



Complaint Procedures

All complaints must be verified in order for a warning letter and/or violation and hearing letter to be sent to the unit owner. Verification must be completed by a member of the building staff or management, who are considered to be an impartial third party. The identities of complaining units are never disclosed to the other party, and we always discourage residents from contacting the unit they believe is the problem to avoid conflict between residents.

Unverified complaints:

- In the event that a complaint cannot be verified, management will contact the unit owner informally and advise them of the complaint.
- Management will act as a mediator to try and resolve the matter.
- If the problem unit admits fault but does not take the appropriate steps to cease the activity, management will initiate violation procedures and a formal warning letter will be sent to the unit owner. If further complaints are received, a violation and hearing letter will be sent to the unit owner.
 - If there is a tenant involved, management will also send a copy of the letter to the tenant.

Verified complaints:

- Once a complaint is verified, the staff member will document the verified complaint and forward it to management.
- Management will send a formal warning letter to the unit owner advising them of the verified complaint.
 - The warning letter urges the resident to attempt to resolve the matter and also to contact management with any questions.
 - The warning letter further advises that if future complaint are received, the Association will have no alternative but to initiate violation procedures.
 - If there is a tenant involved, management will also send a copy of the letter to the tenant.
- If further complaints are received, a violation and hearing letter will be sent to the unit owner and copied to the tenant, if applicable.

Private Residences

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