

## Unit Owner's Standard Notification and Escalation procedures

As a friendly reminder, the CSC Board has employed Mulloy Properties as the responsible managing agent to control and manage the Regime. Mulloy's 24-hour emergency phone pager is 502-891-3261. Mulloy's daytime business number (Mon – Fri 9am-5pm) is 502-493-4143. If you feel that due diligence is not being given to your need(s) by Mulloy, please contact a board member and provide written documentation of the issue. It is suggested any verbal contact communication with Mulloy should also be followed up with dated written documentation. Mulloy's website is [www.mulloyproperties.com](http://www.mulloyproperties.com). An electronic version of the CSC master deed is available at their website. Click on the "Condo Management" tab then click on the "Click here for Community File Downloads". Beth Holt & Ambar Gabbard represent our community. Their email addresses are as follows: ([bholt@mulloyproperties.com](mailto:bholt@mulloyproperties.com)) & ([agabbard@mulloyproperties.com](mailto:agabbard@mulloyproperties.com))

Mulloy should be the **first point of contact**, if you have **any** question, concern or complaint about the following items:

- Lawn Care Services
  - Grass cutting/Leaf Removal
  - Mulch/Shrubs/Weeds
  - Snow/Ice Removal
  - Tree Limbs
- Trash Removal
- Roofing Issues and Gutter Cleaning
- Designated Areas For Animal Waste or Large Item(s)
- Legal, Property or Financial Documents
  - Flood Insurance/Condo Insurance/Master Deed
  - Number of Units/Sq Footage/Old Newsletter(s)
  - Maintenance Fees/Assessments Fees
- Exterior Lighting/Street Lighting
- Swimming pool (Rules, Pool Tags and Deck Reservations), Volley Ball Court and Tennis Court
- Interior Plumbing and Exterior Plumbing
- Chimney and Dryer Vents
- Animals – Domesticated, Wild Homeless.
- Windows, Front Doors, and Patio Doors
- Parking Guidelines/Abandoned Cars
- Pot Holes
- Mailboxes
- Acceptable Signs and Their Designated Locations
- Gas Grills
- Patio Decks, Patio Expansion and Gas Grills
- Exterior Stairs
- Sidewalks & Porch
- Satellite Dish, Cable/Phone Lines and TV Antennas
- Landport Login Information (for tracking of specific maintenance requests)
- A1 Pest Control
- Unsafe Driving/Car Speed
- Scheduled Board Meetings and Their Locations
- Updates to Personal Emergency Contact Information

