resolution:
Advised that the information could be taken in to the on site office.

Name: Herbert Andreen
Address: 1615 E Central Rd 120C Arlington Hghts, IL 60005

Request #: 0554-SPOY94DLFK ***Status:*** Completed
Date Entered: 01/28/2013 ***Received By:*** Susan Potkay
Type of Request: e-Debit Application Status;Account Information

Description:
Owner Mr 480-807-5151 requesting if eDEBIT has been established on his account.

Resolution:
Advised Owner eDEBIT is active for his account beginning 2/1/13.

Name: Mary Papadatos
Address: 1615 E Central Rd 204A Arlington Hghts, IL 60005

Request #: 0554-SBOA94E4RA ***Status:*** Completed
Date Entered: 01/26/2013 ***Received By:*** lmsu01/Lieberman
Type of Request: Common Area Request;Unicom

Description:
Owner Ms would like a call back at 847-975-1216 regarding the C-Wing door leading to the parking lot, it sticks when you try to open it.

Resolution:
WO issued 1/28

Name: Gzregorz Niewola
Address: 1615 E Central Rd 208A Arlington Hghts, IL 60005

Request #: 0554-LNEL93LJJ6 ***Status:*** Completed
Date Entered: 01/03/2013 ***Received By:*** Latoya Neal
Type of Request: Account Information

Description:
Hello
Can you change my first name in your files, my correct name is Grzegorz
Niewola (not Gzregorz). Maybe it's not important but i don't need problems
in future.
I have the same mistake on my association payment book it's not a problem
for me but i'm not sure can I use that coupons.
Please feel free to contact me.

My address is 1615 e Central Rd Unit 208A Arlington Heights IL 60005 (DANA
POINT CONDOMINIUS)

Resolution:
Thank you for your e-mail.

We apologize for the confusion and your name is being corrected.

LaToya
LMS Resident Services
UPDATE 1-3-13 Changed name Lk

Name: Piotr Zielinski
Address: 1615 E Central Rd 213B Arlington Hghts, IL 60005

Request #: 0554-BHOD93SMZ9 ***Status:*** Completed
Date Entered: 01/09/2013 ***Received By:*** Beverly Hood
Type of Request: Account Information

Description:
Owner Ms. calling regarding coupon book. Owner stated her and fiance are both owners and inquired if both names can be put on the coupon book.

Resolution:
Advised owner we are not able to put both names on the coupon books and we alternate the names every year.

Name: Jennifer Frischmann
Address: 1615 E Central Rd 214B Arlington Hghts, IL 60005

Request #: 0554-KVGR94APZB ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Kasandra Von Gl
Type of Request: Forwarded to Property Manager;Projects

Description:
Owner Mrs calling to state that she will be a little ;ate for her appointment for today at 3:00pm

847-414-4001

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

Name: Alfrieda Tozzi
Address: 1615 E Central Rd 215B Arlington Hghts, IL 60005

Request #: 0554-ATHL94EVFP ***Status:*** Completed
Date Entered: 01/29/2013 ***Received By:*** Alex Thervil
Type of Request: e-STAR

Description:
Julie, niece of owner is requesting registration code to help set up estar

Resolution:
Provided caller with registration number

Name: Victor and Sylvia Weiss
Address: 1615 E Central Rd 221C Arlington Hghts, IL 60005

Request #: 0554-MBUR93KR2B ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Maureen Butcher
Type of Request: Address Change Request

Description:
Mr. Weiss called and requested that we change the billing address to:

1615 E Central Rd 221C

Resolution:
I advised him that I would forward his request.
UPDATE 1-2-13 Changed mailing address. LK

Name: Paula Poplawski
Address: 1615 E Central Rd 305A Arlington Hghts, IL 60005

Request #: 0554-LRAY93KQYF ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Lisette Ray
Type of Request: On Site Information

Description:
Owner Mrs. calling to report a christmas tree that was thrown over someone's balcony in the common area that has been there since Friday. Please remove tree and place with garbage for collection.

Resolution:
Maintenance advised owners are permitted and may leave trees for collection. Will move to trash location for collection.

Name: Jacqueline Fouch
Address: 1615 E Central Rd 309B Arlington Hghts, IL 60005

Request #: 0554-LRAY94ALZT ***Status:*** Completed
Date Entered: 01/25/2013 ***Received By:*** Lisette Ray
Type of Request: Account Information

Description:
Owner called upset to see her dead husbands name on the correspondence from the association. Owner stated unit is held in trust and the previous management removed his name. Owner asked to be considerate since it is difficult for her to locate the necessary documents and wants a courtesy.

