

PHOENIX MANAGEMENT
RESIDENTIAL & COMMERCIAL

May 5, 2014

Michelle Bellino
Phoenix Management
40 Water St.
PO Box 759
Saco, ME 04072

Dear Valued Client,

This letter is to inform you of an important change to our afterhours answering system. Beginning on Monday, May 5th, we will now have a pager for the commercial / condo / associations on-call person. The answering service will take the afterhours calls and then call the pager. Whomever is on-call will call in for the message. Once the on-call person gets the information from the answering service, or the office during normal hours, the on-call person will contact the caller to coordinate any service work that is required. Many customers in the past called Marlin directly. However, this new process will improve efficiency and provide better service.

For those of you that haven't met or spoken with me yet, my name is Michelle Bellino, I am the property manager for several of our Condos and Associations. Part of my duties is to create all work orders for our condo and association properties. To help expedite your work request during regular business hours (8:30 AM – 4:00 PM Monday – Friday) please contact me either by phone at (207) 571-3061 extension 111 or by e-mail at MBellino@phoenixmanagementcompany.com.

Thank you for your anticipated cooperation in these new changes. Please feel free to contact me if you have any questions or concerns.

Sincerely,

Michelle Bellino
Community Manager



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