



Reef Gate
SAN CLEMENTE

January 14, 2013

Dear Reefgate Homeowner,

For 2013, Amy & Jim Flores of Seasell Realty, and residents of unit #15, will again act as our On-Site Contractor at Reefgate. As this is NOT an On-Site Manager full time position, and since we will continue to use the services of TSG Independent for customer service, accounting, and property management, it is necessary we explain to our Homeowners "who is responsible for what issues they or their renters/visitors may have" for proper contact during the year.

To begin, the On-Site Contractor is here primarily for emergency situations that need immediate attention here at the complex, as well as Reefgate management contractor coordination for repairs and improvements where the association issues a work order. They also act as the "Boots on the Ground" for the Board and TSG to ensure we are aware of what is occurring day to day here at the complex, and to communicate issues that need our follow-up and/or Homeowner/Renter/Visitor attention to comply with our CC&R's. That's their primary mission. They do not provide "concierge type" service to the residents, as these activities should be handled by the Homeowner/Visitors themselves or by a neighbor in the complex. In 2012 many requests like this were received by Amy & Jim who assisted, but that cannot continue to be the case in the future, as they have other business obligations to fulfill and the position description and compensation does not cover these functions which can require almost full time attention.

TSG Independent should be the primary contact for non-emergency issues that develop. If they need Amy or Jim's assistance on-site, they will communicate with them. TSG Independent has a Customer Service Representative, an Accounting Manager, our designated Property Manager George Gustave, also the President of TSG who can assist if necessary. They are full service and in most cases, should be your first contact in a non-emergency issue.

Lastly, we'd like to emphasize that in some cases "Homeowner to Homeowner" communication can resolve CC&R or Quiet Hour issues that develop without any further follow-up. As this is a small community of owners who want an enjoyable surrounding at the beach, we'd like to encourage direct dialog with your neighbor and/or their visitors to resolve some of the issues that fit into this category. If this cannot be accomplished, TSG or Reefgate management will take the issue up with the parties involved. Let us know.

The Board hopes that this communication clarifies the proper channels for issues that are available to our homeowners. We know that most of our units are 2nd homes and that you will need assistance from time to time from your primary residence. In doing so, please consider the responsible channel available to you, under the above descriptions to resolve the matter.

Thank you very much,

Reefgate Board of Directors