



COMPLAINTS, COMMENTS AND COMMENDATIONS

Clear concise input from owners and residents is vital to the continued health of our community. Please be aware of the following guidelines. They are designed to get your request to the appropriate group, as efficiently as possible.

1. All non-emergency communications must be in writing.
2. All written communication must include:
 - 1) Unit owner's name,
 - 2) Unit owner's day & evening phone numbers,
 - 3) Unit address.

Please also include a residents name and telephone numbers, if appropriate. (ie. If we will need to make arrangements to enter a rented unit.)

3. All communication must come through an owner.

If you are not an owner, please put your communication in writing and give it to the owner of your unit. The owner should add any comments they have, sign it, and pass it to the appropriate group.

4. The following is meant as a guide to what group should receive which communications.

If in doubt, simply deliver it to the Association office at 10925 Glen Acres Dr S.
The manager will deliver it to the appropriate group.

Association Office (mail slot next to door): Security, utilities, Glen Acres Drive South, the perimeter fence and gates, office building, guard, guard station, entrance directory board, hobby & meeting rooms, exterior lights, ponds, signs, rules creation, etc.

Management Committee Chairperson: Maintenance of residential building and immediate grounds, temporary guest parking, rules enforcement, etc.

Committee Chairman Addresses are located on the back page of each Glen Acres Newsletter.

Golf Club Office (1000 S 112th): 206-244-1720 Golf course, club house, restaurant, swimming pool, tennis courts, sauna, Jacuzzi, etc.

Note: the Club is closed Mondays, a key to the tennis courts is available in the HOA office.

(complain.ga)10/03