

Dear Residents,

We want to provide you with updated information regarding communication with CAMCO.

Your Community Administrator is Jean Cuison [jcuison@camcomgmt.com](mailto:jcuison@camcomgmt.com)

Your Community Manager is Gabrielle Gambone [ggambone@camcomgmt.com](mailto:ggambone@camcomgmt.com)

Your Director is Cindy Queen [cqueen@camcomgmt.com](mailto:cqueen@camcomgmt.com)

CAMCO Office Numbers are 215.942.6621 or 610.446.9292

CAMCO Emergency (Off- Hours) is either of the numbers above and prompt 2.

We'd like to clarify our after-hours emergency response process for prompt 2 calls to our designated numbers. If an owner or tenant contacts us after hours and selects prompt 2 for an emergency, their call is directed to our off-hours call center. This call center promptly notifies the manager via text message for review and response. If the situation is deemed a TRUE emergency, the manager will dispatch the necessary personnel (plumber, maintenance, etc.). If it's determined not to be an emergency, correspondence may be delayed until Monday, as certain issues may not require immediate attention. However, the manager may choose to send an email or make a call, depending on the circumstances, to inform the owner that the matter will be addressed when management returns to the office on Monday.

All calls are logged in our system either our phone system and also in our back office under each homeowner account, allowing us to search and generate reports regarding inquiries.

In the event a call is made to one of our corporate numbers, the call is initially directed to the manager's administrative assistant, unless you directly dial the extension of the Manager or Administrator. If it bypasses this step, it is rerouted to our Intelligence Office, which promptly sends an email to the Manager, Director, and Assistant to the community, containing resident information and the reason for the call. If for some reason you have not received a call back within 48 hours for normal day to day, you can call back and request to speak with the Director for escalated issues.

You can always send inquiries, work orders, and questions through the portal for responses as well. If you need help

We hope this clarifies our procedures.

Best regards,

On behalf of Putnam Village Condominium Association

CAMCO Management Company

[www.camcomgmt.com](http://www.camcomgmt.com)