

lms lieberman management services

Information Request Report

Prepared for Community

THE DANA POINT CONDOMINIUM ASSOCIATION

Reporting Period

June 2013

Issue Date

7/3/2013

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Lorraine Stevens Request #: 0554-SPOY98FJ75 Status: Completed
Address: 1405 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: Susan Potkay
Type of Request: Work Order Status;On Site Information;Forwarded to Property Manager

Description:

Owner Mrs 224-764-2497 advises she reported problem with kitchen sink yesterday however nobody came to address. Owner advises she was walking by kitchen sink, she heard a big noise and suddenly one side of sink filled with black water. Owner requesting this issue be addressed so she can use her sink again. Owner advises she does have 2 doctor appointments today so she won't be in the unit all day. Owner advises 1st doctor appointment is 10:30am and the 2nd is at 1:00pm. Owner advises she can be reached back at home at 224-764-2497 to confirm when she is available to send someone over.

Name: Lorraine Stevens Request #: 0554-LRAY98RMP4 Status: Completed
Address: 1405 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Lisette Ray
Type of Request: Account Information

Description:

owner Mrs. calling to get phone number for Lieberman's attorney, she lost it.

Name: Lorraine Stevens Request #: 0554-ABOO98UQ5B Status: Completed
Address: 1405 E Central Rd 105A Arlington Hghts, IL 60005 Date Entered: 06/20/2013 Received By: Angie Botello
Type of Request: Account Information;e-STAR

Description:

Owners son, Frank, calling to state that when LMS took over, his sister was paying the account and edebit was not being offered. Caller states that now he pays this and states that the account is past due but is going to court for \$400 worth of late fees that were denied by the BOD. Caller states that he would like to pay a portion of the amount due and would like to know if that is ok. Frank states that he would like to do this online and states that his mother is with him now, as she has just gone to the on site office to ask for docs.

Name: Laura Canale Request #: 0554-KVGR992HXA Status: Open
Address: 1405 E Central Rd 118C Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Kasandra Von Gl
Type of Request: Pool

Description:

Owner Mrs calling to state that the tenants lost the pool passes and she would like to know how to get a new one and the cost for that. 847-721-8761

Resolution:

Advised Owner will notify on site office of additional information on kitchen sink backup and doctor appointments today.
UPDATE 6/7/2013 10:49am-Per PM: I did talk to Lorraine yesterday, however, she did not mention anything regarding her sink. I will call her right away.

Advised she needs to speak to Dana Point's attorney regarding her account and provided phone number.

Advised caller that he is able to pay any amount he wishes to pay and it will post to the account. Provided the estar info as owner was next to her son during the call.

Advised that the information would be sent to the PM to advise of cost for the new pool passes.
Update per PM: advised KG please advise owner \$5.00 per pass replacement cost and owner must authorize tenant for replacements if she wants them to pay and get them from on-site office.

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Name: Mikhail Kon Request #: 0554-KVGR98RUAM Status: Completed
Address: 1405 E Central Rd 210B Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Kasandra Von Gl
 Type of Request: Insurance Information

Description:
Owner Mr calling to state that the insurance information for this unit is up to date.

Resolution:
Advised that the information is up to date

Name: Dawn Berngen Request #: 0554-CMON98DRN4 Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: Cindy Moan
 Type of Request: Closing PAL Status

Description:
Alina, the selling agent, is calling regarding the status of the PAL. Please call her at 773-551-0383 asap.

Resolution:
Forwarded to PM and to Closing Dept.
Update: closing forwarded PAL today.

Name: Dawn Berngen Request #: 0554-FALZ98FL8D Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: Fabiola Alvarez
 Type of Request: Closing PAL Status

Description:
Nancy atty for the seller 847-255-5401 is calling to advise she sent in the request for the PAL in April and has yet to receive the document. Atty would like to know when she should expect to receive the PAL

Resolution:
Advised atty she should receive the PAL by the end of the day

Name: Dawn Berngen Request #: 0554-KKOS98GTV7 Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/08/2013 Received By: Krisztina Kovacs
 Type of Request: Closing PAL Complete

Description:
Emailed PAL. Closing date: 6- -13.

Resolution:
.

Name: Dawn Berngen Request #: 0554-FALZ98JR6T Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Fabiola Alvarez
 Type of Request: Closing PAL Status

Description:
Maggie atty for the buyer 847-297-9977 calling to order a 22.1 Email- magdalena@lozalaw.com

Resolution:
emailed document order form and sent to the agent.

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Name: Dawn Berngen Request #: 0554-ARIR98RKXA Status: Completed
Address: 1405 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received settlement statement for new owner George Palczynski & Christine Masri. Closing date was 6-12-13

Resolution:
will process move

Name: Renee Warzecha Request #: 0554-LRAY98MP6X Status: Completed
Address: 1405 E Central Rd 303A Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: Lisette Ray
Type of Request: Outbound Call;Water Intrusion

Description:
outbound call: PM called owner to schedule inspection for leak from unit.

Resolution:
Owner will call back to arrange a time.
Update: Owner arranged inspection at 3:30PM today.

Name: Brian Gray Request #: 0554-LRAY993PKF Status: Completed
Address: 1405 E Central Rd 306A Arlington Hghts, IL 60005 Date Entered: 06/27/2013 Received By: Lisette Ray
Type of Request: Pool

Description:
Tenant Mr. calling to see how he can renew pool passes for this year.

Resolution:
Advised tenant should bring old passes to office for validation at no charge.

Name: Carl Kurtides Request #: 0554-LRAY98YN2H Status: Completed
Address: 1405 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/24/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner calling regarding building antenna, got rid of cable recently and has a converter box but does not know where to hook it up to.

Resolution:
Advise maintenance would need to advise where antenna hook up is located. Advised owner can call back with location once I speak to maintenance. Owner is going to sleep, maintenance advised it is along the wall where they change out the furnace filters. Advise owner to try hooking up to that location.

Name: Howard Chason Request #: 0554-SBOA98N7EJ Status: Completed
Address: 1405 E Central Rd 314B Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: lmsu15/Lieberman
Type of Request: Unicom;Pool;Forwarded to Property Manager

Description:
PER UNICOM

Howard Chason called in and stated that he has a letter on file to give his tenant pool passes. They were denied. Please call on Friday. H.O would like to clear this up. 630-669-5831.

Resolution:
Fwd to PM
UPdate 6-14-13 10:09AM : PM called owner and left message we will update pool passes for tenant.

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Name: David Van Cura Request #: 0554-LRAY98BTCA Status: Completed
Address: 1405 E Central Rd 408A Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner reports carpenter ants on balcony coming from exterior of building. Owner does not want service for unit but thinks exterior should be sprayed.

Name: David Van Cura Request #: 0554-ABOO992LFL Status: Completed
Address: 1405 E Central Rd 408A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Angie Botello
Type of Request: Account Information;On Site Information

Description:
David calling to find out how to get a hold of the on site office. Owner states that he has a late fee on his account for June even though he sent his payment with enough time. Owner would like to know if he can just discuss this on site and also asked for the service email.

Name: David Van Cura Request #: 0554-LRAY992MV6 Status: Completed
Address: 1405 E Central Rd 408A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Lisette Ray
Type of Request: Account Information;On Site Information

Description:
Owner called regarding late fee, mailed it in before 15th.

Resolution:
Advised owner will need request in writing to board for late fee waiver, show payment received the 18th. Owner also reported 1405 B wing garage door needs new weather striping and a tree outside 1405 A wing garage has large copper wire sticking out of it. Thanked resident for bringing it to my attention.

Name: Antonio Capozzi Request #: 0554-BHOD98ZJ9D Status: Completed
Address: 1405 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/25/2013 Received By: lmsu03/Lieberman
Type of Request: Unicom;Outbound Call;On Site Information;Forwarded to Property Manager

Description:
Caller reporting that the umbrella from his outdoor table blew off in the storm and is not on the roof. Owner stated his umbrella is on the roof and inquired if someone can go on the roof to get it . Owner stated he wanted to let PM know.

Resolution:
Outbound 8:51am: Advised owner this information would be forwarded to PM for advisement.

Update per PM to BH: umbrella is not on roof, tan umbrella found on-site will be put in garbage area for owner to reclaim or it will be disposed of tomorrow with garbage pick up, please call owner back to advise of umbrella location.

Outbound 6/27/13 7:22am: Advised owner of the location of the umbrella.

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Name: Tomasz Nawrocki Request #: 0554-JBYE98UM79 Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/20/2013 Received By: Jackie Byrne
Type of Request: Sale Questions

Description:

Realtor, listing agent is calling to say that they're doing a short sale and were working with Sandy the atty who's handling this transaction to try to get the assn to agree to accept \$4000 for the back assessments but she said that Sandy is not returning their calls. She said that Sandy is with the assn atty; DKSZ. She said that she has their number.

Resolution:

I advised realtor that she will have to work with the assn atty on this. I gave her the # for the on site office to see if they could offer any help but I advised her that they probably can't. I asked her if she needed the # for the assn atty.

Name: Tomasz Nawrocki Request #: 0554-LRAY98UQQ8 Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/20/2013 Received By: Lisette Ray
Type of Request: Closing PAL Status;Sale Questions

Description:

Alina selling realtor calling regarding settlement offer for Paid Assessment Letter. Wants status on PAL.

Resolution:

Advised realtor the Board has not yet accepted the offer. Will attempt to get a determination as quickly as possible so that the unit can close. However, all closing paperwork and requirements are needed prior to issuance of PAL including order form. Advised agent must pick up key log prior to PAL. Forwarded all requirements to realtor for completion while awaiting Board decision. PM will call her back with Board decision at 773-551-0383 as soon as it is made.

Name: Tomasz Nawrocki Request #: 0554-JCLK98YQ7T Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/24/2013 Received By: Jean Clark
Type of Request: Closing PAL Status

Description:

Alina relator for the seller called regarding PAL

Resolution:

Advised where to send what was still needed.

