

Dana Mathey, Division Manager, Euclid Management Company
and Board of Directors Park Mediterrania HOA
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Subject:

2nd Complaint about poor customer service from Kathy Johnston, Association
Administrator

Dear Dana Mathey:

7/17/02

I thank you again for replying to my letter dated 5/14/02 addressed to President Glennon Gray with the subject: "Complaint about poor customer service from Kathy Johnston, Association Administrator" with your letter dated 6/11/02 titled "Re: Letter concerning customer service" which stated in part: "After reviewing the correspondence from Kathy Johnston, I found that your requests had been taken care of. This was also stated in your letter to Mr. Gray."

As I stated in a recent letter, "Unfortunately all of my requests were not taken care of and I am not aware of stating that they all were taken care of in my letter to Mr. Gray." There were both maintenance and non-maintenance requests.

That recent letter had the subject "3rd written request for governing documents." 1st request was in the letter with the subject "Request either a waiver for my newly installed security door or \$536.70 reimbursement for costs of uninstalling security door" and the 2nd request was in the letter with the subject "Complaint about poor customer service from Kathy Johnston, Association Administrator." Both letters refer to California Civil Code §1368(b) and require associations to provide the owner of a separate interest with a copy of the governing documents at a reasonable cost. Kathy Johnston is in violation of that code by failing to provide me a copy at a reasonable cost.

My letter dated 5/20/02 with the subject: "Criminal and CC&R violations by neighbors at 1097 Unit #70" was an implied (non-maintenance) request to do something about my offensive neighbors. At the 6/25/02 Board of Directors meeting, I asked Kathy Johnston if the offending neighbors had been contacted by Euclid, or the HOA. She said No. My letter dated 7/12/02 with the subject: "2nd complaint letter about Criminal and CC&R violations by neighbors at 1097 Unit #70" detailed continuing problems due to the failure to act by Euclid, or the HOA. I cited California case law to show how Park Mediterrania's HOA is negligent in the security and safety concerns of its members.

Actually by the time of the 6/25/02 Board of Directors meeting, only 2 of the 3 maintenance requests referred to in my 5/2/02 and 5/14/02 letters were completed. At the

meeting I asked Kathy Johnston about the status of the repairs to my roof, which had been patched 3 times since it started leaking on 11/12/01. She claimed the roof had been replaced a month earlier. Better customer service would have been to inform me that it had been done. For over 7 months I had been walking around a cement mixing tub on the floor on my 2nd floor landing under the A/C air return that I had been using to catch the dripping water from the roof leak. Assuming it had been finally fixed I have removed the tub.

My letter dated 5/14/02 with the subject: "2nd Complaint about poor customer service from Kathy Johnston, Association Administrator" mentioned an additional, 4th maintenance request that has been completed. One of the tiles on my garage roof was broken leaving a gap of several inches. When Stan of Fanning Roofing was here he replaced that broken tile. I saw out of my bedroom window about 10 other tiles that were broken, but patched, not replaced. He had 2 extra tiles with him so he replaced 2 more tiles. Stan said he would return later replacing the other broken, patched tiles, but he has failed to do so.

Also asked her about the status of the sodium security light outside my bedroom window that was disturbing our sleep. It was still turning on and off all night long and humming while it was on. In her 5/3/02 response to my letter she stated: "It is the Board's position to have the electrician attend to several issues at one time to eliminate multiple service calls." Her reply at the meeting, two months after my reporting the problem, was that she had not yet contacted the electrician. Apparently after the meeting she contacted the electrician, as it was finally fixed.

There are two issues involved here. One issue is have my requests been taken care of and the other issue is the quality of customer service. In your reply to my letter to Mr. Gray with the subject: "Complaint about poor customer service from Kathy Johnston, Association Administrator," you addressed the first issue, the requests, but did not respond to the second issue, the (continuing) poor quality of customer service from Kathy Johnston.

Sincerely Yours,

Andrew Ralph Cosetta
1097 Santo Antonio Drive Unit #69
Colton, CA 92324

Attachment: 1st
Complaint about poor customer service from Kathy Johnston, Association Administrator