

## WE ARE HERE TO SERVE YOU

By Steve Hurwitz, CMCA®, AMS™, PCAM® Community Manager

Customer service is not just one of the responsibilities of the Little Rocky Run Homeowner association's staff. Instead, everything we do – every letter, meeting, discussion with a contractor or answer to a resident's question is really, at its heart, customer service. We know that and work hard to maintain the tools and the attitude necessary to being residents with questions, comments, and ideas pointed toward improvements in service and function of the Association. Every one of those inputs is useful and WE NEED MORE.

It would be helpful to get even more of your feedback about any and all aspects of the Association office and operations. To make that easier, we've developed the comment form you see below. We hope it will encourage your comments. The form will be added to the Association web page and will be readily available in the office.

In addition to the staff reviewing and addressing matters commented on, copies of all forms received will be provided to the Board of Trustees, the Architectural Review Board, and the various committees, as appropriate. Thank you in advance for taking the time to let us know how we are doing.

### Little Rocky Run Homeowners Association Comment Form

(Please complete only the portions of the form you need – staff will reply if you check "yes.")

Date: \_\_\_\_\_

Date of Event: \_\_\_\_\_

What happened that you liked or didn't like? \_\_\_\_\_

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What should we do about it? \_\_\_\_\_

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Would you like a reply? \_\_\_\_ YES \_\_\_\_ NO

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_

Your email: \_\_\_\_\_

Phone: \_\_\_\_\_