Name: Tomasz Nawrocki Request #: 0554-SBOA98ZKT8 Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/25/2013 Received By: Socorro Bocanegr
Type of Request: Closing PAL Status

Description:

Buyer's agent calling to confirm if any is outstanding from the buyer, closing is tomorrow.

Resolution:

Advised we do not have an order for PAL yet (could be sitting in the service box..?) advised to confirm with the seller and the onsite office

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<u>Name:</u> Tomasz Nawrocki	<u>Request #:</u> 0554-DCON98ZPG6	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/25/2013	<u>Received By:</u> Danielle Corcoran
	<u>Type of Request:</u> Closing PAL Status;Sale Questions	

Description:

Listing agent calling to check PAL status. Agent stating she emailed service with order around 2 hours ago. Agent stating she is resending order and all required documents now. Agent stating closing is tomorrow. Agent stating she will also email second page of order form with information.

Resolution:

Advised agent there is nothing showing order documentation. Advised agent to resend closing order form. Advised owner based on email that was received right now, second page of order form is missing. Payment information is also missing. Advised agent any email she sends would be forwarded to closing.

<u>Name:</u> Tomasz Nawrocki	<u>Request #:</u> 0554-WORE98ZUQR	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/25/2013	<u>Received By:</u> Wendy O'Rourke
	<u>Type of Request:</u> Closing PAL Status	

Description:

Irena Realtor for the unit calling to inquire on status of PAL.

<u>Request #:</u> 0554-WORE98ZUQR	<u>Status:</u> Completed
<u>Date Entered:</u> 06/25/2013	<u>Received By:</u> Wendy O'Rourke
<u>Type of Request:</u> Closing PAL Status	

Resolution:

Advised caller that we have not received the payment page. PAL will not be processed without payment. Caller does not agree and was very adamant she would not pay. Transferred call to SP after caller became very belligerent

<u>Name:</u> Tomasz Nawrocki	<u>Request #:</u> 0554-SRPN98ZVEB	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/25/2013	<u>Received By:</u> Steven R Peterson
	<u>Type of Request:</u> Closing PAL Request Received	

Description:

Received order for PAL, express. No payment received. Advised realtor that we would require a payment of \$175 for PAL letter express. This is outside the settlement agreed upon with the board.

Have sales contract, pet form, rules, buyer info.

<u>Request #:</u> 0554-SRPN98ZVEB	<u>Status:</u> Completed
<u>Date Entered:</u> 06/25/2013	<u>Received By:</u> Steven R Peterson
<u>Type of Request:</u> Closing PAL Request Received	

Resolution:

Emailed PM to check fees

<u>Name:</u> Tomasz Nawrocki	<u>Request #:</u> 0554-SPEY992KF2	<u>Status:</u> Completed
<u>Address:</u> 1405 E Central Rd 413B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/26/2013	<u>Received By:</u> Sandra Penway
	<u>Type of Request:</u> Closing PAL Status;Move-in/out Inquiry;Outbound Call	

Description:

Anna (Loza Law Office 847-297-9977) inquiring how to pay for the PAL as soon as possible as the express order was received late on Tuesday 6/25. She is advising this is a cash sale, short sale and Chase has given an extension until today @ 1:30 pm to close. They had difficulties connecting with the Associations Attorneys to come to the \$4000 agreement which time passed and the extension deadline neared. They absolutely need to close today and she is asking to speak to PM or SP (Dir of RS).

Resolution:

Advised Anna she must make payment for the Closing Documents as per the IR dated 6/25 and provided the details of the amount. She will contact the Buyer to provide a credit card payment and call back with the information.

Per the PM (LR) Confirmed the move OUT fees have been waived by the Board and the Move IN fees are waived until after the Closing.

Advised Anna of the information regarding move in fees as stated in the Property Profile.

A one time, non-refundable move-in fee of \$150 is required upon establishment of a residence at Dana Point

FWD to SP(Dir of RS)

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Name: Tomasz Nawrocki Request #: 0554-SRPN992MXL Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Steven R Peterson
Type of Request: Closing PAL Complete

Description:
Received payment for PAL at onsite office.
Emailed PAL for short sale to anna@lozalaw.com

Resolution:

Name: Tomasz Nawrocki Request #: 0554-LRAY992N3U Status: Completed
Address: 1405 E Central Rd 413B Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Lisette Ray
Type of Request: Closing PAL Status

Description:
Buyer for unit came to on-site office to pay move in fee and LMS closing fee for PAL.

Resolution:
Advised closing to release PAL and will forward payment to office.

Name: Scott Swanson Request #: 0554-LRAY98NLB6 Status: Completed
Address: 1405 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/14/2013 Received By: Lisette Ray
Type of Request: Insurance Information

Description:
owner Mr. called regarding violation letter for no insurance.
Owner thought dad was sending renter's insurance but did not. He wants to forward an email with the policy.

Resolution:
Gave owner the email address to PM to forward renter's insurance.
Advised owner Homeowner insurance is still needed to see liability coverage per the Declaration. Owner has to purchase and will forward policy as soon as he is able but will forward renter policy now.

Name: Caroline Brandt Request #: 0554-LRAY98BRUZ Status: Completed
Address: 1415 E Central Rd 102A Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Lisette Ray
Type of Request: On Site Information;Outbound Call

Description:
PM called owner to arrange for unit entry to service TV cable in tier. Left message for requested appointment tomorrow on answering machine. Owner reports wire outside from bedroom window to the lamp post that has not been buried, is not sure if this is connected to cable issue.

Resolution:
Left message to make appointment.

Update 6/10/13: Owner called, was on vacation, wants to schedule appointment to look at cable for neighbor, and owner reports wire outside from bedroom window to the lamp post that has not been buried, is not sure if this is connected to cable issue. Owner also reported neighbor is still feeding cats. Owner will be home to let maintenance in at 11:15 today.

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<u>Name:</u>	Deborah Whiteside	<u>Request #:</u>	0554-BHOD993NFA	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 103A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/27/2013	<u>Received By:</u>	Deborah Whiteside
<u>Description:</u>	Per my lawyers request I will be at tonight's meeting to dispute my violation of alleged animal waste odor and the referral cat issue in Mount Prospect.	<u>Type of Request:</u>	Unicom;Forwarded to Property Manager;Meeting Information	<u>Resolution:</u>	Forwarded to PM for advisement.
<u>Name:</u>	Debi				
<u>Name:</u>	Tomasz Kaczmarski	<u>Request #:</u>	0554-LRAY98NK2R	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 111B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/14/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Owner calling regarding violation letter received for no insurance. Insurance was provided in March. Owner was upset at the amount of correspondence received for insurance, lease requests when unit is vacant. Owner thinks it was misfiled under his other unit.	<u>Type of Request:</u>	Violations;Insurance Information	<u>Resolution:</u>	Checked unit 1405 #221C and found declaration page listing both units. Apologized to owner for error and will enter vacancy under unit profile to stop lease requests.
<u>Name:</u>	Donna Thompson	<u>Request #:</u>	0554-SPEY98DKCA	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 209B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/05/2013	<u>Received By:</u>	Sandra Penway
<u>Description:</u>	Ms Thompson inquiring if she is on the violation list which is posted in the mail room. The numbers and letters of the units do not coincide with the units on site. It was difficult to decipher if she is in violation.	<u>Type of Request:</u>	On Site Information	<u>Resolution:</u>	Advised Ms Thompson records do not reflect a warning / violation letter and provided the on site office phone number.
<u>Name:</u>	Jack Ristow	<u>Request #:</u>	0554-LRAY98ZM2U	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 218C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/25/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Owner calling to see how he can get on the list for a new balcony coating.	<u>Type of Request:</u>	Projects	<u>Resolution:</u>	Pm advised owner has a balcony rating of 4. Currently the Board is contracting for #2's so it will be a while before a new coating gets put on. He is however on the list once we get to those balconies.
<u>Name:</u>	Manuel Sanchez	<u>Request #:</u>	0554-LRAY98YT3Q	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 219C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/24/2013	<u>Received By:</u>	Lisette Ray
<u>Description:</u>	Owner Mr. calling to see if we have a key on file, he is locked out.	<u>Type of Request:</u>	On Site Information;Homeowner Responsibility	<u>Resolution:</u>	Advised owner keys are provided by owners and we do not have one for his unit. Owner will wait for wife to get home.

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Name: Genie Uli Request #: 0554-CBRT98KUU4 Status: Completed
Address: 1415 E Central Rd 301A Arlington Hghts, IL 60005 Date Entered: 06/11/2013 Received By: Cheri Brandt
Type of Request: Account Information;Forwarded to Property Manager;Service@lmsnet.com

Description:
Genie Uli, (312)922-2923 Resolution:
FWD TO THE PM

Email
Foxy6146@att.net

Comments/Questions

Can I get the name of your Accounting Chief Financial Officer.
need to address some errors in my account.

Name: Beverly Baron Request #: 0554-AMDK994PDE Status: Completed
Address: 1415 E Central Rd 307A Arlington Hghts, IL 60005 Date Entered: 06/28/2013 Received By: AnnMarie Detrick
Type of Request: Common Area Request

Description:
Ms. Baron called to let us know that she has complied and removed all her furniture off the balcony, however, she had plastic of some sort stuffed under the furnace door so that the birds could not get into the furnace room. When the workers were on her balcony they had to remove the material and she is now very upset as she indicated that the birds will return and feels we are responsible for any repairs or damage the birds may cause.

Resolution:
I explained that the workers had to remove the material in order to complete the balcony work and that it may take up to three weeks to completely finish the project and that we will let her know when she will be able to use the balcony once again. She requested to speak to the Manager. I forwarded information to Lisette to call her.

