

## WHO DO I CONTACT?

<b>Life/Safety Emergencies:</b>	
Medical, fire related emergency, or other Life/Safety emergencies	Call <b>911</b>
Hilton Head Plantation Security Dept	Call <b>843-681-2459</b>
Elevator emergency	<b>If you are stuck in the elevator, call 911 from elevator phone</b>
<b>Emergencies that aren't life/safety issues:</b>	
Elevator isn't working, but nobody is stuck After hours emergency unit repair issues (After hours call for owner-maintained items and non-emergencies may result in charges being billed to owner.)	Call Atlantic States Management (ASM) at <b>(843) 837-2520</b> . <ul style="list-style-type: none"> <li>• If during regular business hours, speak to the Receptionist to ensure a prompt response. (Don't leave a voicemail)</li> <li>• If after hours, follow the prompts</li> </ul>
<b>General Requests:</b>	
Owner questions, requests, suggestions, complaints, or non-emergency unit repair issues that owners believe Village West should pay	Email Property Manager (Katie Crosthwait) at <a href="mailto:kcrosthwait@atlanticstatesmanagement.com">kcrosthwait@atlanticstatesmanagement.com</a>
<b>Renovation / Remodeling / Construction:</b>	
Approval of unit improvements, renovations, or construction <ul style="list-style-type: none"> <li>• Allow 30 days for processing / approval</li> <li>• All Construction Rules must be followed</li> </ul>	Email Renovation / Remodeling application to Property Manager (Katie Crosthwait) at <a href="mailto:kcrosthwait@atlanticstatesmanagement.com">kcrosthwait@atlanticstatesmanagement.com</a> If you're not sure an application is needed, then please contact the Property Manager (Katie Crosthwait) for clarification... "When in doubt, check it out ☺"
<b>Other:</b>	
HVAC Service	<ul style="list-style-type: none"> <li>• Contact your HVAC service provider to arrange service</li> <li>• If you use an HVAC company <b>other than</b> Air Repair: <ul style="list-style-type: none"> <li>- Email <a href="mailto:kcrosthwait@atlanticstatesmanagement.com">kcrosthwait@atlanticstatesmanagement.com</a> and cc <a href="mailto:billdatgovernorharbor@gmail.com">billdatgovernorharbor@gmail.com</a> for one-time access code to the roof (when you have a service date)</li> <li>- If this is after-hours emergency service, call either Bill Driscoll at (856) 701-9794 or Carolyn Nebbia at (570) 620-6843 for one-time access code to the roof</li> </ul> </li> </ul>
Spectrum Issues (Internet or cable)	Call <b>(833) 697-7328</b>
Board of Directors	Carolyn Nebbia, President <a href="mailto:tcgrcee8@aol.com">tcgrcee8@aol.com</a> Frank Fekete, Vice-President <a href="mailto:fjekete@gmail.com">fjekete@gmail.com</a> Bill Driscoll, Secretary <a href="mailto:blldriscoll@gmail.com">blldriscoll@gmail.com</a> Becky Cobb, Treasurer <a href="mailto:becky.cobb@outlook.com">becky.cobb@outlook.com</a> Jim Tomaszewski, Director <a href="mailto:jimtomaszewski13@gmail.com">jimtomaszewski13@gmail.com</a>