



**The Galaxy Towers
Condominium Association**

September 29, 2004

Mr. Michael R. DeLuca
7004 Boulevard East
Apartment 24E
Guttenberg, New Jersey 07093

Dear Mr. DeLuca,

As a result of the Tower III informational meeting that was held on Monday, September 20th, Mr. Ellinger reported to members of the Board and Management that you claimed that you did not receive documents that you requested back in January 2004. His concern that your request had not been addressed led Martha Norget to review the file of requests that had been made by you. She found your request for copies of the electrical and concrete permits for [REDACTED] Building Contractor Inc. for the work performed from May 2003. She also discovered a letter that was written by me to you dated January 14, 2004 directing you to the IKON document service, a service that is used to disseminate Association documents. My letter indicated that the documents were sent to IKON for processing, and when complete, a form of index number would be applied to the requested documents. I indicated that once I received the information from IKON, I would forward an order form to you to use to request the documents from IKON.

It was only when Mrs. Norget asked us for proof from IKON that the information was received, that it became clear that you did not receive either the IKON information or the copies of the permits that you requested, due to an oversight and lack of follow up by my office, when it went unnoticed that we did not receive the anticipated information.

I am enclosing a copy of the permits issued to [REDACTED] Building Contractor, Inc. for the period that you requested. Please note that [REDACTED] Building Contractor, Inc. did not do the electrical work and did not apply for electrical permits. The work was done by [REDACTED] Electric, and I am enclosing a copy of that permit as well.

I apologize to you for the oversight and the delay in getting these documents to you. Furthermore, this incident will lead us to review and change the procedures that we use relative to dissemination of Association information so that problems like these do not occur again. As a result of our error, there will be no charge to you for the copying of these documents.

Sincerely,


Susan Fitzpatrick
General Manager

Cc: Board of Directors