Name: Vincenzo Saponieri Request #: 0554-FALZ98JU8E Status: Completed
Address: 1415 E Central Rd 311B Arlington Hghts, IL 60005 Date Entered: 06/09/2013 Received By: lmsu06/Lieberman
Type of Request: Forwarded to Property Manager;Unicom;Other

Description:
Lelia Burke called to report she noticed 4 wood support beams on her balcony floor 8 days ago. When she returned today, there are 3 and 1 is on the balcony floor above her. She wants to know when the work will be finished. She can be reached at 847-258-5635.

Resolution:
FWD TO PM

Name: Mari Money Request #: 0554-WORE98JTUM Status: Completed
Address: 1415 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Wendy O'Rourke
Type of Request: General Property Info;Rules/Regs Info

Description:
Home owner calling to see if charcoal grills are allowed on balconies.

Resolution:
Advised owner that charcoal grills are not allowed however propane grills are

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<u>Name:</u>	Daniel Reid	<u>Request #:</u>	0554-LRAY98SQLF	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 315B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/18/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> Projects					
Description: Owner Mr. calling regarding balcony coating, owner wants to know if this can be refused since he has so much stuff on his balcony.					
<u>Name:</u>	Mikhail Kon	<u>Request #:</u>	0554-KVGR98RUAS	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 316B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/17/2013	<u>Received By:</u>	Kassandra Von Gl
<u>Type of Request:</u> Forwarded to Property Manager					
Description: Owner Mrs calling to see why she got a mean letter about her insurance.					
<u>Name:</u>	Lolokos Trust	<u>Request #:</u>	0554-JCLK98NJJ2	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 321C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/14/2013	<u>Received By:</u>	Jean Clark
<u>Type of Request:</u> Transferred Call					
Description: Owner called regarding pool passes and wanted to talk to on-site office					
<u>Name:</u>	Linda Olson	<u>Request #:</u>	0554-SPEY98DK2X	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 402A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/05/2013	<u>Received By:</u>	Sandra Penway
<u>Type of Request:</u> Account Information;Insurance Information					
Description: Ms Olson inquiring if her certificate of insurance has been received in our office.					
<u>Name:</u>	Tadeusz Wiczkowski	<u>Request #:</u>	0554-LRAY98RQ8P	<u>Status:</u>	Completed
<u>Address:</u>	1415 E Central Rd 403A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/17/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> Outbound Call					
Description: Outbound call: Pm called tenant Mrs regarding storage room door banging against railing.					
<u>Name:</u>		<u>Request #:</u>		<u>Status:</u>	
<u>Address:</u>		<u>Date Entered:</u>		<u>Received By:</u>	
<u>Type of Request:</u>					
Resolution: Tenant advised she is unable to be home right now, they are attending to a funeral, but she can check it when she gets home tonight. Advised we will try to have maintenance secure it in the mean time. Advised tenant to check door when they get home.					

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Name: Adam Fontanazza Request #: 0554-DCON98KJ9H Status: Completed
Address: 1415 E Central Rd 411B Arlington Hghts, IL 60005 Date Entered: 06/11/2013 Received By: Danielle Corcoran
Type of Request: On Site Information;Projects

Description:
Owner calling to inquire any updates on balcony work. Owner stating vendor is not finished working yet. Owner stating her plants are dying and she has family coming over this weekend.

Resolution:
Advised owner of project information in property profile. Advised owner to contact on site after 9am for more details on when vendor is coming back.

Name: Robert Witek Request #: 0554-LRAY98BMF6 Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Lisette Ray
Type of Request: Closing PAL Status

Description:
Buyer for unit calling regarding closing documents for sale, needs key inventory since attorney is no longer on case. Buyer is looking to close on or before June 10, 2013.

Resolution:
Advised owner, can come to office to complete all forms and post move in fee. Key inventory is available in office to pick up.

Name: Robert Witek Request #: 0554-IAYA98BU3D Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Irene Ayala
Type of Request: Closing PAL Request Incomplete

Description:
5-31 Received key inventory from PM but no processing forms on file

Resolution:
Awaiting on processing forms

Name: Robert Witek Request #: 0554-AMDK98DS5H Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: AnnMarie Detrick
Type of Request: Closing PAL Form Requested

Description:
buyer came to on site office and supplied closing documents and requested PAL.

Resolution:
We have received all buyer information at on site office and will fax key inventory to buyers attorney. I am forward request to closing to release PAL..

Name: Robert Witek Request #: 0554-DCON98ERE2 Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/06/2013 Received By: Danielle Corcoran
Type of Request: Sale Questions;Service@lmsnet.com

Description:
SA calling to inquire that all information needed from buyer has been received. SA requesting service email to send request for closing documents.

Resolution:
Advised SA per previous IR from PM: all items from buyer were received. Provided SA service email.

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<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-DCON98ET5P	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/06/2013	<u>Received By:</u> Danielle Corcoran
<p>Description: Alice Goocher owner WALK IN to hand in check for closing documents order for : Past 2 years of budgets, 22.1, insurance certificates, and PAL express for \$425. Closing 6/10. Owner inquiring who to make check out to.</p>		
<p>Resolution: Retrieved \$425 check #414 from owner for closing order and provided owner with receipt. Advised owner to make check out to LMS. Provided order that was emailed from SA 6/6 along with payment to closing department.</p>		
<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-DCON98FL9V	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/07/2013	<u>Received By:</u> Danielle Corcoran
<p>Description: Anita buyer's attorney calling to advise seller has put special locks on balcony door that is unlike any other unit on property. Anita inquiring if this is allowed.</p>		
<p>Resolution: Advised Anita information would be forwarded to PM to inspect this lock. Advised Anita to contact on site. Anita hung up while trying to get pen to write number down.</p>		
<p>Update per PM 6/7: Buyer came into on site office and issue was addressed.</p>		
<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-KKOS98FRPA	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/07/2013	<u>Received By:</u> Krisztina Kovacs
<p>Description: Received request for budget, financial, PAL, and 22.1.</p>		
<p>Resolution: Express processing. Pd by check. Due date: 6-7-13.</p>		
<u>Name:</u> Robert Witek	<u>Request #:</u> 0554-KKOS98FV73	<u>Status:</u> Completed
<u>Address:</u> 1415 E Central Rd 412B Arlington Hghts, IL 60005	<u>Date Entered:</u> 06/07/2013	<u>Received By:</u> Krisztina Kovacs
<p>Description: Emailed budget, financial, PAL, and 22.1. Closing date: 6-14-13.</p>		
<p>Resolution: . .</p>		

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Name: Robert Witek Request #: 0554-LRAY98MQHS Status: Completed
Address: 1415 E Central Rd 412B Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: Lisette Ray
Type of Request: Violations

Description:
Owner closed on sale last night but received letter from Board regarding insurance. Owner no longer has unit.

Resolution:
Advised owner will request insurance from new owner, please disregard.

Name: John Stafford Request #: 0554-JCLK98KJLP Status: Completed
Address: 1415 E Central Rd 418C Arlington Hghts, IL 60005 Date Entered: 06/11/2013 Received By: Jean Clark
Type of Request: On Site Information

Description:
Owner called regarding fixed the roof but no one has come to fix the inside. The damage is on ceiling in small bedroom.

VENDOR: Roof leak has been fixed but inside the unit has not been fixed. Please contact owner and repair dry wall in ceiling in small bedroom. PM left message for unit owner to set up an appointment for unit access next week for repair.

Name: John Stafford Request #: 0554-AMDK98LMZG Status: Completed
Address: 1415 E Central Rd 418C Arlington Hghts, IL 60005 Date Entered: 06/12/2013 Received By: AnnMarie Detrick
Type of Request: Other

Description:
left a message for John to call us here at the office to let us know what would be a good time to come and inspect dry wall in bedroom.

Resolution:
left message for John to call us with date and time
Update per PM: Owner stated tomorrow 6/12 between 11 and noon is fine to complete inspection.

Name: John Stafford Request #: 0554-LRAY98YQMG Status: Completed
Address: 1415 E Central Rd 418C Arlington Hghts, IL 60005 Date Entered: 06/24/2013 Received By: Lisette Ray
Type of Request: Projects

Description:
Owner Mr came to office to ask about sand blasting for balcony project. Owner wants to know what precaution they should take so dust does not get sucked up into A/C unit.

Resolution:
Advised owner will check with project manager.
Update per PM: Project manager advised turning off A/C when they are working in the area during the day. No other precautions are available at this time. Cannot provide specific date when they will begin on each balcony as there are several involved in the process.

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Name: Barbara Syrek Request #: 0554-LRAY993TQ5 Status: Completed
Address: 1415 E Central Rd 420C Arlington Hghts, IL 60005 Date Entered: 06/27/2013 Received By: Lisette Ray
Type of Request: Projects

Description:

Outbound Call: APM called owner to request all items be removed from balcony for new coating. Project manager advised items remain on balcony and storage so they cannot begin working on coating. Owner advised her husband redid the coating a few years back and there is no issues, therefore she will not clear off the balcony. APM insisted, owner requested to speak with supervisor.

Resolution:

PM spoke with owner who insists there is nothing wrong with her balcony. Advised owner, while her husband may have coated it, the Board has contracted to have the balcony recoated and a warranty applied. Owner should not have coated balcony since it is a common element. Since Board has right to maintain common elements under IL condo act, owner must clear off balcony for maintenance. Owner insisted an inspection be done since there is nothing wrong with it. Advised owner will have Project Manager contact her for inspection, but will not waive the coating to be done. Owner must clear off balcony as requested regardless of inspection.

Name: Ewa Szamreta Request #: 0554-LRAY994TRF Status: Completed
Address: 1505 E Central Rd 104A Arlington Hghts, IL 60005 Date Entered: 06/28/2013 Received By: Lisette Ray
Type of Request: Water Intrusion;Work Order Status

Description:

Owner calling regarding unit above with leak to inspect that needs to be coordinated with unit above, owner wants to know what need what can be do since this is the third time it has happened. Unit owner had leak in toilet that was repaired by Juan a few years ago when this occurred.