Resolution:
Advised owner will see what documentation is required by Admin. to complete this request.
UPDATE 1-31-13 Removed Frederic from the account. LK

Name: Helena Kluczyk

Address: 1615 E Central Rd 312B Arlington Hghts, IL 60005

Request #: 0554-KVGR94FPUG ***Status:*** Completed

Date Entered: 01/30/2013 ***Received By:*** Kasandra Von Gl

Type of Request: Account Information

Description:
Owner Mrs calling to check her account. Owner spoke rough English. Owner wanted to know if she needed to send in a payment.

Resolution:
Advised that e-debit is set up for Feb and it will pull Jan and Feb assessments. Not sure if the owner understood!

Name: Nancy Gollogly

Address: 1615 E Central Rd 317C Arlington Hghts, IL 60005

Request #: 0554-SBOA94E4PF ***Status:*** Completed

Date Entered: 01/26/2013 ***Received By:*** lmsu09/Lieberman

Type of Request: Unicom;Common Area Request

Description:
Per Ms Gollogly 773-502-1138 cell or alternate 847-290-0114 none of the keys will allow her to access the back door only works in the other doors.

Resolution:
update 1/28

Duplicate message

Name: Nancy Gollogly

Address: 1615 E Central Rd 317C Arlington Hghts, IL 60005

Request #: 0554-SBOA94E4N3 ***Status:*** Completed

Date Entered: 01/26/2013 ***Received By:*** lmsu09/Lieberman

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

Description:
Per Ms Gollogly 773-502-1138 cell or alternate 847-290-0114 none of the keys will allow her to access the back door only works in the other doors.

Resolution:
Fwd to PM onsite

Name: Charlene Scott

Address: 1615 E Central Rd 318C Arlington Hghts, IL 60005

Request #: 0554-ABOO94DQYW ***Status:*** Completed

Date Entered: 01/28/2013 ***Received By:*** Angie Botello

Type of Request: e-Debit;Forwarded to Property Manager

Description:
Owner calling to state that she would like to know when the edebit will take place for her monthly assessments. Owner states that her husband passed away 3 years ago and she has asked the onsite office many times to remove his name from correspondence and he is still on everything.

Resolution:
Advised owner that the edebit will begin on Feb 5th. Advised owner that the PM will be advised of her request for the name removal.

PER PM: We need the updated deed or a death certificate, or trust to remove the husband's name. We cannot legally remove it without documentation to support the change. They may have asked the previous management company since we took over January 1, 2013.

Name: Marion Hilgers
Address: 1615 E Central Rd 319C Arlington Hghts, IL 60005

Request #: 0554-AMDK93RMWN ***Status:*** Completed
Date Entered: 01/08/2013 ***Received By:*** AnnMarrie Detr
Type of Request: Account Information

Description:
Mrs called to ask if her e-debit had began to pull from her account.

Resolution:
I informed Mrs. that it did not start as of yet and that it would take up to 4 weeks and that she would receive a confirmation letter in the mail as to when the auto debit would begin. I advised Mrs. to send in her check using her coupon book.

Name: Eleanor Sheehy
Address: 1615 E Central Rd 322C Arlington Hghts, IL 60005

Request #: 0554-ABOO943NRZ ***Status:*** Completed
Date Entered: 01/18/2013 ***Received By:*** Angie Botello
Type of Request: Account Information;e-Debit

Description:
Eleanor calling to state that previously her assessment was automatically deducted from her bank account and she just her account now and noticed that it has not been deducted, so she would like to know if LMS has her banking info. Owner states that the edebit form should be sent via email to: sheehy1615@comcast.net

Resolution:
Advised owner that she is not set up on edebit and that the January assessment has not been paid. Advised owner that the edebit form will be sent via email.

Name: Sandra Gerrick
Address: 1615 E Central Rd 404A Arlington Hghts, IL 60005

Request #: 0554-SBOA93KMCE ***Status:*** Completed
Date Entered: 01/02/2013 ***Received By:*** Socorro Bocanegr
Type of Request: Insurance e-certs;Census

Description:
Owner Ms calling to advise she will mail in the census and her insurance agent at SF will fax the COI today

Resolution:
noted

Name: Giyung Chong
Address: 1615 E Central Rd 407A Arlington Hghts, IL 60005

Request #: 0554-MZIN93UP2W ***Status:*** Completed
Date Entered: 01/11/2013 ***Received By:*** Masha Zingerman
Type of Request: Closing PAL Request Received

Description:
Rec'd order for CQ.

Resolution:
Express, paid by Visa

Name: Giyung Chong
Address: 1615 E Central Rd 407A Arlington Hghts, IL 60005

Request #: 0554-JBYE93URSW ***Status:*** Completed
Date Entered: 01/11/2013 ***Received By:*** Jackie Byrne
Type of Request: Closing PAL Status

Description:
Owner, Mr is calling to check status of the closing order he requested with express service yesterday.

