

LaMer Condominium Association, Inc.

A Not-For-Profit Corporation

Date: Tuesday, September 14, 2021

Subject: Condominium Concern Submission Process

LaMer Owners:

With the condominium concern forms being a discussion topic at the association meeting on September 11, 2021, the board has reviewed the current process that is in place today. Once reviewed, below we developed what we believe can be an improved process for condominium concerns. These revisions will improve the communication of concerns and how concerns get resolved moving forward.

- Owners can find the condo concern form on the LaMer website and submit it electronically or pick up a form at Vickie's office and complete manually
- Moving forward please submit all concern forms directly to Vickie in person, in the drop box or via email
- Our request is not to review the concerns directly with Steve Hummel, our onsite maintenance man
- This will allow Vickie to review all concerns first and then work with Steve directly on scheduling and resolving the concern
- This will also allow Steve to focus on the work that he is already doing and not get him off track
- Vickie will respond to owners within 24hrs (Monday-Friday) to communicate that the concern was received and provide any initial comments on the plan to resolve
- Once concerns are resolved, Vickie will once again contact the owner who submitted to inform that the concern has been resolved

Thank you in advance to follow this new process so our team can serve all the owners to the best of their ability.

Sincerely, LaMer Board of Directors