Resolution:

Advised owner we have an appointment with owner in unit above to inspect for the leak with maintenance on Tuesday. Will have to wait to make a determination where leak is coming from in order to proceed. Once inspection is complete, we will advise who is responsible for repair. Recommended owner call owner's insurance to discuss a claim since association repairs will not include paint. If leak is from unit above, they will need to work out liability and repair for damage.

Name: Dorothy Karp Request #: 0554-ABOO98BLQX Status: Completed
Address: 1505 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Angie Botello
Type of Request: Forwarded to Property Manager

Description:

Dorthy calling to state that she does want the exterminating done in her unit and balcony today for the \$8 charge.

Resolution:

Advised owner that the PM will be notified that she is requesting this to be done today while the vendor is there.

PER PM: I do not think we can add her for today since he has already left for the day. We can put her on the next service date for July 1, 2013 for the \$8.00 service charge or we can do a special visit for a \$35.00 service charge. Either way, it would need a work order with the chosen date which is faxed to Aerex.

Name: Dorothy Karp Request #: 0554-JBYE98BPJZ Status: Completed
Address: 1505 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Jackie Byrne
Type of Request: Other

Description:

Resolution:

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Owner is calling to ask if her unit is going to be sprayed (exterminated) She said she called earlier but hadn't heard back. Owner said to please set it up for July 1st then.

I see IR from agent AB that says:

Advised owner that the PM will be notified that she is requesting this to be done today while the vendor is there.

PER PM: I do not think we can add her for today since he has already left for the day. We can put her on the next service date for July 1, 2013 for the \$8.00 service charge or we can do a special visit for a \$35.00 service charge. Either way, it would need a work order with the chosen date which is faxed to Aerex.

Name: Dorothy Karp

Request #: 0554-SPOY98CQ2L Status: Completed

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

Date Entered: 06/04/2013 Received By: Susan Potkay

Type of Request: Common Area Request

Description:

Owner Mrs 847-749-2883 advises lock on building's back door is jammed or was tampered with. Owner advises door will not lock and it took her 5 minutes to remove key from key hole.

Resolution:

Issued WO in common area

Name: Richard Tignino

Request #: 0554-LRAY98ESRB Status: Completed

Address: 1505 E Central Rd 112B Arlington Hghts, IL 60005

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

Type of Request: Violations

Description:

Tenant calling to request what the next step for appealing a violation fine since the waiver was delined by the Board.

Resolution:

advised tenant who declined a hearing that I will forward any correspondence on to the Board. The procedures are in the Rules and the Board decision is final. Tenant stated he did not decline but does not have the time. Tenant refused to pay fine and is concerned all letters are being sent to elderly mother who is owner of record. Advised tenant Mr. that fine will be assessed to account and will remain on account until sold. Owner states board has no proof of his violation and residents have accused him without proof making it difficult to live here. Advised will forward his correspondence to the Board.

Name: Jamie Richer

Request #: 0554-BHOD98FNWS Status: Completed

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

Date Entered: 06/07/2013 Received By: Beverly Hood

Type of Request: Forwarded to Property Manager;Pool

Description:

Owner Ms. calling to inquire why the pool is not open. Owner stated she is at the pool and the doors are locked.

Resolution:

Advised owner will check with PM.

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<u>Name:</u>	Mary Ann Gall	<u>Request #:</u>	0554-LRAY98RTK9	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 210B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/17/2013	<u>Received By:</u>	Lisette Ray
		<u>Type of Request:</u>	On Site Information;Parking Info/Pass		
Description:		Resolution:			
Outbound: PM returning owners call, owner wanted update to entrance pothole situation. Phoned at 1:00 PM.		PM advised owner that have been in contact with Central Park East who is responsible for both entrances, was told there is a contract in place to repair west entrance but no determination on east entrance as of yet. Will have maintenance temporarily fill the big holes until CPE can get the remainder filled in. Owner thanked PM for the reply.			
<u>Name:</u>	US Bank National Association	<u>Request #:</u>	0554-SBOA98FKM2	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 212B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/07/2013	<u>Received By:</u>	Socorro Bocanegr
		<u>Type of Request:</u>	Account Information;Sale Questions		
Description:		Resolution:			
Buyer calling to ask if there is any past due assessments, the property is for sale via auction today		advised we do not discuss by phone account balances, suggested he try calling the association attorney			
<u>Name:</u>	Mateusz Niemiec	<u>Request #:</u>	0554-SPEY98RHVS	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 307A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/17/2013	<u>Received By:</u>	Sandra Penway
		<u>Type of Request:</u>	Insurance Information;On Site Information		
Description:		Resolution:			
Mr Niemiec advising he faxed his insurance information to the on site office and would like to confirm receipt, he is also requesting a copy of the Master insurance certificate.		Provided Mr Niemiec the on site hours and phone number to confirm receipt of his fax and provided the Master insurance information			
<u>Name:</u>	Marcia Cale	<u>Request #:</u>	0554-SPOY98FJ3X	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 309B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/07/2013	<u>Received By:</u>	Susan Potkay
		<u>Type of Request:</u>	Account Information;Insurance Information;Forwarded to Property Manager		
Description:		Resolution:			
Owner Mrs 847-956-7484 advises notices were posted regarding fines being issued for homeowner COI copies. Owner requesting if her current copy is on file.		Advised Owner policy currently on file for her unit expires 11/17/2013.			
Owner advises her unit number was mentioned on the list of units being fined.		Advised Owner will confirm with PM that her account has current policy on file to avoid any fees.			
		UPDATE 6/7/2013 12:55pm-Per PM: This is not one of the units that is receiving a fine. The numbers identifying the violations are not the unit numbers, they are our accounting code to protect the identity of the unit owner as much as possible. The Board chose to use these numbers since they will not be publishing the full address for violations.			

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Name: Mark Splendorio Request #: 0554-AMDK98DSU5 Status: Completed
Address: 1505 E Central Rd 311B Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: AnnMarie Detrick
Type of Request: Account Information

Description:

Mr called and wanted to dispute the charges for not having insurance. He stated that he called the office on June 4 and spoke to someone and that person told him that he would be fine not to have it on time. He then asked us to call his mortgage company for him as he stated that he received a letter from the mortgage company requesting information of his account.

Resolution:

I explained to Mr. that we would not tell him that he would be fine and no one here spoke to him. I explained that it was already pasted the due date and several letters were sent to him regarding the insurance, however, if he would like to dispute the charges he may put it in writing to the board and we would be more than happy to present it for him. Also explained to Mr that we can not call his mortgage company of his behalf as they will not give us information. I told Mr. to call his mortgage company to find out exactly what it is they are requesting of him. Mr then hung up.

Name: Vincent Levin Request #: 0554-AMDK98FRTZ Status: Completed
Address: 1505 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: AnnMarie Detrick
Type of Request: Other

Description:

spoke to Vincent to ask him to remove items from the small storage closet on the balcony

Resolution:

Indicated that he would take care of it and have it all cleaned out for Monday am.

Name: Vincent Levin Request #: 0554-LRAY98KLL Status: Completed
Address: 1505 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: lmsu15/Lieberman
Type of Request: Insurance Information

Description:

H.O Patricia and Vincent called in and stated that they recv'd a notice regarding proof of insurance. Caller stated that they sent this in months ago. Pls call 773-440-2171.

Resolution:

PM called owner to advise insurance was received. No letter has been sent since March regarding insurance.

Name: Vincent Levin Request #: 0554-LRAY98KLR9 Status: Completed
Address: 1505 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/11/2013 Received By: Lisette Ray
Type of Request: Work Order Status

Description:

847-401-0920 - Vincent (owner) calling, was suppose to have Juan rod bathtub drain yesterday but it was not done, please call back to reschedule. Did not see a work order for it under unit. Advised rodder broke yesterday so check with maintenance first when we can complete it.

Resolution:

Forward to A.D to confirm work order and reschedule appointment.

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<u>Name:</u>	Sandra Blake	<u>Request #:</u>	0554-LRAY98MSBJ	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 401A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/13/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> Violations					
Description: Owner calling received violation letter for no insurance, owner came about one month ago to provide copy with emergency contact information.					
Resolution: Confirmed owner insurance is on file, apologized for error.					

<u>Name:</u>	Tomasz Soltys	<u>Request #:</u>	0554-ARIR98N2V3	<u>Status:</u>	Completed
<u>Address:</u>	1505 E Central Rd 406A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/13/2013	<u>Received By:</u>	Andrea Ritter
<u>Type of Request:</u> New HO Move-In					
Description: Move processed to reflect the new owner Anna Malek					
Resolution: Statement will be sent for balance. Coupon book will be sent for July thru Dec. 2013					

<u>Name:</u>	Federal National Mortgage Association	<u>Request #:</u>	0554-LRAY98BLEH	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 119C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/03/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> Account Information					
Description: Owner advised unit is incorrectly listed under FNMA, purchased January 1, 2013 but new management company has not received confirmation of sale. Owner marked as former occupant was advised we need a settlement statement as account is delinquent.					
Resolution: Owner Mrs. was upset and stated assessments have been paid. Advised owner need settlement statement to transfer ownership and proof of payment such as cancelled check for assessments.					