Resolution:
I see IR logged 1/11 for CQ with express. I called MZ and she said that she's working on it right now and should have it done today. I advised owner.

Name: Giyung Chong
Address: 1615 E Central Rd 407A Arlington Hghts, IL 60005

Request #: 0554-MZIN93UQY8 ***Status:*** Completed
Date Entered: 01/11/2013 ***Received By:*** Masha Zingerman
Type of Request: Closing PAL Complete

Description:
Emailed CQ, budget, receipt to ykcc21@gmail.com

Resolution:
.

Name: Rosann Casella
Address: 1615 E Central Rd 408A Arlington Hghts, IL 60005

Request #: 0554-MBUR94EVYX ***Status:*** Completed
Date Entered: 01/29/2013 ***Received By:*** Maureen Butcher
Type of Request: On Site Information;Common Area Request

Description:
Jason Santiago 1616 E Central the renter called to let us know that 404A the carpet is all wet.

Resolution:
I let him know that I would send a wo to the onsite maintenance.

Name: Charles Zimmermann
Address: 1615 E Central Rd 410B Arlington Hghts, IL 60005

Request #: 0554-BHOD94DSBZ ***Status:*** Completed
Date Entered: 01/28/2013 ***Received By:*** Beverly Hood
Type of Request: e-Debit Application Status

Description:
Owner Mr. calling to inquire about E-Debit application status.

Resolution:
Advised owner his E-Debit application has been processed and will be active for February 5, 2013.

Name: Andrea Kolmar
Address: 1615 E Central Rd 412B Arlington Hghts, IL 60005

Request #: 0554-SBOA94E4UT ***Status:*** Completed
Date Entered: 01/26/2013 ***Received By:*** lmsu01/Lieberman
Type of Request: Forwarded to Property Manager;Unicom;Common Area Request

Description:
Owner Ms would like a call back at 847-956-7687 regarding her key, states it will not work in the front door, she has to go around to the side door to get in.

Resolution:
update 1/28 fwd to PM

Name: x x

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

Description:

Fire Department calling in regards to the Alarm System; calling to advise there is trouble signal in 1615 Central Rd Building and will not put back in service until it is repaired.

Request #: 0554-FALZ93KLA4 ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Fabiola Alvarez

Type of Request: Forwarded to Property Manager;Other

Resolution:

FWD TO PM

Name: Resident Services

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

Description:

Art Dow with American family Insurance calling requesting to speak to PM. Can be reached at; 847-905-1905

Request #: 0554-IAYA93KMHU ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Irene Ayala

Type of Request: Forwarded to Property Manager

Resolution:

Advised I will FWD this information to PM

Name: Resident Services

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

Description:

Elevator vendor calling to state that he would like to stop by onsite office to give PM competitive rates

Request #: 0554-ABOO93KTW8 ***Status:*** Completed

Date Entered: 01/02/2013 ***Received By:*** Angie Botello

Type of Request: On Site Information

Resolution:

Advised caller of PM name

Name: Resident Services

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

Description:

EMERGENCY CALL: 1405 E CENTRAL RD DANA POINT OPERTOR 45 ARLINGTON HTS FIRE DEPT (847)590-3355 FIRE ALARM

per emergency: Taken: Thu 03-Jan-2013 10:33p SMS

Request #: 0554-IAYA93MHQX ***Status:*** Completed

Date Entered: 01/04/2013 ***Received By:*** Irene Ayala

Type of Request: Emergency On Call

Resolution:

DID NOT LOCATE THIS PROPERTY CLD GRP 1 CELL CASSANDRA WAS NOT FAMILIAR OFF HAND WITH IT. CHECKED WITH GROUP 2 PER GROUP 2 O/C IT'S UNDER "THE DANA POINT" LISTED AS GRP 1 CLD DLVD TO CASASNDRA SHE WILL CALLBACK SHORTLY DLV'D TO CASSANDRA VIA C/I @ 1103P
UPDATE PM ON CALL: OPERTOR 14 ARLINGTON HTS FIRE DEPT (847)590-3355 FIRE ALARM advises that he spoke to Sam (the key holder) and advises to put the alarm in trouble status.

Name: x x

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

Request #: 0554-SPOY93ML5X ***Status:*** Completed

Date Entered: 01/04/2013 ***Received By:*** Susan Potkay

Type of Request: Common Area Request;On Site Information

Description:
1405 E Central Road
Agent Pam with Fire Department 847-398-1130 advises alarm is in respond fire only mode. Agent requesting if system can be returned to active status.

Resolution:
Outbound call to PM requesting if alarm can return to active with FD.
Advised Agent to return alarm to active status per PM (LR).

