

# ELS COMPLAINT PROCEDURE (The "Nelson" Procedure")

## **Step 1. Community Manager**

Put the concern in writing, giving a fair date (no less than five (5) days from the date of receipt) by which you expect an answer. Example - "The courtesy of a reply by \_\_\_\_\_ is appreciated".  
The exception to this step is when the complaint pertains to the Community Manager, it is then acceptable (after discussing the problem) to go directly to Step 2. (A copy should still be sent to the manager). Otherwise, if a response has not been received by the date requested, go to Step 2.

## **Step 2. Regional Manager**

Send a copy of your concern to your regional manager, with a copy of the first step attached and again give a reasonable date (no less than five (5) days) by which you expect an answer. Attached is a copy of the ELS directory for your area, showing the communities, managers, regional managers and vice presidents. If after the date given in Step 2, you have not had a response, go to Step 3.

## **Step 3. Vice President**

Send the concern on, to the Vice President for your area, along with the copies sent in step one and two. Again (giving no less than five (5) days) in which you expect an answer.

The address for the three ELS Vice Presidents in Florida is:

Equity Lifestyle Properties  
4300 W Cypress Street Suite # 400  
Tampa, FL 33607

Regional Vice-Presidents (4-20-2023)

West Region

John Gregory

[john\\_gregory@equitylifestyle.com](mailto:john_gregory@equitylifestyle.com)

***Needs Updating***

Central Region

Monsie Clemmey

[monsie\\_clemmey@equitylifestyle.com](mailto:monsie_clemmey@equitylifestyle.com)

East Region

Jonathan Merkle

[jonathan\\_merkle@equitylifestyle.com](mailto:jonathan_merkle@equitylifestyle.com)

If a response is not received by the date indicated in your Step 3 communication, move to Step 4.

#### **Step 4. Vice-President**

Send the information contained in the three steps above, by registered letter to *VP NAME*. *VP* has assured us, that at this step, the communication will go to the appropriate Vice President and Regional Manager. As a matter of continuity, ask again for the response within a five (5) day period. A registered letter was requested by VP NAME to eliminate any argument about whether the complaint was received or not. An e-mail will accomplish the same goals, (no doubt about it being received) providing a paper trail and an accurate account.

As always, it makes sense to handle all correspondence with ELS via e-mail. A common statement in most (if not all) ELS Prospectuses is: Oral representations should not be relied upon as correctly stating the representations of the park owner or operator.

Those of you that have been following "The Nelson Procedure" will notice that Steps 3 and 4 have been changed. Step 3 eliminates Brad Nelson, the original author, and Step 4 reflects the promise by VP NAME .

A five (5) day response is considered reasonable, people may be out of the office for a few days, be on vacation, be off sick, etc. with John Gregory managing the West Division, Monsie Clemmey managing the Central Division and Joanthan Merkle managing the East Division.

The complaint procedure was developed with the expectation of cooperation between management and the HOA. All HOAs should apprise themselves of the different areas of responsibility, for example, management, police, animal control, The Health Dept, etc.

It is recommended by Networking for Progress that this process be entered into the HOA workbook, for each Board member.

#### **FYI from Eric Zimmerman, Regional Vice President, 2-1-2013**

There is no Florida law that describes the reporting and/or monitoring of individual resident complaints as an HOA right or responsibility, which creates a rather gray area.

Residents may choose to file a complaint directly with the manager of the community. This may be the case for those residents that are not members of the HOA. Individuals are also expected to follow the "Nelson Procedure". Failed attempts at resolution by an individual can be readdressed by the HOA, following the procedure again.

Some HOAs have very effective policies in place, while others defer to the manager. It is not the intent to force a change in those practices.

**As a general rule, ELS recommends that the first point of contact should be directly from an individual resident to the community manager.** They also note there are exceptions to every rule.

HOAs filing complaints should expect a response. However, complaints involving legal and/or privacy issues of an individual resident will restrict the information that can be shared with the HOA.

NfP

Jan McMeans 8-20-2015

Fred Wolf 4-20-2023