

CSC Unit Owner's Standard Notification and Escalation procedures

The CSC Board has employed Mulloy Properties as the responsible managing agent to control and manage the Association. Mulloy Properties should be the first point of contact, if you have any questions, concerns or complaints. If you feel that due diligence is not being given to your needs or concerns by Mulloy Properties, please contact a board member. The Louisville Metro Housing authority should not be your first point of contact.

Mulloy's Contact Info:

24-hour emergency pager (502) 664-3966 - Daytime number (502) 618-5900 - Fax number (502) 426-1544

All verbal communications should be followed up with a dated written communication (fax, email or letter). Mulloy's website is www.mulloyproperties.com, Beth Holt bholt@mulloyproperties.com & Amber Gabbard agabbard@mulloyproperties.com represent our community. Crescent Spring's website is www.crescentspring.com. Both websites have an electronic version of the CSC master deed available.

Items included in this escalation process include, but are not limited to:

- Lawn Care Services
 - Grass cutting/Leaf Removal/Mulch/Shrubs/Weeds/Trees
 - Snow/Ice Removal
- Trash Removal
- Roofing and Skylights
- Gutters
- 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, Volley Ball Court and Tennis Court
- Interior Plumbing and Exterior Plumbing
- Exterior Chimney
- Exterior Dryer Vents
- Animals – Domesticated, Wild or Homeless.
- Windows, Front Doors, and Patio Doors
- Parking Lot
 - Upkeep, guidelines, or abandoned cars
- Mailboxes
- Acceptable Signs and their Designated Location
- Patios and Decks
- Exterior Stairs
- Sidewalks
- Satellite Dish, Cable/Phone Lines, and TV Antennas
- Landport Login Information (for tracking of specific maintenance requests)
- A1 Pest Control
- Scheduled Board Meetings and Their Locations
- Updates to Personal Emergency Contact Information