

Dear James/Kilmer Neighbors,

During 2004 you are going to hear the phrase “**rights and responsibilities**” used often to describe how we envision working together as a community to achieve quality of life and quality of investment in our home.

It is our belief as a board that has listened carefully to the many voices of the James/Kilmer community, that this is the time to take stock and to set a vision that we can all understand in order to move forward in achieving our common goals.

We have been reviewing all aspects of our association’s operations and reevaluating what is important and relevant in today’s world, what has changed, how can we deliver better service at better value and how can we strive for cooperation in community living while at the same time preserving privacy and individual goals. This is not an easy task, and we won’t ever achieve 100% satisfaction, *but we aim to try!* We are setting the high-bar higher in our desire and intent to create an excellent community here at James/Kilmer. We know everyone will not buy into this attitude, but for the majority that desires it, we offer our leadership.

This effort involves real “team effort” to succeed. Not only do we have to live and work together as 616 diverse owners but we have to work hand in hand with our team of employees and service providers to meet the many challenges of keeping a large structure and the many personalities healthy and happy!

So what are rights and responsibilities?

We all have the right to a shared high quality of life. That means being safe, comfortable, respected and informed.

We have the right to financial security in protecting what for many is our single largest investment or asset. That means protecting our homes’ market values individually and our building’s value as a whole; keeping our costs of shared ownership to a responsible level and assuring that our amenities provide meaningful value.

February launches Safety and Security Month

This month we are focusing on launching our **2004 Safety and Security Program**. For anyone who has read the minutes, attended the meetings and workshops or talked to the office and board you know that we have been looking at a **comprehensive approach** to providing the best possible secure environment for our residents in the years ahead.

The most important word is **COMPREHENSIVE**. In order to provide a secure but comfortable residential environment, we had to look at all aspects of what makes us vulnerable or safe and what **new mix** of programs, tools, technology, staffing and responsibilities deliver the results we desire. It’s too complex to sum up in a letter, so

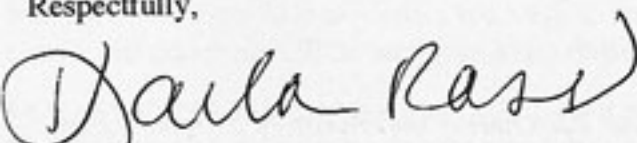
here is how we will inform, train, audit and continuously improve on this important program in 2004 and beyond.

1. We have rewritten our **operational procedures, policies and responsibilities** for our employees and residents. Within that process we gathered survey information and input from all of you; critical input from the police and fire services; input from our staff; we researched new technology tools and developed an important training and supervisory process to enable our staff to perform at the higher levels necessary. Our comprehensive plan is in place, now for the phased implementation.
2. Residents are getting a copy with this letter of the **Security policies and your responsibility** in the overall security plan in our community. Please read it carefully and be informed of important changes to take place MARCH 1.
3. We will have an **open forum at 6:30 pm at the beginning of our February 24 board meeting** for discussion and clarification of these policies that will go into full effect on March 1, 2004. *Please mark your calendar if you have questions.*
4. At the same time, we are providing all of our staff with their new procedures and goals for excellent resident services and security management. **A critical team-training day will take place on February 26** for our entire door and supervisory staff so that they will have the opportunity to be as successful as possible in **implementing these critical procedures on March 1.**

This will be one of the most important programs we will introduce this year. It will not make everyone happy, but it will make us all more secure. Each of us, residents and staff alike, will play a role in its success and we will all have the opportunity to achieve a major step in our quest for our **quality of life vision.**

We thank you in advance for taking the time to be well informed and for **your personal efforts in making this new program work for the entire community.**

Respectfully,



Karla Ross, James/Kilmer Board President
On behalf of the Security Committee and Board of Directors

2004 James/Kilmer Entry Procedures and Policies

Resident Responsibilities

The James/Kilmer Door staff plays a critical role in the safety and happiness in our community. They monitor our entries, receive our guests and service providers, and are there 24/7 when we may need to call for emergency assistance.

