

Site Manager's Complaint Policy

Any violation complaint must be in writing and signed by the owner or tenant, and must include their home address, and the address of the perpetrator(s) (if known) causing this violation, to the attention of the Site Manager. Currently the Site Manager is Marilyn Lalley (mlalley@naisummit.com) for your property.

This can be done via the Site Manager's e-mail, 1st class mail, or in person. If it is submitted to the Site Manager with these items, the author's identity will be protected as the Site Manager will move forward with the appropriate measures to correct the violation matter about which She/He was notified, generally with a violation notice or letter of complaint from the Site Manager, without revealing the author's identity.

A person receiving a violation notice or letter of complaint against them is only entitled to know that the letter was sent by the Site Manager who signs it.

If the Site Manager is faced with a response that requires further contact with the original complaint's author, they will be notified of these details for further investigation. (Example; The person who receives a violation letter insists it isn't them causing this violation.)

If the Site Manager must re-approach the author for further clarification, the author then has the ability to either agree to share their identity with the individual(s) against whom their complaint was made, or rescind their original complaint and remain anonymous to them on this now-closed matter.

Anonymous complaints are not taken seriously.

Anyone not willing to reveal their identity to the Site Manager under these circumstances will have the only alternative; to submit their complaint to a member of their Board directly or to the Director of Property Management at NAI Summit.

The Director of Property Management at NAI Summit is currently Tracy Yadush (tyadush@naisummit.com) for your property.