

NELSON PROCEDURE

For

COMMENT FORM

Step 1. Fill out the comment/complaint form and take it to office. Have them make a copy to keep for your records. If after 7 business days nothing has been done go to Step 2.

Step 2. Give a copy to the HOA board who will follow up with the office. If after 7 business days nothing has been done go to Step 3.

Step 3. Send a copy of your complaint to the Regional Manager Bill Smoljanovich, with a copy of the first step attached. If after 7 business days nothing has been done go to Step 4.

Step 4. Send a copy of your complaint to the Regional VP Monsey Clemmey, with a copy of the first and second steps attached. If after 7 business days nothing has been done go to Step 5.

Step 5. Send to Senior VP Everett Butler, with a copy of Steps 1, 2, and 3 attached.

Email addresses: (preferred method of contact with ELS Management)

Regional Manager: Bill_Smaljanovich@equitylifestyle.com

Regional Vice President: Monsie_Clemmey@equitylifestyle.com

Senior Vice President: Everrett_Butler@equitylifestyle.com

Mailing address:

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