<u>Name:</u>	Federal National Mortgage Association	<u>Request #:</u>	0554-ARIR98ELP9	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 119C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/06/2013	<u>Received By:</u>	Andrea Ritter
<u>Type of Request:</u> Settlement Statement Received					
Description: Received Special Warranty Deed to transfer ownership to Vaiduta Povilanskiene. Deed dated 12-3-12					
Resolution: will process move					

<u>Name:</u>	Federal National Mortgage Association	<u>Request #:</u>	0554-ARIR98TL7H	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 119C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/19/2013	<u>Received By:</u>	Andrea Ritter
<u>Type of Request:</u> New HO Move-In					
Description: Move processed to reflect transfer of ownership to Vaiduta Povilanskiene.					
Resolution: Statement will be sent for balance. Coupon book will be sent for July thru Dec. 2013					

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<u>Name:</u>	Vaiduta Povilansk	<u>Request #:</u>	0554-WORE98ZQK8	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 119C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/25/2013	<u>Received By:</u>	Wendy O'Rourke
<u>Type of Request:</u> Account Information					
Description: Home owner Mrs calling to ask why she has such a large a balance					
Resolution: Advised owner that per AR there are payments that were posted to previous owner and are in the process of being moved.					
<hr/> <u>Name:</u>	Leroy Mazurek	<u>Request #:</u>	0554-LRAY98KKTS	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 122C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/11/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> Address Change Request					
Description: Owner requests change of address to 4 East Prairie Court, Howthorne Woods, Illinois 60047. Please change address for all correspondence.					
Resolution: Forward to LK to update address. UPDATE 6-11-13 Changed mailing address. LK					
<hr/> <u>Name:</u>	Carol Pyron	<u>Request #:</u>	0554-SPEY98LHT9	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 165B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/12/2013	<u>Received By:</u>	Sandra Penway
<u>Type of Request:</u> Work Order Status					
Description: Ms Pyron reporting the light bulb in the garage near parking spot # 5 is burnt out and needs to be replaced.					
Resolution: Thanked Ms Pyron for notifying and advised a work order has been placed under the common area					
<hr/> <u>Name:</u>	Marlene Rivara	<u>Request #:</u>	0554-AMDK98DSWH	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 222C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/05/2013	<u>Received By:</u>	AnnMarie Detrick
<u>Type of Request:</u> Account Information					
Description: Owner passed 6.4.2013. Please change name on the account to the "Estate Of".					
Resolution: forwarded obit to Lisa K. UPDATE 6-6-13 Changed to Estate Of.LK					
<hr/> <u>Name:</u>	Max Frenn	<u>Request #:</u>	0554-SRPN98LG6Q	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 259B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/12/2013	<u>Received By:</u>	Steven R Peterson
<u>Type of Request:</u> Closing PAL Complete					
Description: Emailed CQ to jonathan.gaudette@thestarsteam.com					
Resolution: . .					

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Name: Sarah Bootz Request #: 0554-CBRT98VS83 Status: Completed
Address: 1515 E Central Rd 260B Arlington Hghts, IL 60005 Date Entered: 06/21/2013 Received By: Cheri Brandt
 Type of Request: Rules/Regs Info;Service@lmsnet.com

Description:

Hello,
I'm interested in obtaining an electronic copy of the rules and regulations for Dana Point Condo as I'm interested in leasing my unit. Please let me know if this is feasible.

Resolution:

Emailed rules and regs.

Thank you,
Sarah Bootz
1515 E. Central Rd.
Arlington Hts, IL 60005
260B

Name: Nancy Balis Request #: 0554-IAYA98VQV4 Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 06/21/2013 Received By: Irene Ayala
 Type of Request: Closing PAL Request Received

Description:

6/20 Received order requesting for 22.1 & PAL. Closing 7-2

Resolution:

priority processing pd via MC for \$300
Need checklist items - emailed SA: patti@kurtzlawoffice.com

Name: Nancy Balis Request #: 0554-WORE992MGF Status: Completed
Address: 1515 E Central Rd 265B Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Wendy O'Rourke
 Type of Request: Move-in/out Inquiry

Description:

Daniella Solario buyer requesting move in form

Resolution:

emailed move in forms

Name: Sue Sargis Request #: 0554-AMDK98FRXU Status: Completed
Address: 1515 E Central Rd 354A Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: AnnMarie Detrick
 Type of Request: Other

Description:

Spoke to Mark the tenant and told him he needed to clear out his storage closet on Sunday for Monday as they needed to also treat the storage area.

Resolution:

Mark agreed and said he will have this done for Monday am.

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<u>Name:</u>	Isabel Jasinski	<u>Request #:</u>	0554-SBOA98MP6K	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 360B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/13/2013	<u>Received By:</u>	Socorro Bocanegr
<u>Description:</u>	Caller states his is the spouse and co owner, he is asking for the account balance	<u>Type of Request:</u>	Account Information;Legal;On Site Information		
		<u>Resolution:</u>	Advised we have listed only Isabel, asked that he have her call in or he can try speaking with onsite office		
<hr/> <u>Name:</u>	John Moon	<u>Request #:</u>	0554-SPEY98BLEQ	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 456A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/03/2013	<u>Received By:</u>	Sandra Penway
<u>Description:</u>	Christina (Motorola Credit Union) seeking insurance information.	<u>Type of Request:</u>	Insurance Information		
		<u>Resolution:</u>	Provided Christina with the information as stated in the Vendor Profile:		
<hr/> <u>Name:</u>	Su Chang Lim	<u>Request #:</u>	0554-IAYA98BLES	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 466B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/03/2013	<u>Received By:</u>	Irene Ayala
<u>Description:</u>	Returned move fee to Iulianna Varshavsk	<u>Type of Request:</u>	Move-in/out Inquiry		
		<u>Resolution:</u>	Mailed check# 109 for \$150 for this payment was received by the PM at on site office.		
<hr/> <u>Name:</u>	Su Chang Lim	<u>Request #:</u>	0554-SBOA98FQWL	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 466B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/07/2013	<u>Received By:</u>	Socorro Bocanegr
<u>Description:</u>	Buyer asking if his closing is 6/30 when does he pay the assessment	<u>Type of Request:</u>	Sale Questions		
		<u>Resolution:</u>	advised 7/1		
<hr/> <u>Name:</u>	Su Chang Lim	<u>Request #:</u>	0554-SPOY98JPNA	<u>Status:</u>	Completed
<u>Address:</u>	1515 E Central Rd 466B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/10/2013	<u>Received By:</u>	Susan Potkay
<u>Description:</u>	New Owner Nagoliy Suchko 847-830-0586 advises closing was 5/30/2013. Owner advises he will reside in unit.	<u>Type of Request:</u>	Account Information;Lockbox Address Requested;Settlement Statement Requested		
		<u>Resolution:</u>	Advised Owner to submit copy of settlement statement for account. Provided Owner with unit reference number, monthly assessment, and lockbox address.		

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Future Generation Investment Group Request #: 0554-BHOD98BN8Z Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 06/03/2013 Received By: Beverly Hood
Type of Request: Move-in/out Inquiry

Description:
Boris Samovalov - Prospective buyer calling regarding the move in fee. Boris inquired if he can pay the move in fee over the phone by credit card. Boris inquired if he has to pay the move in fee prior to PAL being released. Boris inquired if he can pay the onsite office the move in fee.

Resolution:
Advised Boris the move in fee can only be paid by check, money order or certified check. Advised Boris the move in fee has to be paid before the PAL can be released. Advised Boris he can pay the move in fee onsite or EGV.

Name: Future Generation Investment Group Request #: 0554-KKOS98CVS7 Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 06/04/2013 Received By: Krisztina Kovacs
Type of Request: Closing PAL Complete

Description:
Emailed PAL. Closing date: 6- -13.

Resolution:
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Name: Future Generation Investment Group Request #: 0554-ARIR98RLTJ Status: Completed
Address: 1605 E Central Rd 101A Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received settlement statement for new owners Boris & Perla Samovalov. Closing date was 6-6-13

Resolution:
will process move

Name: The Dana Point Condo Assn Request #: 0554-LRAY98UTKN Status: Completed
Address: 1605 E Central Rd 107A Arlington Hghts, IL 60005 Date Entered: 06/20/2013 Received By: Lisette Ray
Type of Request: Lease Info

Description:
Tenant calling to clarify lease extension. Wants to know what the increase will be.

Resolution:
Advised increase is \$25.00 per month. Total listing was incorrect. If tenant is extending, a new lease will be sent with correct rent amount. Apologized for error. Tenant will stop by office to sign extension during office hours.

Name: Susan Ayers Request #: 0554-FALZ98FU57 Status: Completed
Address: 1605 E Central Rd 111B Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: Fabiola Alvarez
Type of Request: Forwarded to Property Manager;Common Area Request

Description:

Resolution:

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Owner Mrs reports there was plumbing issues within the building water leaked into the closet and mold has build up. Owner states the association was doing work within the pipes.

FWD TO PM. Advised owner the office opens on Monday Update per PM: maintenance inspected unit today, advised no mold was found.

Homeowner can be reached at 847-398-1129-

tenant number- Ken warner 847-848-7617

Name: Christine Dowgiallo Request #: 0554-JCLK98JQY2 Status: Completed
Address: 1605 E Central Rd 114B Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Jean Clark
Type of Request: Pool

Description:

Owner called to ask if need new pool passes.

Resolution:

Advised do not see anything about new pool passes.

Name: Christine Dowgiallo Request #: 0554-KVGR98NHKD Status: Completed
Address: 1605 E Central Rd 114B Arlington Hghts, IL 60005 Date Entered: 06/14/2013 Received By: Kasandra Von Gl
Type of Request: Insurance Information;Rules/Regs Info

Description:

Owner Mrs calling to see if she will get a fine for the COI and to see if she can send in the information via fax. Owner would like to know if she is going to have a plumber on the property if she needs to call the association.

Resolution:

Advised that the COI can be faxed in and verified the on site office fax number. Advised per the rules and Regs that the minimum fine is 50.00. Advised that she can call to let LMS know that the plumber is on the property.

Name: Donna Hardesty Request #: 0554-LRAY98RPDU Status: Completed
Address: 1605 E Central Rd 116B Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Lisette Ray
Type of Request: Violations

Description:

Tenant calling regarding letter for oil in parking space. Tenant wants to know how it can be cleaned.

Resolution:

Advised tenant that an oil material sold in stores can be spread to absorb the oil or a brush with water and soap can be used to remove it. Tenant asked if garages are going to be washed twice a year as previously done. Tenant had her oil changed and they did not replace the cap causing the leak, but figured garages will be cleaned soon so that should take care of it. Tenant doesn't understand why association cannot clean the space since that is why she rents so she does not have to maintain anything.

