

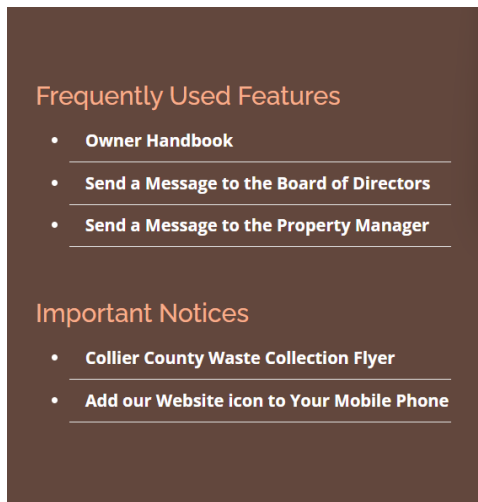
Instructions for contacting the Board of Directors and/or Property Manager (Virginia Packman)

To be used to report problems/issues, ask questions.

Benefit: Communications are easily trackable, consistent format (see below).

Steps:

- 1). Go the Grande Reserve website: <https://grandereservehoa.com>, this takes you to the Home page
- 2). On the left-hand side, you will see:



Frequently Used Features

- Owner Handbook
- Send a Message to the Board of Directors
- Send a Message to the Property Manager

3). Choose 'Send a Message to the Board of Directors' which will have the board members at the top of the 'To' field of the message with the Property Manager last on the 'To' field.

4). Choose 'Send a Message to the Property Manager' which will have Virginia Packman at the top of the 'To' field will ALL the board members listed next.

Fields to be filled in (those with an asterisk are mandatory).

Owner Name: *:

Unit # *:

Phone:

Email address (A copy of this request will be sent to you for your records)*:

Message: *:

Attach additional information if available:: Can be documents, pictures etc.

This makes it easy to determine who has sent the email, the unit it pertains to and any additional information necessary to address the issue/question.