



telegraph landing north association
san Francisco

November 21, 2006

Dear Homeowners:

Thank you all for your warm welcome of our new assistant Property Manager Antoinette De Haas. If you haven't had the chance meet Antoinette, please stop by the on-site office at your convenience and say hello. Her hours there are:

Mondays, Wednesdays and Fridays from 8:30 a.m. to 5:30 p.m.

Antoinette's role is to provide immediate, on-site support for owners and residents who need help with:

- Maintenance questions, problems or complaints
- Questions about the CC&R's and TL Rules regarding homeowner and resident rights and responsibilities
- Obtaining and submitting appropriate forms for
 - requests for remodeling
 - contractor authorizations & access
 - hardwood flooring applications
 - electronic key fobs, etc.
- Accessing confidential documents such as the TL Security Report
- TL Committee requests
- Sundry other owner needs, comments, and queries.

Telegraph Landing has an active resident population, which is proactive about issues regarding home and community. The membership requires quick, efficient response to their needs.

Lori Eppstein supervises Antoinette's work but is also always available to owners. Her primary focus is on administration of operations, maintenance, insurance issues, state and local regulatory compliance, contracts, vendor communications, and Board projects. Together, they work as a team to supervise and direct on-site staff and vendors and to streamline Association operations in order to raise the level of service to homeowners and keep the Association and building running as it should.

Antoinette can be reached at (415) 772-9136 or at adehaas@citiscapesf.com.

Thank you for your patience with all the changes of the past few months. We appreciate your support. We hope to improve the quality of life and preserve your investment at Telegraph Landing.

Happy Holidays!

Best regards,

Lori Eppstein
Property Manager