

Subject: MCVHOA -

Hello Jim

My name is Carl Schlemmer, and I am the President of the Mill Creek Village Homeowners Association.

Thank you for your communications and updates through our property manager Kelly Henry – we feel this type of communication is essential for both of us.

The general feedback we are receiving from the homeowners is very positive. There were a few complaints about the timeliness of some of the services, and you handled them very well.

The Board of Directors is happy with our choice of selecting your company and understands we live in different times with the Covid virus and will hopefully return to normal by next year.

I wanted to reach out to you to thank you, and if there is anything you feel the BOD can assist in improving anything you feel beneficial to your services, please let us know. Our goal is to maintain the aesthetics of our neighborhood, and if you have any ideas for improvement, please share them, and we certainly will listen.

Have a great weekend and pass on any of these comments to your workforce – at times, they need to know they are appreciated.

Regards,
Carl

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