Name: Jack Bornhoeft Request #: 0554-LRAY98NQRG Status: Completed
Address: 1605 E Central Rd 121C Arlington Hghts, IL 60005 Date Entered: 06/14/2013 Received By: Lisette Ray
Type of Request: Other

Description:

Tenant calling to report car mirror was vandalized in garage, owner was parked since 9:30 Pm and has not left. Car mirror was broken off and no other damage was evident.

Resolution:

Advised owner to call police to file a report since she will need it for her insurance. Will note in account.

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<u>Name:</u>	Penny Cunningham	<u>Request #:</u>	0554-LRAY98MKLV	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 301A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/13/2013	<u>Received By:</u>	Lisette Ray
<p>Description: Owner Mrs. calling regarding violation letter and fine letter received yesterday. Owner walked over copy of insurance May 15, 2013 so stop sending letters.</p>					
<p>Resolution: Advised owner we do have insurance on file and apologized for the error.</p>					
<u>Name:</u>	Tomasz Karpowicz	<u>Request #:</u>	0554-AMDK98FPUG	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 304A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/07/2013	<u>Received By:</u>	AnnMarie Detrick
<p>Description: I phoned Mr to let him know that his satalitte dish in the bucket needed to be removed from the patio so that construction can resume on Monday.</p>					
<p>Resolution: Mr was not happy as he did not want this in his home and stated that he will not be able to watch TV. He asked if he could attach to brick I explained to him that this can not be done and that the bucket needed to be removed for Monday. He stated that he will try and hung up on me.</p>					
<u>Name:</u>	Bozena Kijowska	<u>Request #:</u>	0554-SPOY98JLAJ	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 305A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/10/2013	<u>Received By:</u>	Susan Potkay
<p>Description: Owner Mrs 847-732-7664 requesting name of RD to send written complaint regarding issues with on site employees.</p>					
<p>Resolution: Provided Owner with RD name and EGV address.</p>					
<u>Name:</u>	Bozena Kijowska	<u>Request #:</u>	0554-BHOD98RPRV	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 305A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/17/2013	<u>Received By:</u>	Beverly Hood
<p>Description: Owner Ms. calling to obtain the name for the DM, Vice-Presidents, and Owner of the company. Owner stated she is writing a letter regarding a possible lawsuit against an employee in the PM office. Owner stated her attorney to get a name for all the above name and send letters.</p>					
<p>Resolution: Advised owner of the all the names.</p>					
<u>Name:</u>	Nancy Hwastecki	<u>Request #:</u>	0554-DCON98DJN7	<u>Status:</u>	Completed
<u>Address:</u>	1605 E Central Rd 309B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/05/2013	<u>Received By:</u>	Danielle Corcoran
<p>Description: Owner stating he sent his insurance information in but he is still on list for not having shown proof of insurance. Owner stating he is trying to contact on site to get this matter cleared up but they are not answering as of yet. Owner stating he would like this documented but he will be calling on site back.</p>					
<p>Resolution: Advised owner information will be documented.</p>					

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Name: Nancy Hwastecki Request #: 0554-LRAY98KL5U Status: Completed
Address: 1605 E Central Rd 309B Arlington Hghts, IL 60005 Date Entered: 06/11/2013 Received By: Lisette Ray
Type of Request: Projects

Description:
owner calling regarding tuckpointing to check on status and to see why their wing has no A/C.

Resolution:
Advised owner Board is considering contract for tuckpointing since it is a large project. Advised Board approved replacement of A/C unit and will post when it will be installed.

Name: Tadeusz Wiczkowski Request #: 0554-LRAY98MMX4 Status: Completed
Address: 1605 E Central Rd 313B Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: Lisette Ray
Type of Request: Outbound Call

Description:
OUTbound: PM called owner to see if QRI can come back next week to repair membrane on balcony.

Resolution:
Owner advised it would be fine. Cannot give specific date next week since they are working on several repairs that may need to dry.

Name: Mark Bonadonna Request #: 0554-LRAY98NSHK Status: Completed
Address: 1605 E Central Rd 314B Arlington Hghts, IL 60005 Date Entered: 06/14/2013 Received By: Lisette Ray
Type of Request: Violations

Description:
Owner calling regarding violation letter for no insurance.

Resolution:
Advise owner we do have insurance and apologized for error.

Name: Phyllis Borchers Request #: 0554-DCON98JHPK Status: Completed
Address: 1605 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Danielle Corcoran
Type of Request: Forwarded to Property Manager;Projects

Description:
Owner's daughter Denise calling to inquire status of balcony work for unit above her 421C. Denise is afraid of her mother's own balcony regarding leaks and such from unit above. Denise would like a call back with any updates at 847-204-0821.

Resolution:
Advised owner of property profile project information. Advised owner information would be forwarded to PM regarding when unit 421C balcony will be worked on.

Update per PM: PM spoke to her about issue this morning 6/10.

Name: Phyllis Borchers Request #: 0554-DCON98JHPK Status: Completed
Address: 1605 E Central Rd 321C Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Danielle Corcoran
Type of Request: Forwarded to Property Manager;Projects

Description:

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Owner's daughter Denise calling to inquire status of balcony work for unit above her 421C. Denise is afraid of her mother's own balcony regarding leaks and such from unit above. Denise would like a call back with any updates at 847-204-0821.

Advised owner of property profile project information. Advised owner information would be forwarded to PM regarding when unit 421C balcony will be worked on.

Update 6/10/13 9:50 AM - Daughter spoke to project manager from Postl Yore who advised that "I told her that there is another building that needs to get certain balconies repaired first, but that her wing was recommended to be repaired next once we get to building 1605. I mentioned that they are not forgotten and still on the list, but I could not give her a date because these things take time and it's up to the Association's discretion and budget."

Name: Phyllis Borchers

Request #: 0554-LRAY98NQ4J Status: Completed

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

Date Entered: 06/14/2013 Received By: Lisette Ray

Type of Request: On Site Information

Description:

Owner daughter, owner passed away, is trying to sell unit, wanted to get clarification on what keys to transfer to buyer.

Resolution:

Advised her what keys should be returned to the management office and which should go to buyer.

Name: Mary Ann Lyons

Request #: 0554-LRAY98SQPB Status: Completed

Address: 1605 E Central Rd 402A Arlington Hghts, IL 60005

Date Entered: 06/18/2013 Received By: Lisette Ray

Type of Request: Projects

Description:

Outbound: PM returning owners call regarding balcony. Owner was upset that balcony is to be worked on and request was denied for delay in project. Asked PM to see what is involved in repair and when it will be taken care of since owner was out of a balcony for nine months last year. Small area in front of patio door is where puddle is gathering but all other areas are allowing water to roll off.

Resolution:

PM advised will get in touch with Project Manager to see what exactly is involved at how long it will be out for. Owner does not understand why she was not first when this work was being completed.

Update: PM advised owner balcony will be done Monday, June 24, 2013 for small area in front of patio door as all other warranty items were at 1615, that is where they started. Repair will include small area sand blast on Monday, additional coating material will be added, sealed and will take 3 days for completion. Balcony will return to full use by Thursday, June 27, 2013.

Name: Susan Lynch

Request #: 0554-SBOA98LMWV Status: Completed

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

Date Entered: 06/12/2013 Received By: Socorro Bocanegr

Type of Request: Projects;Forwarded to Property Manager

Description:

Owner Ms calling as there were workers on her balcony today sweeping however her balcony is not scheduled for service. This concerns her because she leaves her patio door open during the day and of course does not expect anyone to be on her balcony during the day.

Resolution:

Advised will fwd to PM for a call back

REVISED: I spoke to Ms. Lynch and explained there must have been dust on her patio due to construction and she was fine.

She would like to know why they were on her balcony, she was home at the time of the incident.

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Name: Liliana ODell Request #: 0554-LRAY98TLVG Status: Completed
Address: 1605 E Central Rd 415B Arlington Hghts, IL 60005 Date Entered: 06/19/2013 Received By: Lisette Ray
Type of Request: On Site Information;Compliments

Description:

Owner calling regarding new HVAC units. Wants to know when they will be installed.

Resolution:

Advised owner new units are ordered and being shipped. Waiting on an installation date since we need a crane to deliver and install them. Anticipate installation in the next 2 weeks and will post a notice in the bulletin boards. Owner thanked PM and commended on an excellent job so far.

Name: Sumitra Chatterjee Request #: 0554-LRAY98LR2F Status: Completed
Address: 1605 E Central Rd 419C Arlington Hghts, IL 60005 Date Entered: 06/12/2013 Received By: Lisette Ray
Type of Request: Violations;Projects

Description:

Owner calling after receiving complaint from tenant who had motorcycle in garage. Owner states tenant parked in garage as motorcycle was vandalized by someone who slashed the seat. Tenant did not want to leave it outside for further damage. Owner wants a one time warning since there was no sign in the garage stating no motorcycles. Also owner stated tenant has complained about state of balcony since most the surrounding units have been replaced.

Resolution:

Advised owner it is in the rules that no motorcycles are to be parked in the garage and others have them parked in the outside lots without issue. Also advised, balconies were evaluated by engineer and the Board is currently working on repaired those in worst condition, but owner is on list.

Name: Barbara Kieca Request #: 0554-LRAY992SRW Status: Completed
Address: 1615 E Central Rd 102A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Lisette Ray
Type of Request: Parking Info/Pass

Description:

Owner calling, has niece staying and wants to know if she needs a parking pass.

Resolution:

Advised owner pass is required if staying more than 72 hours.

Name: Sheryl Dammier Request #: 0554-LRAY98NRHF Status: Completed
Address: 1615 E Central Rd 106A Arlington Hghts, IL 60005 Date Entered: 06/14/2013 Received By: Lisette Ray
Type of Request: Pool

Description:

Owner calling to inquire about pool passes, did not get them last year and wants to get new ones.

