

From: **Jeremy** <jeremy.s.wu@gmail.com>
Date: Tue, Feb 28, 2023 at 7:54 AM
Subject: Re: [Regency 2023-JW-006] Acknowledgement Letters and Tracking Regency Formal Complaints
To: General Manager <gm@regencyatmclean.org>
Cc: Aaron Mindel <aaron.mindel@ejfrealstate.com>

Dear Darnell,

I hope you understand that you need to take follow-up action to send an acknowledgement letter to incoming formal complaints. The format used by Aaron can be used as a template going forward. Please let me know if you do not agree. Thank you.

Jeremy Wu, Ph.D. 胡善庆博士
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On Mon, Feb 27, 2023 at 9:15 AM General Manager <gm@regencyatmclean.org> wrote:
Hi Jeremy,
Thank you for the information.

Thank you,

Darnell Robertson Sr., CMCA, AMS
General Manager, Regency at McLean, A Condominium
Office: 703-821-3453

On Sun, Feb 26, 2023 at 10:01 PM Jeremy <jeremy.s.wu@gmail.com> wrote:
Dear Darnell,

I call your attention to [Virginia Code 18VAC48-70-50](#) Association complaint procedure requirements. A formal acknowledgement letter is required within 7 days of receipt of a complaint. It should be consistent with the format used by Aaron last year: <https://bit.ly/3la6EXR>.

A web section has been created to track Regency formal complaints at the experimental website: <http://bit.ly/3SyC5HG>

Below is a screen shot for the complaints filed by Marlene Gross and Mary Vaughan, including an automatic day counter. According to Marlene and Mary, they have not received a formal acknowledgement letter, which will be added to the experimental website upon receipt.

The purpose of tracking each complaint is to ensure that EJV and the Board follow Virginia law and Regency rules until the full closure of each complaint.

Tracking Formal Complaints	
2023/02/13 Mary Vaughan: Violation of Regency Bylaws on Operation and Care. https://bit.ly/3xTsuBQ	2023/02/13 Mary Vaughan Complaint 14 DAYS
2023/01/20 Marlene Gross: FY2023 Burget and Reserve Study. https://bit.ly/3IToRCk	2023/01/20 Marlene Gross Complaint 38 DAYS

Please let me know if you have questions. Thank you.

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