They project an image of *friendly professionalism*. They greet us with a smile and help us when our hands are full. They are a team we can rely on when an emergency or problem challenges our home.

But we need to recognize as residents that we must respect critical policies to help them be successful in their important duties. Please take a moment to review these now.

As staff must be *at attention* at all times in the event of an emergency -

- Please remember that doorman cannot help residents past the inner lobby doors.
- Please don't ask to use the lobby station phones, as they need to remain open for incoming calls.
- We ask that after you greet each other in a warm and friendly fashion that you don't occupy staff time with extended conversations. They need to be attentive to security monitors and other activities at their station.
- Please don't ask for special favors or treatment outside of Association policy. You may put each staff member in an awkward position that could be the cause for them receiving disciplinary action for breaking with policy.
- If you don't like a policy, please don't take it out on an employee – bring it up to the board that instituted it.

New Entry Policy and Important Door Procedures

As you may know, the board, at the advise of the Chicago Police department and resident surveys passed a policy in 2003 **to require all residents to use their own key fobs to unlock all doors on the property.** This means that starting on March 1, 2004, you will need to have your key fob handy to unlock the front door at James House even though a doorman is on duty. The doorman will continue to assist you with opening the door and helping with packages, but proof of residency is your key fob. We remind you that you must use your fob to enter the James Back Door entry and not rely on the receiving room staff to buzz you in.

All guests must sign in and be announced before being allowed entry into the building. This means that you must make sure your phone line is free (not tied up with internet use) when you are expecting a food delivery or guest to your home. If we are unable to reach you, the person will be denied entry. Your guest, even if family member, must sign in and be announced.

Many residents are not familiar with our **“permission to enter” process.** If you wish a contractor or someone to have access to your unit and you will be away, you need only

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fill out a **Permission to Enter form** and submit to the office. If you need to leave a key, you may do so with the Receiving Room personnel. Just ask the office for details.

Remember that **OPEN HOUSES and ADVERTISED SALES EVENTS** are not allowed in our homes as per published Rules.

All **tradesmen and service providers** are to enter our building at the James receiving door or the west door of Kilmer House.

If any resident is moving many items through the service entries of either James or Kilmer Houses, they must remember that **propping of doors or tying up freight elevators without prior scheduling is prohibited**. Please adhere to direction given by door staff or security when they ask for your cooperation in keeping the entry secure.

Packages and Deliveries

All deliveries should go through the receiving room and west entry door at Kilmer. The only exception is with fast food delivery or floral delivery.

No packages can be left with the door staff during regular receiving room hours Monday through Saturday. Messenger, courier and medical packages (no larger than 11" x 17") may be left for a resident during non-receiving room hours at the owners risk. Any package not picked up will be moved to the receiving room the next day. Keys or cash are never to be accepted or held by staff.

Front drive parking restrictions

The area immediately in front of the door at James must always be kept clear for cabs and emergency vehicles. **15-minute parking will be allowed in designated areas** when available. No one should ask the doorman to permit his or her car to be left immediately in front of the building. Car keys are never to be left with door staff or other employees.

Your Door Staff is on-call when you need help

The door personnel and their relief backup take pride in being there for you when you may have an emergency situation. Stay calm and listen carefully to their questions and instructions. If you have any issue you wish to report when the management office is closed, the doorman will be happy to assist or pass on your issue to the proper staff.

Loss of services... If you lose your power, your water, or your heat or have an active leak or running water, contact the doorman and they will call for immediate assistance.

For routine or non-emergency plumbing or maintenance needs, please direct your call to the office for scheduled service. Just leave a message and your service request will be taken care of next workday.

The door staff, association management team and board of directors thank you for your support in ensuring a safe and comfortable community here at James/Kilmer.