Resolution:

Advised owner we will check file in office to see if passes are in there. Advised owner old passes are there, will need to bring in an ID and can get those renewed.

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Name: Chuck Vetter Request #: 0554-AMDK98RTMZ Status: Completed
Address: 1615 E Central Rd 109B Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: AnnMarie Detrick
 Type of Request: Other

Description:

water in the hallway coming from unit. Sam indicated that he believed it was coming from the kitchen area of the unit. I spoke to Sue and she indicated that she had just arrived at work and she is not able to leave work. I explained to her that there was water coming out of her unit and that if there is any damages done to the common elements of the building and it is found that the water is from her unit that she would be responsible for any damages. She indicated that she is aware of this fact and that she would try to reach her father to see if he could come to the unit and see what is going on. Sue also mentioned that she has a bowl under the sink to catch any water that she is having a problem with her garbage disposal.

Name: Chuck Vetter Request #: 0554-PROY98S386 Status: Completed
Address: 1615 E Central Rd 109B Arlington Hghts, IL 60005 Date Entered: 06/17/2013 Received By: Property
 Type of Request: Emergency On Call

Description:

HO (Sue) Reported water outside from a leak, then later said it was her garbage disposal leaking.

Resolution:
Spoke with Sam from maintenance. He agreed to call HO to inquire further and assist if needed.

Name: Sergio Ruiz Request #: 0554-JCLK98VTS4 Status: Completed
Address: 1615 E Central Rd 110B Arlington Hghts, IL 60005 Date Entered: 06/21/2013 Received By: Jean Clark
 Type of Request: Account Information

Description:

Owner called about account and getting on line to do the new auto debit.

Resolution:
Walked owner through clicking to get to new auto debit.

Name: Tetiana Matlashevskaya Request #: 0554-LRAY98MRUP Status: Completed
Address: 1615 E Central Rd 113B Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: Lisette Ray
 Type of Request: On Site Information

Description:

Owner Ms. calling for rules to replace patio door.

Resolution:
Advised Board approval is needed, form has all requirements listed on it. Owner request a fax with form.

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Name: Linda Kozeluh Request #: 0554-KVGR98TUUY Status: Completed
Address: 1615 E Central Rd 206A Arlington Hghts, IL 60005 Date Entered: 06/19/2013 Received By: Kasandra Von Gl
Type of Request: Forwarded to Property Manager

Description:

Owner MRs calling to state that there seems to be tub or plumbing trouble in the two units 204 and 206. The owner would like to have maintenance come and try to fix the issues.

Wednesday June 26 at 3pm Owner would like to be called to confirm.

Resolution:

Advised that the information would be sent to the PM

Name: Linda Kozeluh Request #: 0554-LRAY994LBH Status: Completed
Address: 1615 E Central Rd 206A Arlington Hghts, IL 60005 Date Entered: 06/28/2013 Received By: Lisette Ray
Type of Request: Projects

Description:

Owner states balcony was completely redone in 2012 but coating looks dirty. QRI attempted to clean it but it needs to be looked at.

Resolution:

Advised will have Project Manager call to arrange an inspection as part of the warranty. If it is deemed to be repaired, she will need to clear off the balcony to correct the issue. Owner provided phone number for manager to call today since she is home.

Name: Patricia Langford Request #: 0554-CBRT98JHFM Status: Completed
Address: 1615 E Central Rd 211B Arlington Hghts, IL 60005 Date Entered: 06/10/2013 Received By: Cheri Brandt
Type of Request: Emergency On Call;Forwarded to Property Manager

Description:

6/7/2013 at 727pm, Patty Langford, 847-650-5676,

Resolution:

DEL'D TO CAROLYN C 6/7/2013 at 728pm.

THE OUTSIDE DOOR ON THE WESTSIDE|
IS LOCKED YOU CAN'T GET IN AND SHE |
TRIED IT FROM THE INSIDE AND IT STILL
WON'T OPEN IT'S DANGEROUS IN CASE
THERE'S A FIRE

Name: Mary Alfus Request #: 0554-LRAY98YJTW Status: Completed
Address: 1615 E Central Rd 212B Arlington Hghts, IL 60005 Date Entered: 06/24/2013 Received By: Lisette Ray
Type of Request: Violations

Description:

Owner calling, received letter for insurance, is on file and there was no hearing request form included with violation letter.

Resolution:

Apologized to owner, confirmed insurance is on file and will note in account.

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Name: Paul Johnson Request #: 0554-LRAY992NFW Status: Completed
Address: 1615 E Central Rd 219C Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Lisette Ray
Type of Request: Address Change Request

Description:
Owner is moving out and requests change in Bill To address. All correspondence for unit should be sent to the following address:
1111 Ontario Street, Apt. #915, Oak Park IL 60302

Resolution:
Forward to L.K to update information.
UPDATE 6-30-13 Changed mailing address. LK

Name: Rajmund Klimuszko Request #: 0554-LRAY98TLRE Status: Completed
Address: 1615 E Central Rd 301A Arlington Hghts, IL 60005 Date Entered: 06/19/2013 Received By: Lisette Ray
Type of Request: Violations

Description:
Owner Ms. calling regarding minutes posted in bulletin board stating she will be fined for no insurance. Owner wants to be sure we got it since she did not understand why she was listed.

Resolution:
Advised owner those are accounting codes used to protect the violators. We do not publish the address with units on violations. Confirmed she is in compliance and no violation exists for her unit.

Name: Jacqueline Fouch Request #: 0554-LRAY98ES4P Status: Completed
Address: 1615 E Central Rd 309B Arlington Hghts, IL 60005 Date Entered: 06/06/2013 Received By: Lisette Ray
Type of Request: Insurance Information

Description:
Owner request copy of certificate of insurance for unit that is on file. Owner lost hers and would like a copy mailed back to her.

Resolution:
Advised owner will mail a copy to her.

Name: Daniel Sinard Request #: 0554-SPOY98FKAF Status: Completed
Address: 1615 E Central Rd 310B Arlington Hghts, IL 60005 Date Entered: 06/07/2013 Received By: Susan Potkay
Type of Request: On Site Information

Description:
Owner Mr 847-401-3183 requesting if Comcast is authorized to make bedrooms cable ready. Owner requesting to speak with PM to confirm.
Owner advises he will contact on site office later today.

Resolution:
Advised Owner on site office opens at 10:30am today.

Name: Jeff Eitel Request #: 0554-KVGR98DUBL Status: Completed
Address: 1615 E Central Rd 314B Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: Kasandra Von GI
Type of Request: Other

Description:
Owner Mr calling to get the cell phone number for maintenance.

Resolution:
Advised that the information is not available.

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Name: Carol Bjankini Request #: 0554-LRAY98MQW7 Status: Completed
Address: 1615 E Central Rd 315B Arlington Hghts, IL 60005 Date Entered: 06/13/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Owner reports shopping cart is broken in garage, and limbs are hanging over road that are ready to fall on Central Park East Property.

Resolution:
Advised we will have maintenance repair cart and notify CPE of tree limbs.

Name: David Cantrell Request #: 0554-LRAY992SPU Status: Completed
Address: 1615 E Central Rd 403A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Lisette Ray
Type of Request: Outbound Call;Water Intrusion

Description:
Outbound call to owner to arrange entry into unit. Unit below reported leak and maintenance is trying to find source. Left message.

Resolution:
PM left message on home and cell for owner to call back and arrange entry. Owner responded, will be home at 4:30PM to let maintenance in.

Name: Bryan Pracko Request #: 0554-KVGR992HSE Status: Completed
Address: 1615 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Kasandra Von GI
Type of Request: Forwarded to Property Manager;Common Area Request;Outbound Call

Description:
Owner Mr calling to state that the lock on the storage room is not working. Owner would like to maintenance call him when possible to get into the storage room. Owner stated that he needs to get in there in the next two hours.

Resolution:
Outbound call to maintenance to see if they were on the property. Left message with the unit address. Advised that the information would be sent to the on site office which opens at 9am.

Name: Bryan Pracko Request #: 0554-SPEY992K9J Status: Completed
Address: 1615 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Sandra Penway
Type of Request: Caller Hung Up/No Caller

Description:
Mr Pracko call was lost / disconnected

Resolution:
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Name: Bryan Pracko Request #: 0554-DCON992KEX Status: Completed
Address: 1615 E Central Rd 406A Arlington Hghts, IL 60005 Date Entered: 06/26/2013 Received By: Danielle Corcoran
Type of Request: Common Area Request;Outbound Call

Description:
Owner Mr calling to state that the lock on the storage room is not working. Owner would like to maintenance call him when possible to get into the storage room. Owner stated that he needs to get in there now. Owner stating there is sign on site office door stating they are in meeting until 11 am.

Resolution:
OUTBOUND call to Juan with maintenance to advise of owner's issue. Juan stating to advise owner he will be over there in 10 min to let him in. Advised owner of Juan's response.

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<u>Name:</u>	Giyung Chong	<u>Request #:</u>	0554-ABOO98MTAM	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 407A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/13/2013	<u>Received By:</u>	Angie Botello
<u>Type of Request:</u> Closing PAL Form Requested					
Description: Marie with PNC Mtg calling to state that she will need a new CQ, updated from the one in Jan of 2013. gaymarie.barry@pncmortgage.com		Resolution: Advised caller that a new order form will need to be completed and paid for. Advised caller that the order form will be emailed.			

