

Community Association Management *Insider*[®]

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Oil Spill Likely to Trigger Foreclosures of Gulf Real Estate

Homes along the immediate path of the Gulf Coast oil leak are forecast to decline at least 30 percent in value as a result of the environmental catastrophe produced by BP's uncapped well off the coast of Louisiana, according to a new forecast by Housing Predictor.

The forecast is being issued after more than a month of research and monitoring the impact of the oil leak, which has poisoned the ecosystem along the marshes of the Louisiana coastline and as far east as Alabama.

Housing analysts contend that the projected losses in housing values will top that of any oil disaster in the nation's history, and will send thousands of additional homes into foreclosure as a result.

FEATURE

How to Prevent Unacceptable Behavior Toward Board Members

The decisions that a board makes very rarely please everyone. A board may have just approved a large special assessment to finance the replacement of the roof, and some owners may not be pleased with how the association's finances are being handled. Most displeased owners may focus their energies on building consensus and replacing current board members. But there are some members who will handle their displeasure with the board in completely inappropriate ways.

These members may shout obscenities at the board during the meeting and may continue to yell insults at the board president after

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MANAGEMENT TIPS

How to Respond to Dangers Caused by Compulsive Hoarders

An increasing problem that condo associations have to deal with involves members who "hoard" possessions, even if the items are worthless, hazardous, or unsanitary. The items may be anything from books, trash, and furniture to scrap metal, animals, and rotting food.

Compulsive hoarding has been identified as a serious mental illness, primarily afflicting the elderly, but found in younger people as well. The victims are usually isolated and suffering from a variety of other psychological problems.

In one Florida community, members complained to the condo association and even called in the fire department over the smells coming from a condo unit. Firefighters broke into the condo because no one was home at the time, and they feared a dead body was inside. In this particular case, the member had been hoarding garbage.

In another instance, a member's hoarding behavior had a significantly more tragic result. An elderly member of a Seattle community died when a cigarette ignited a fire. The papers, plastic bags, and assorted trash in her unit that covered the floors—and were packed almost floor to ceiling in some areas—provided ample fuel for the fire and put her neighbors at risk.

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Unacceptable Behavior (continued from p. 1)

the meeting ends. The member may barrage the board members with emails, and continue with verbal assaults for months after a decision has been made.

The question of whether this member's behavior constitutes harassment is not entirely clear-cut. It depends in part on the circumstances and the personalities of the individuals involved. Many board members would almost certainly feel harassed by the behavior described here, while others might find it merely annoying.

We will go over the benefits of defining harassing behavior and how to deal with bullying members.

Defining Harassing Behavior

Defining the point at which annoying behavior becomes harassing or abusive isn't easy, but it is important because before associations can deal with harassing behavior, they first have to define it, and then make it clear that harassing behavior, however defined, will not be tolerated.

Most likely, your declaration gives each member the right to "quiet enjoyment" of her unit. This legal term means that she has the right to live in and enjoy her unit without being disturbed, harassed, or threatened by the property manager, an employee, or other members or residents. Most declarations ban members and other residents from making excessive noise or engaging in any other behavior that disrupts the quiet enjoyment of others. But it helps to have a "zero tolerance" clause to fall back on, that specifically deals with abusive, harassing behavior, says Florida attorney Ellen Hirsch de Haan.

Here's a Model Clause that your association can add to your community declaration and/or association bylaws. The clause makes it clear that no one may engage in any harassing or abusive behavior or any intimidation or aggression—either verbal or physical—directed at any member or other resident. It's also smart to ban abusive behavior directed toward guests, occupants, management, employees, and vendors, says de Haan. Talk to your attorney about adapting the language for your use:

Model Language

Members and other Residents shall not engage in any abusive or harassing behavior, either verbal or physical, or any form of intimidation or aggression directed at other members, residents, guests, occupants, invitees, or directed at management, its agents, its employees, or vendors.

The language still leaves room for debate about the point at which annoying behavior becomes abusive, or a strong expression of opinion becomes intimidating, but it is a place to start and a basis for taking action against members who cross the line.

Have Manager Meet with Harassing Member

In most situations, the manager should meet with the abusive member and speak to him about his behavior. The exception is if the abusive member has threatened violence or has engaged in violence already. If this is the case, you should call the police. Write down the date and time of the meeting with the abusive member, says de Haan.

All parties involved should consider scheduling a mediation meeting. Mediating the hostility in a more objective environment may be the most effective thing to do to restore harmony to your community. Harassing situations almost always develop because owners have become frustrated about something such as an unsolved, slowly solved, or an unsatisfactorily solved problem.