Name: Resident Services

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

Request #: 0554-SPEY93QJY4 ***Status:*** Completed

Date Entered: 01/07/2013 ***Received By:*** Sandra Penway

Type of Request: On Site Information

Description:
Scott Hudson with Areax Pest Control inquiring when the on site office will open .

Resolution:
Provided Mr Hudson the hours of the on site office.

Name: AnnMarie Detrick

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

Request #: 0554-AMDK93RNCU ***Status:*** Completed

Date Entered: 01/08/2013 ***Received By:*** AnnMarrie Detr

Type of Request: Common Area Request

Description:
Building 1605 Small parking lot, street light out

Resolution:
Maintenance repaired fixture 12/27 - Sam & Juan

Name: Resident Services

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

Request #: 0554-SRPN93RVLG ***Status:*** Completed

Date Entered: 01/08/2013 ***Received By:*** Steven R Peterson

Type of Request: Forwarded to Property Manager

Description:
Message for PM
Marshall w/Family Pride Laundries 630-774-8604 called to leave a message for Lisette to inform her that the washers that were called in for 1405 and 1415 Central at Dana Pointe on yesterday have been taken care of.

Resolution:
Fwd to PM

Name: x x

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

Request #: 0554-BHOD93TMG5 ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Beverly Hood

Type of Request: Caller Hung Up/No Caller

Description:
The Fire Department calling to speak with PM. Caller hung up before call could be transferred.

Resolution:
Caller hung up before call could be transferred. Informed PM of the phone number of the fire department.

Name: Resident Services

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

Request #: 0554-ABOO93TMJN ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Angie Botello

Type of Request: General Property Info;Transferred Call

Description:
Caller stating that the fire alarm was taken out of service and needs to talk to someone to place the alarm back in service

Resolution:
Advised caller she would be transferred to PM

Name: x x

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

Request #: 0554-SPOY93TPRJ ***Status:*** Completed

Date Entered: 01/10/2013 ***Received By:*** Susan Potkay

Type of Request: Insurance Information;Forwarded to Property Manager

Description:
Agent Sheena with PNC Bank 847-660-9061 requesting master COI.

Resolution:
FWD to PM

UPDATE/OUTBOUND 1/10/13 2:33pm-Per PM: Bradish is the broker who handles the insurance. They can be reached at 847-259-2400.
Advised Agent of PM update.

Name: x x

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

Request #: 0554-ATHL93UKZX ***Status:*** Completed

Date Entered: 01/11/2013 ***Received By:*** Alex Thervil

Type of Request: Other

Description:
Fire department stating that the alarm is now full back in service

Resolution:
x

Name: AnnMarie Detrick

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

Request #: 0554-AMDK93US7M ***Status:*** Open

Date Entered: 01/11/2013 ***Received By:*** AnnMarrie Detr

Type of Request:

Description:
Please give an estimate of repair and determine cause of water damage for 1415-307A . Unit has water damage in living room near patio door. Please advise on-site office of leak source and estimate of repair. If you could please call the homeowner Beverly Baron to set up an appointment with her directly at 847-981-0111.

Proposal should be submitted to on-site office at 1519 E Cental Rd., Arlington Heights, IL 60005 - F#847-228-5190 or email to Lray@lmsnet.com.

Resolution:

Name: AnnMarie Detrick

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

Request #: 0554-AMDK93ZRSV ***Status:*** Completed

Date Entered: 01/16/2013 ***Received By:*** AnnMarrie Detr

Type of Request: Other

Description:
A few resident have notified us of a seat missing off of one of the pieces of equipment in the fitness center.

Resolution:
I look up our Vendor KC Fitness and called and spoke to John. John indicated that the seat is custom made in California and they are in the process of making it now. John is going to call them and check on status. He is hoping that the replacement seat will be installed within the next two weeks.

Name: x x

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

Request #: 0554-BHOD946L4G ***Status:*** Completed

Date Entered: 01/21/2013 ***Received By:*** Beverly Hood

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

Description:
Caller declined leaving name & number obtained number from caller i.d. 224-330-5882 calling to report that at 1405 E. Central Rd for the Dana Point there were people moving into the lobby and this is the 2nd moving truck in a week and they should be fined.

Resolution:
Forwarded to PM for review and advisement.

Name: x x

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

Request #: 0554-SPOY94AK9V ***Status:*** Completed

Date Entered: 01/25/2013 ***Received By:*** Susan Potkay

Type of Request: On Site Information

Description:
Agent Rachel with American Hotel Register advises she sent fax of past due invoice to on site office yesterday. Agent requesting confirmation that fax was received.

Resolution:
Provided Agent with on site hours to confirm receipt of fax.

THE DANA POINT CONDOMINIUM ASSOCIATION **175 Information Requests Entered** **January 2013**