

Ten Mayberry Drive
c o n d o m i n i u m s

To: Unit Owners and Residents

From: Ten Mayberry Trustees

Date: December 1, 2021

Subject: All complaints/issues/concerns need to be put in writing

The Condo Association requires that all non-emergency complaints be sent to TenMayberryTrust@gmail.com. The Board of Trustees will no longer accept or reply to text messages or emails sent to our personal addresses for non-emergency complaints. To prevent any misunderstandings between the complainant and the Board of Trustees, we must have all complaints, issues, and concerns in writing. Non-emergency issues include violations of the Rules & Regulations, which can be found on the website: <https://tenmayberrydrivecondos.com/condo-rules>] (<https://tenmayberrydrivecondos.com/condo-rules>). Examples include noise, laundry, pet complaints, etc.

All complaints must be in written form and sent by email to
TenMayberryTrust@gmail.com

When you email Ten Mayberry Condo Association, please include the following information:

Date of Incident:

Time of Incident:

Detail Description of Incident:

The Condo Association is centralizing all communication to TenMayberryTrust@gmail.com so that all three (3) Trustees receive the same information and your concerns are recorded. After we receive your email complaint, the Board of Trustees will discuss it as a group and will reply to your concerns. Depending on the seriousness of the situation, this process may take several days and may involve escalation to Northborough Property Management professional services for advice on the proper course of action.

We remind everyone to refer to and abide by the Ten Mayberry Rules & Regulations, which are posted on the website and has wealth of information for you to find answers to your questions. The Condo Association implements these rules and regulations to remind owners and residents of the need to be considerate of others. For example, please observe quiet time from 10 PM to 7 AM, walk gently on the stairwells to prevent vibration and noise in the units attached to the stairs, and carry on conversations inside your units and/or away from the front of the building and common areas to avoid disturbing others. Because we live above, below, and next to each other, we all need to make a collaborative effort to be quiet and respectful towards one another.

Please reserve texting and calling for emergencies only, or for catastrophic structural failures in your unit, such as plumbing, electrical issues, water leaks, and any unsafe building issues that require immediate attention. For fire or medical emergencies, please dial 911.

You can also file complaints on the Home page of the website under Contact Us section.

Thank you for your cooperation.