Other causes include a failure of the board or the manager to respond to the owner's concern or the owner's perception that his concern has not been acknowledged or taken seriously. In these cases, the manager should start the meeting by listening. Sometimes angry people simply need an opportunity to explain a problem or vent their frustration. And at all times, the manager should remain professional. If the harassing member starts shouting, the manager should not shout back. If the manager mirrors the abusive behavior, the situation will escalate.

Draft Warning Letter

If after the meeting, nothing was resolved and the harassment continues, the association's attorney should write a letter to the offending member describing the behav-

ior, noting that it violates the association's rules, and stating that the individual will be subject to fines or other specified sanctions and possibly legal action if the behavior doesn't stop.

The letter should go beyond telling an owner that his behavior is unacceptable. It should also suggest an alternative means of dealing with the underlying problem.

If you are dealing with someone who just got carried away by the emotion of the moment or the frustration of an issue and overreacted, a letter threatening sanctions and suggesting another way the owner can deal with the problem is usually all that's required. Remember that the ability to fine or suspend privileges varies from state to state and may also be regulated by your governing documents. So be sure to check with your attorney before threatening to take these actions in a letter.

Seek Restraining Order

The next step up the response ladder is to seek a civil restraining order in court, the details of which will depend on the nature of the offending actions. A board member who is on the receiving end of endless, abusive telephone calls or who is regularly assaulted verbally in public by an angry owner might seek an order prohibiting this owner from sending him emails and/or ordering him to remain a specified distance away.

Courts do not issue restraining orders lightly. In most cases, the harassing actions must be part of a pattern rather than isolated incidents, and the targeted individual must feel threatened by

the actions. If the board members are dealing with actual physical threats, call the police immediately. Even if you don't think the threats are real, having the police respond is a reasonable precaution. Having a police report on file will also strengthen your hand if you eventually seek a civil restraining order against this individual.

Whose Problem Is It?

Some members may question whether it is appropriate for individual board members who are being harassed to use association funds to fight back by having the association's attorney write letters to the offending owners or represent the board member(s) in civil proceedings. This is an appropriate use of association funds because the board members are being harassed because of their actions as board members and the harassing behavior is preventing them from doing the job for which they were elected, which makes the harassment an association issue and a legitimate association expense.

Also, it is important to note that seeking a restraining order is not a hugely expensive undertaking. These cases are usually heard quickly and do not require extensive preparation or court time.

Insider Source

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Search Our Web Site by Key Words: harassment; quiet enjoyment; mediation; restraining order; governing documents

Management Tips

(continued from p. 1)

The chaos hoarders create in their dwelling spaces are not on the level of teenagers with messy rooms. Their crammed possessions impair their own lives and, potentially, the lives of those living around them. You may have noticed a pest infestation or smells coming from the member's condo unit. If you suspect that a member with a compulsive hoarding disorder resides in your community, follow these steps for dealing with the situation.

Step #1: Communicate with Hoarding Member

It's best to start with the least intrusive and least costly measures and work up from there. Try talking to the member first, and even offering some volunteer help with the clean-up, if possible. This won't usually work with clinical hoarders, but it's worth a try.

Be sure to start keeping records about any communications you have with the member. Also, start documenting the problem with photographs, and write down a description of the conditions. This will help protect the association from liability by showing that the association was taking diligent and reasonable steps to deal with the problem. And the documentary evidence will help you, should an additional court order be needed to further address problems.

Step #2: Work with Family Members

It may help to call in friends or relatives of the member. "In some cases, family members persuade the unit owner to take charge, which alleviates the need for court

intervention," says Florida attorney Gary Poliakoff.

Often, relatives either are not available or are not interested in helping out. But sometimes they are simply unaware of the problem and may be willing to help.

Step #3: Contact Department of Health, Social Services

If trying to contact family members or friends doesn't help, you should seek help from the Department of Health. If the clutter constitutes a potential health code violation, the department may send an inspector, issue a citation to the unit owner ordering a clean-up, and take further action if the owner doesn't comply. The advantage of having government agency involvement is that the agency is impartial. The agency might condemn the unit, or it might issue the member a citation along with a civil fine, says Maryland attorney Jeffrey Van Grack.

You should also check to see if other social services agencies can help. The city of Seattle has established a multi-agency task force specifically to deal with acute hoarding situations. Other cities may have developed similar initiatives.

