

## **Notice to Residents**

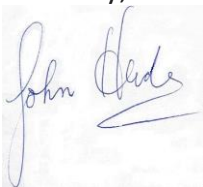
Please be advised that if any resident has a complaint, comment or question regarding the policies currently in place, or to the daily operations of St. Giles' Senior Citizens Residence, you are asked to direct your correspondence to the Administrator only via a written submission and to deposit your query into the white "Suggestions" mailbox in the lobby. Every tenant has the right to make a formal complaint regarding issues affecting their tenancy. (ie. Conflict with neighbors, maintenance issues and safety concerns)

I will attempt to address your concern in a timely manner. Anonymous correspondence will neither be reviewed or accepted.

Complaints should be made in writing and signed/dated by the person making the complaint. All complaints will be logged and addressed informally to the satisfaction of all parties involved.

If a tenant is not satisfied with a specific ruling made by the Administrator, they have the right to appeal the decision to the Board of Directors, but the appeal must be made through the Administrator and the appeal will then be forwarded to the Board of Directors for their ruling on the matter.

Sincerely,

A handwritten signature in blue ink that reads "John Herder". The signature is written in a cursive style with a horizontal line underneath the name.

John Herder  
Administrator