

# *ami* Association Management, Inc.

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February 26, 2020

To: All Owners and Residents within Northpointe Village Community

Re: Utility Box Concerns ~ Help Needed

Dear Owners and Residents;

As you may have noticed outside or when walking around the community, we are having issues with the Comcast boxes and wires hanging off of the back of the buildings. Comcast does not respond directly to work order requests from Management. They want an address for an “active customer” and then will take a work order from their direct customer for that one area.

That being said, we are trying to get them out to address the boxes around the back of the buildings for maintenance as needed. We are looking for them to clean up the mess of wires so we can at least get the boxes cover / doors to close. This would be the Comcast box that is located around the utility closet area, on the back of each building.

As such we are asking any and all owners with Comcast service, to call and report the box on the back of your building to Comcast. The customer service number for reference is 1-800-934-6489. You can also file a maintenance complaint / concern on their website. The main issue is not just the look of the boxes, birds are nesting, and children have access to excessive mess of wiring hanging out. The birds in the spring are a huge issue around the community and can cause service issues when they nest inside the boxes. Which has been occurring a lot in the past couple years.

All residents with an active account are encouraged to call; and appreciated for helping get this issue under control for the safety, service and aesthetics for the community.

Sincerely,

*April Griffey,*

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