

To: All Owners at 711 North Birch Road

Date: 11/18/16

Subject: Contacting managing agent OnCall

As you may or may not know we have hired a managing agent called OnCall to help with the various activities of managing the building. The primary reasons for the engagement of OnCall is to help us be in compliance with statutory requirements, ensure proper notification to shareholders, assist in the general management needs of our Association ( including code compliance, repairs and general property maintenance). A by product of the OnCall relationship would include garbage pickup, cleaning the building both inside and out and any other issues that affect our quality of life at 711 North Birch Road. This does not include issues within your own apartment unless of course it is a problem emanating from another apartment that is affecting your daily living such as a leak or noise. The rule of thumb to follow In contacting OnCall (in this order) is :

- 1) If it is an easy task (like trying to change a light bulb) try and fix it yourself. We will reimburse you for the out of pocket expense.
- 2) If you are not physically able to fix the problem or it is complicated or costly, please inform a board member.
- 3) If you are not able to contact a board member or it is an emergency, call OnCall.

Attached are the highlights on how to contact OnCall.

You will get a faster response to your problem if you leave a work order message rather than a message with Ray because Ray could be out of the office for an extended period of time or on vacation. In either case your message will not be picked up until Ray is in the office.

**We would urge you to try and resolve the issue yourself because each initial response to a call from OnCall starts at \$65.00. If it is a true emergency please don't hesitate to use the service.**

Any questions please feel free to contact me at:

Grant3205@aol.com

1 917 741 0805

Thank you for your time.

Alex Grant Apt. 301

## Instructions on how to contact OnCall

Managing Agent : OnCall

Contact at OnCall : **Mr. Ray Bachan**

Contact number: **1 954 667 3933 Direct Number 1 954 667 3933 extension 100**

\*\*\*\*\* When you leave a message be sure to leave them following information :

**Hawthorne East**

**711 North Birch Rd**

**Fort Lauderdale, FL. 33304**

**YOUR NAME, APARTMENT NUMBER and TELEPHONE NUMBER  
where you can be reached.**

**The nature of your problem**

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When calling OnCall at **1 954 667 3933** you will hear a recording giving you various numeric options. In reporting a problem you will choose either option 5 or option 8.

**Option 5** allows you to setup a work order which you will want to do to get immediate attention. If you choose option 5 leave the following information:

**Hawthorne East**

**711 North Birch Rd**

**Fort Lauderdale, FL. 33304**

**YOUR NAME, APARTMENT NUMBER and TELEPHONE NUMBER  
where you can be reached.**

**The nature of your problem**

**Option 8** allows you to leave a message for Ray Bachan our managing agent in charge of our building (he manages many more buildings than just ours that is why it is important to leave the following information ) :

**Hawthorne East**

**711 North Birch Rd**

**Fort Lauderdale, FL 33304**

**YOUR NAME, APARTMENT NUMBER and TELEPHONE NUMBER  
where you can be reached.**

**The nature of your problem**