

March 25, 2015

Dear Co-Owners:

This letter is to advise you that our management company, Leadership Management, Inc., has established an internal operating procedure for its office staff in the event they receive abusive telephone calls from members of the various community associations it represents. The Board of Directors of the Carriage Park Condominium Association supports this procedure.

It is a generally accepted business practice that a company representative may release a call (hang up) after sufficient warning. Abusive callers are difficult, offend company personnel, and disrupt business affairs.

The operating procedure provides examples of unacceptable caller conduct and suggestions for an appropriate response. The procedure will provide certainty as to when an abuse call should be terminated.

Leadership Management office staff are provided with the following examples of abusive telephone conduct and actions they may take:

The following behaviors by a caller are abusive:

1. Curses or uses profanity;
2. Makes personal insults;
3. Yells or screams;
4. Threatens physical harm or extreme actions; or
5. Is hostile and refuses to accept the information provided, such as insisting that they are right and the representative is wrong, regardless of the information presented.

The following actions may be taken:

If any of these behaviors are exhibited by the caller, the caller should be advised that you will terminate the call and request they call back after they have calmed down. Then terminate the call.

If the caller asks to speak to a supervisor, you may calmly explain that the supervisor will say exactly the same as you already have said. If the caller does not then hang up for the sake of being argumentative, calmly explain that your conversation has reached its conclusion and you cannot add anything more. Then terminate the call.

If a call is terminated for abusive behavior, the caller is to receive written notification that their further communication to the company be in writing, by letter or email.

The Board of Directors recognizes that there are times when situations can be frustrating. We ask that your calls to our management company be courteous and to the point.

If you have any questions regarding this policy, please contact Leadership Management at (810) 735-6000.

Sincerely,  
Carriage Park Condominium Association  
Board of Directors