<u>Name:</u>	Giyung Chong	<u>Request #:</u>	0554-WORE98NNEG	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 407A Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/14/2013	<u>Received By:</u>	Wendy O'Rourke
<u>Type of Request:</u> Closing PAL Form Requested					
Description: Home owner calling to request new CC. Bank requested yesterday from LMS and told owner they didnt rcv.		Resolution: Advised owner email would be sent. Sent email			

<u>Name:</u>	Richard Winsauer	<u>Request #:</u>	0554-LRAY98BPPL	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 409B Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/03/2013	<u>Received By:</u>	Lisette Ray
<u>Type of Request:</u> On Site Information					
Description: Owner Mr. calling, exterminator was suppose to be servicing unit today. No one showed up.		Resolution: Advised owner will have to call to get appointment rescheduled. Will call and leave a message with new appointment date to service unit.			

<u>Name:</u>	Alfred Szabel	<u>Request #:</u>	0554-JCLK992PW9	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 420C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/26/2013	<u>Received By:</u>	Jean Clark
<u>Type of Request:</u> Insurance Information					
Description: Owners daughter called for recommendation for insurance coverage		Resolution: Advised have no advise for insurance.			

<u>Name:</u>	Federal Home Loan Mortgage Corporation	<u>Request #:</u>	0554-FALZ98BMHW	<u>Status:</u>	Completed
<u>Address:</u>	1615 E Central Rd 422C Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/03/2013	<u>Received By:</u>	Fabiola Alvarez
<u>Type of Request:</u> Service@lmsnet.com;Other					
Description: Mary atty for the buyer 847-577-6217 is calling for an email address to send the closing department a request the buyers lenders need		Resolution: Advised the service email address			

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Name: Federal Home Loan Mortgage Corporation Request #: 0554-MZIN98DKEQ Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: Masha Zingerman
Type of Request: Closing PAL Complete

Description:
Emailed PAL, ledger to Danielle Pieczynski
<Danielle.Pieczynski@il.cslegal.com> Closing 6-2013.

Resolution:

Name: Federal Home Loan Mortgage Corporation Request #: 0554-LRAY98DPYC Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/05/2013 Received By: Lisette Ray
Type of Request: On Site Information

Description:
Buyer for unit calling to inform they still have the elevator key as closing was cancelled for Monday. Will be moving as soon as new closing date can be scheduled.

Resolution:

Advised buyer documents were released today. Will keep deposit on file until key can be returned this week.

Name: Federal Home Loan Mortgage Corporation Request #: 0554-LRAY98TM62 Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/19/2013 Received By: Lisette Ray
Type of Request: Settlement Statement Received

Description:
Settlement statement received for sale on 6-18-13 attached to email/IR request.. Please process the move.

Resolution:

Forward to closing dept.

Name: Federal Home Loan Mortgage Corporation Request #: 0554-ARIR98VNUH Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/21/2013 Received By: Andrea Ritter
Type of Request: Settlement Statement Received

Description:
Received settlement statement for new owners Thomas & Irene Corcoran. Closing date was 6-18-13

Resolution:

will process move

Name: Federal Home Loan Mortgage Corporation Request #: 0554-ARIR98VQCD Status: Completed
Address: 1615 E Central Rd 422C Arlington Hghts, IL 60005 Date Entered: 06/21/2013 Received By: Andrea Ritter
Type of Request: Closing Check Rec'd-No Settlement Stmt

Description:
Received closing check for sale of unit from Attorneys' Title Guaranty Fund, Inc.
check # 50633395
\$5,403.92

Resolution:

put check in drop box to be applied at lockbox

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Resident Services Request #: 0554-PMAD98CM8Z Status: Completed
Address: THE DANA POINT CONDOMINIUM Date Entered: 06/04/2013 Received By: Paula Maynard
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Type of Request: Forwarded to Property Manager;Unicom
Description:
Mel Inpicati w/th Hartford Steam Boiler Co 800-333-4677 ext 61698 reference # 1346910 for the state inspection for the RBI hot water system for 1405 E Central Road, Dana Pointe Condo
Resolution:
Forward to PM for review.
Update: PM called 6/4/13 at 11:34 Am and left message for Mel. no answer.

Name: Res Ser Request #: 0554-JCLK98FJA7 Status: Completed
Address: THE DANA POINT CONDOMINIUM Date Entered: 06/07/2013 Received By: Jean Clark
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Type of Request: Other
Description:
Michael RD called to ask to inform Steve that Dana Point will be opening at 10:30am today.
Resolution:
Advised Steve.

Name: Resident Services Request #: 0554-DCON98FTU3 Status: Completed
Address: THE DANA POINT CONDOMINIUM Date Entered: 06/07/2013 Received By: Danielle Corcoran
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Type of Request: On Site Information
Description:
Mrs calling to request on site phone number.
Resolution:
Provided Mrs on site phone number.

Name: Carolyn Clifton Request #: 0554-PROY98J5WJ Status: Completed
Address: THE DANA POINT CONDOMINIUM Date Entered: 06/09/2013 Received By: Property
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Type of Request: Emergency On Call
Description:
UNICOM - called 10:08 pm to advise elevator alarm went off in 1415 E. Central Rd . Monitoring svc dispatched fire dept in case someone was stuck in elevator. Fire Dept has not called back to report if anyone was stuck. Could be someone hit by accident. Alarm company called as an FYI
Resolution:
no further action needed

Name: Lisette Ray Request #: 0554-LRAY98KMXT Status: Open
Address: THE DANA POINT CONDOMINIUM Date Entered: 06/11/2013 Received By: Lisette Ray
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Type of Request:
Description:
Resolution:

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Please provide a proposal to complete the landscaping maintenance at Dana Point for the 2014 - 2015 seasons. Specifications and scope of work can be provided as separate attachment. Please call on-site office at 847-228-5176 to schedule an on-site visit if necessary to see property and location or with any questions.

Proposals must be submitted no later than July 12, 2013 at 4:00 PM or they will not be considered. Proposals may be delivered to the on-site Management Office at 1519 E. Central Rd. , Arlington Heights, IL 60005 or via email to LRay@LMSnet.com.

Name: Lisette Ray **Request #:** 0554-LRAY98LMNT **Status:** Open
Address: THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005 **Date Entered:** 06/12/2013 **Received By:** Lisette Ray
Description:
Please provide a proposal to seal coat all asphalt emergency lane/drives at Dana Point in Arlington Heights. There are a total of lanes of varied length that were last coated in 2010. Approximate length of lanes is 76,189 feet with approximately 980 feet of crack fill. Please call to arrange an inspection with the on-site office to measure lanes and provide a proposal.

Proposal should be submitted to the on-site Management Office at 1519 E. Central Rd., Arlington Heights, IL 60005 or via email at LRay@LMSnet.com.

Name: Resident Services **Request #:** 0554-SPEY98MJN2 **Status:** Completed
Address: THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005 **Date Entered:** 06/13/2013 **Received By:** Sandra Penway
Description:
Unknown Vendor calling to speak directly to the PM regarding pool chemicals.

Resolution:
Advised we were not the on site office and they stated they would call again

Name: x x **Request #:** 0554-BHOD98UNWA **Status:** Completed
Address: THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005 **Date Entered:** 06/20/2013 **Received By:** Beverly Hood
Description:
Carmen - Call One Phone Company calling to speak with PM regarding an outstanding bill.

Resolution:
Advised Carmen the call is being transferred to PM.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

Name: Lisette Ray Request #: 0554-LRAY98VLPK Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 06/21/2013 Received By: Lisette Ray
Description:
Realtor calling to go over rental requirements for a unit, wants to make sure they have all the necessary paperwork. Owner has rented previously.
Type of Request: Lease Info
Resolution:
Advised realtor of what is needed.

Name: resident services Request #: 0554-CBRT98YL6G Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 06/24/2013 Received By: Cheri Brandt
Description:
Rpt 6/22/2013 at 946am by SMS. Robert Wiley 847-764-5205.
1405 E Central rd #217C.
Type of Request: Emergency On Call
Resolution:
*LMTC ON GRP 1 CELL 1004A CC 3562
CHK'D 1009A VIA 3562

ONE OF THE ELEVATORS STUCK ON
2ND FLR WITH DOOR OPEN WON'T RESPOND
(IF FACING IT'S THE ONE ON RIGHT)

Name: Resident Services Request #: 0554-KVGR98ZHSR Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 06/25/2013 Received By: Kasandra Von Gl
Description:
Metro Door and garage Vendor calling to get into the lower garage.
Type of Request: Caller Hung Up/No Caller
Resolution:
Caller hung up.

Name: Res Ser Request #: 0554-ABOO992PKJ Status: Completed
Address: THE DANA POINT CONDOMINIUM
ASSOCIATION Common Area Arlington Hghts,
IL 60005 Date Entered: 06/26/2013 Received By: Angie Botello
Description:
Lender calling to obtain the master insurance policy for the assoc.
Type of Request: Insurance Information
Resolution:
Provided caller with the name and number for the insurance company.

Community THE DANA POINT CONDOMINIUM ASSOCIATION

<u>Name:</u>	Scott Sears	<u>Request #:</u>	0554-PROY98WKZ4	<u>Status:</u>	Completed
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/22/2013	<u>Received By:</u>	Property
<u>Description:</u>	Owner from #217 called unicom to report right elevator down. stuck open on 2nd floor not responding.	<u>Type of Request:</u>	Unicom	<u>Resolution:</u>	per PM- called Juan to put out notice at the elevator and service will be called Monday. Juan will post notice and even see if he can get working again.
<u>Name:</u>	scott sears	<u>Request #:</u>	0554-PROY98UH56	<u>Status:</u>	Completed
<u>Address:</u>	THE DANA POINT CONDOMINIUM ASSOCIATION Common Area Arlington Hghts, IL 60005	<u>Date Entered:</u>	06/20/2013	<u>Received By:</u>	Property
<u>Description:</u>	Unicom- Lisa from monitoring company calling got an alarm in the 1415 elevator.	<u>Type of Request:</u>	Unicom	<u>Resolution:</u>	Could be sensor as this happens a lot here whikle on call. Called Sam and he will check it out.

THE DANA POINT CONDOMINIUM
ASSOCIATION

159 Information Requests Entered

June 2013