

To The Summit Property Management Company:

Hello!

We are property owners of The Summit. Some of us are original owners who have been living here for more than a decade, and some of us bought properties here recently second-hand. One of the common reasons we bought property here was that The Summit allegedly had excellent property management.

However, since we moved in, we have realized that the level of property management does not live up to the price. The excellence level was only high during the first few years after The Summit was built, but took a nosedive shortly after. Nowadays, the buildings look dilapidated with dirty and worn-out facades. Almost all south-facing units in Building No. 1, 2 & 3 have leakage problems. Lobbies look run down due to lack of maintenance. Kids' outdoor play areas are damaged and also lack repair. Clubhouse facilities are old and worn. Residents do not enjoy the public environment and properties face the pressure of devaluation (property value is directly related to the level of property management).

Most properties owners and renters have given feedback and asked for changes from property management, but issues never get resolved. Evading and delaying are some of the tactics that property management takes.

In order to give the residences here a better living environment, and to protect the benefits of property owners, we hereby submit to you our letter of deliberation and ask that you take care of the issues seriously and in a timely fashion.

1. The exterior walls should be cleaned, repainted and maintained on a regular basis. Reason: they are old and worn-out, which severely affects the image of the property, causing property value to decrease.
2. All leakage problems should be resolved. Reason: right now most south-facing units in Building No. 1, 2 & 3 have leakage problems. This is not a one-off phenomenon, and property management office's approach of delaying and evading have causes a lot of complaints from residences.
3. Strictly follow repair routines or replace the elevators. Reason: every residence's life is on the line here if elevators are not maintained property on a regular basis or even replace when they should be.

4. Lobbies should be renovated and maintained. Reason: the artificial flowers and chandeliers are full of dust and the lighting is dim. Everything looks old, which leaves people the impression that The Summit is old and depressing.

5. All the facilities in outdoor kids areas as well as the indoor kids playground in the clubhouse should be repaired, replace and maintained on a regular basis. Reason: There are a lot of kids in this complex. However, the facilities in the outdoor play areas are severely damaged with rust everywhere. Indoor play area is also very old, which impacts the experience and safety of our kids.

6. Exhaust pipes should be repaired or replaced. Reason: There is always a strong smell from cooking around dinner time. This is an obvious sign of the exhaust pipes not being repaired over the years. This not only impacts our living experience, but also imposes safety concerns.

7. Replace the entrance control panel system. Reason: they perform practically no function now. They are old and hard to use. Almost all the control panels in each unit do not work at all. They are not being used and we are unable to buzz guests in at all. Functionality is zero.

8. With the consensus of residences, open one of the back gates, given that security guards will be accompanied.

9. Gym and swimming pool conditions and services should be improved. Opening hours should be back to before: 6am-10pm with no close-down all year round. Usage fees should be more reasonable. Reason: Water temperature is lower than normal swimming pools and user experience is bad. On the other hand, fees are way higher than those swimming pools with good user experiences such as the one in Central Residences. Also, kids' swimming pool is never open, which affects the usage rights of the paid residences.

10. Spray non-toxic pesticide to keep away pests such as mosquitos and cockroaches. Reason: Fountains and ponds in the complex have a lot of pests due to lack of maintenance. Not many people want to take walks in the complex in summer.

11. Property management and owners' committee should jointly form and promote detailed Civilized Residential Management Regulations, and enforce penalties for residents that behave inappropriately. Reasons: there are a lot of residents in the complex and inappropriate

behaviors happen from time to time. Many dogs are being walked by maids and they walk them in the garage on rainy or snowy days which caused sanitary issues in the garage that should not be allowed.

12. Any businesses that operate on the complex should be approved by all property owners. Rent collected from the public areas being rented to those businesses should be made public.

13. Vendors and their respective prices for repair and maintenance jobs on the property should be announced and standardized. Reason: Some property owners have reported that quotations from vendors recommended by property management are inconsistent. They only accept cash payments and do not provide receipts. It is obvious that the repair work in the complex lacks centralized management, assignment, and discipline and are often accompanied by bad quality of service and attitude.

14. All the above requirements have been collected from property owners and the property management office should treat them seriously and with respect.

The main reason all the issues over the year never got resolved was because there was no open communication between property management office and property owners, and we did not know if there was an owners committee or who the members of the committee are.

We hereby ask property management office to announce the names and contact information of the members of the owners' committee. The current 5 members of the committee cannot guarantee high quality of communication for all the property owners. We ask that 2 new members be added to the committee. If the current members of the owners' committee are not competent and cannot perform the duty of protecting property owners' benefits and supervising property management office's work, we have the right to re-elect committee member in order to better property owners' rights.

Thank you!

Appendix

Just as a comparison, the residential complexes listed below are in worse locations and layouts are not as nice as The Summit's, but property prices are either higher or almost the same as The Summit, and the main reason is that they have better property managements, although their property management fee isn't higher.

Name	Avg.price/sqm	Property management fee Yuan/sqm/month	No. of units
One Park Avenue	122385	5.9	102
Park Avenue	129112	4	1118
Binjiang Yanlord	104362	5	924
Rainbow City (Phase III)	93384	3.3	1945
Central Residences	117391	6.5	
The Summit	110417	6.8	360

Properties such as One Park Avenue and Central Residences that's close to us are famous for having excellent property managements. In fact, One Park Avenue just went through another round of renovation recently and looks brand new again. Layouts and location of Central Residences are not as ideal as The Summit's, but their property prices have always been higher than ours due to their property management.