

Guidelines for Reporting Complaints

Who Should You Contact: Management Office or Board President?

Guidelines for reporting complaints, requests, and urgent building issues:

Because the office is managed by one person, it is important that resident's direct questions, complaints, and requests to the proper contact. This helps ensure that urgent matters are handled promptly and that Board-level issues are reviewed through the appropriate process.

Please use the guide below to decide whether to contact the Management Office or the Acting Board President.

Contact the Management Office For:

- Condo access matters, including guests, vendors, keys, or entry questions.
- Maintenance concerns such as a water leak, especially when the source is not immediately apparent.
- Questions about rules, regulations, forms, or day-to-day procedures.
- Interior pest control concerns.
- Urgent building issues, such as a down elevator, broken sprinkler, water intrusion, or other immediate safety or property concerns.

Contact the Acting Board President For:

- Matters that require Board review, inspection, evaluation, or possible approval.
- Concerns that have already been reported to the Management Office, but require additional follow-up at the Board level.
- Policy concerns or issues that may affect multiple residents or the association as a whole.

Reminder: Please contact the Management Office first for routine requests, service issues, and urgent building concerns. Contact the Acting Board President, Marie Segretto, when an issue requires Board attention or when office follow-up has not resolved the matter.

President, Marie Segretto Contact Info:

Email: reeseecret5@yahoo.com

tel. 631-902-2487

Regards,

Paul Grant, LCAM

General Manager

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