



REPORTING A PROBLEM

Maintenance Problems:

1. Emergencies: (Fire, flooding, etc.)
 - a. CALL 911 IF REQUIRED
 - b. During normal business hours – contact Sentry Management / Kirk Aspegren, Property Manager, at 404-459-8951 Ext 109. If you get voice mail – press zero for the operator to ask for assistance.
 - c. During non-business hours contact Sentry Management, 404-459-8951. Follow the prompts to be connected to the answering service – On-call manager will promptly return your call.
2. Routine, non-emergency concerns
 - a. Contact Kirk Aspegren kaspegren@sentrymgt.com or 404-459-8951 Ext 109
 - b. You should receive a response from Kirk Aspegren within 2 business days. If you have not received a response within that time period, please notify an HOA Board member for assistance.
 - c. Non-emergency repairs are accumulated until there are a sufficient number of repairs to justify the expense of the service call. If your problem has not been repaired within four weeks, please notify Kirk Aspegren.

Parking Problems: The Board of Directors monitors non-fire lane parking issues. Fire lane parking problems are monitored by the Cobb County Fire Department.

1. Non-fire lane parking problems
 - a. Non-emergency problems – contact Kirk Aspegren via email or telephone.
2. Emergency situations (access to your property or community property is blocked) – contact 911 or an HOA Board member.
3. Fire lane violations and blocked fire hydrants– contact 911 or Cobb County Fire Department.

Reporting a Neighbor's Violation:

1. Email Kirk Aspegren, Association Manager with name and address of resident in violation, description and photo of violation, date, other pertinent information.
2. The Board reserves the right to determine the most appropriate manner in which to respond to a complaint concerning a neighbor.