

# Carillon House Association Concern, Suggestion and Question Form

This form is submitted to the property manager and the president of the Board of Directors.

\* Required

1. Email address \* \_\_\_\_\_

2. Name of the person completing the form \* \_\_\_\_\_

3. Unit number \* \_\_\_\_\_

4. Are you submitting a concern, suggestion or question? \*

☐ Concern

☐ Suggestion

☐ Question

☐ Other: \_\_\_\_\_

5. Choose the topic that best represents the concern, suggestion or question using the dropdown option. \*

☐ The grounds

☐ A resident

☐ The property management team

☐ Pets

☐ The Handbook of Rules and Information (see Handbook Change Request form)

☐ The Board

☐ Noise

☐ Other: \_\_\_\_\_

6. Provide a detailed description of your concern, suggestion or question here. \*

This form will be submitted to the property manager and the Board who will investigate the concern and respond accordingly. It will be copied to the president of the Board of Directors. You will receive a confirmation that the concern form has been received. A follow-up email informing you of the results of the investigation will be sent if requested below.

7. The resolution that you are requesting is: \*

- ☐ An investigation and follow-up response is requested
- ☐ This form has been submitted as a point of information, no response is required.
- ☐ Receipt of the suggestion is acknowledged and considered by the Board or Property Manager as appropriate.
- ☐ Receipt of the question is acknowledged and answered by the Board or Property Manager.
- ☐ Other:

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- ☐ Resolution was completed as follows
- ☐ Discussed by the Board with results in the minutes
- ☐ Referred to a committee with results in the committee report
- ☐ Information/answer was shared at a Board meeting
- ☐ Handled by the Property Manager with a follow-up call to the complainant
- ☐ Issue resolved by maintenance staff
- ☐ Point of information; no follow-up needed
- ☐ Referred to the Association attorney for advice
- ☐ A follow up email was sent
- ☐ A follow up phone call was made
- ☐ A letter was sent
- ☐ Other: