

DID YOU KNOW?- Action Request Forms

FUN FACTS

DID YOU KNOW?...

Basically, if you want/need to get anything done that you are paying for, the Action Request Form is your only option.

SEE SOMETHING-SAY SOMETHING!!!...

This community, contrary to what you may hear or believe, is **YOUR** community. **YOU** pay fees and dues to the Association and **YOU** deserve to live in a safe, healthy community that appreciates in value every year. If you see **ANYTHING**, that needs to be done, **ANYWHERE**, fill out an Action Request form, and **THANK YOU**, for doing it!!!

Dead plant, weeds, light out, something missing, something unsightly, anything that you wouldn't want a visitor or a potential buyer to see-fill out a request. And keep a record of

- When you did it
- If you got a response
- Was anything done?
- When it was done
- How much time past since you put in the request and when it got done
- Send us a copy of the request to cdsowner@gmail.com so we can track it with you

DO NOT BE INTIMIDATED...THIS IS YOUR RIGHT AS AN OWNER!!!

The Association works for you!!!

ACTION REQUEST TIPS FROM A PRO

Follow the tips listed below to avoid having your request going into the dark abyss of the circular file of management (i.e. don't give them an excuse to chuck it in the bin)...

- 1-Use the form provided-No scribbled notes on napkins, etc.
- 2-Make it legible (I have to type mine because my handwriting has degraded into Egyptian hieroglyphics that only archeologists and me can read)
- 3-Fill out the name and section number-the section number is where you live, not necessarily the section where the problem exists
- 4-Be specific! List the location exactly as if you are describing it to someone who doesn't live with you or in the community. Remember, it may be handed over to a contractor or maintenance person not familiar with the area/location in question
- 5-Describe exactly what is wrong or needed, and exactly what needs to be done to correct it
- 6-Be nice! It may be something that Ray Charles or Stevie Wonder should be able to see, but gently point it out, (no matter how **OBVIOUS** it is)
- 7-Make a copy and keep it for your records
- 8-Put the Action Request in the box in the clubhouse
- 9-Send an electronic copy to officemanager.casadelsol@gmail.com This gives you date and timestamp of delivery to the Association of proof that it has been submitted. You probably won't get that by just popping it into the box in the clubhouse. This will help prevent it from evaporating into the ether.
- 10-CC us a copy of the request if you like. We'll file it and track its progress with you.

Once again **THANK YOU!!!** In advance for filling out and submitting an Action Request! It is one of our only, and most effective tools to prod others into action!

STAY TUNED FOR MORE ACTION REQUEST FUN FACTS!!!