Step #4: Enforce Governing Documents

The provisions that most likely to come into play in hoarding cases are those prohibiting "nuisances" and requiring owners to, essentially, maintain clean and sanitary conditions in their residences. However, the term "nuisance" is a subjective one, so the board should adopt a resolution, or revise an existing one, defining the term to

include hoarding activities. And the board must have a tangible basis for acting.

That means the clutter in the owner's unit must be visible from the exterior or from a neighboring residence, or it must pose a potential danger to the health or safety of other residents. Noxious odors or a rodent infestation that spreads to common areas or other residences would qualify. A fire hazard, if you can persuade local fire authorities that one exists, also would work as the basis for enforcing the governing documents against a member.

Step #5: Seek Court Order

This is the most expensive option and, absent evidence that the hoarding situation poses an imminent threat, the most time-consuming one. The board should be certain to document all evidence of the hoarding, as well as its efforts to resolve the situation outside of court.

With court assistance, the association may be allowed to get access to the member's unit, periodically, to ensure that it is being kept clean, that the trash has been disposed of properly, and any pest problems are under control.

Insider Sources

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hoarders; nuisance; unsanitary conditions

RECENT COURT RULINGS

► Association Can't Impose New Pet Rule

Facts: A group of condominium members sued the board to prevent it from enforcing a rule it had passed regarding pets. The condominium's bylaws had indicated that members were permitted to walk with their pets over the condominium's common areas. However, in July 2008, the board passed a rule requiring members to curb their pets and prohibiting members from walking their pets on the common areas. Violators of the rule were subject to a \$50 fine.

The trial court refused the association's request to dismiss the members' lawsuit. The association appealed.

Ruling: A New York appeals court granted a judgment without a trial in the members' favor.

Reasoning: The appeals court found that the bylaws required approval of 66 percent of the members in order to amend the bylaws, and approval from at least 51 percent of the votes of homes that were subject to first mortgages in order to effect a "material" change to those bylaws. The adoption of the new pet rule was unauthorized by the condominium's bylaws and thus was not protected by the business judgment rule. Therefore, the appeals court concluded that the trial court properly declined to dismiss the members' complaint.

■ *Yustin v. Saddle Lakes Home Owners Assoc.*, May 2010

► Association Must Grant Member Access to Records

Facts: While serving on the board, a member allegedly became aware of various improprieties and departures from association bylaws. The member alleged that board members discussed and voted on condominium business without giving proper notice to or opportunity for input from members and that management awarded contracts to relatives or entities owned by relatives without proper notification to the board.

The member requested access to certain association records pursuant to the City of Chicago's Condominium Ordinance. The president of the board denied him access to the documents, claiming that he did not have the right to inspect the association records. The president argued that the ordinance conflicted with existing Illinois law and was, therefore, invalid. The trial court ruled that the ordinance was valid. The association appealed.

Ruling: An Illinois appeals court agreed with the lower court's decision.

Reasoning: Under the Illinois state constitution, a municipality with a population exceeding 25,000 is deemed a "home rule unit" and is granted authority to enact laws relating to the rights and duties of its citizens. The provision was intended to give home rule units such as Chicago the broadest powers possible to regulate matters of local concern.

Under the state's Condominium Property Act, any member is allowed to inspect and make copies of certain association records at any reasonable time, at the association's principal office, when the request is made in writing. Also, the state's Not for Profit Corporation Act allows any member of such a corporation who is entitled to vote to inspect the corporation's books and records "for any proper purpose at any reasonable time."

The appeals court concluded that neither the Condominium Property Act nor the Not for Profit Corporation Act specifically excludes home rule units from governing the manner by which a member can gain access to a condominium association's financial books and records. Although the city ordinance does not contain the exact same language as the state laws, this does not make the ordinance invalid.

■ *Palm v. 2800 Lake Shore Drive Condominium Assoc.*, May 2010

► Members May Not Be Required to Pay Quarterly Assessments

Facts: An amendment passed by an association in 2007 modified a declaration and bylaws to grant the board the power to charge common expenses on a monthly and/or quarterly basis. The board had sent all members notice of the annual meeting and informed the members that voting would begin on that date on the amendment for quarterly assessments. The notice specified that voting would begin at the meeting and continue for 14 days afterward until a sufficient number of votes were collected to pass or defeat the proposed amendment.

After the amendment passed, a member repeatedly refused to pay the quarterly assessments, arguing that the vote that passed the amendments was invalid. The member's refusal to pay prompted the association to

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Recent Court Rulings (continued from p. 5)

file a lien against his condominium. The association then filed an action to foreclose on the lien.

The member then sued the association. The trial court granted a judgment without a trial in the association's favor. The member appealed.

Ruling: An Ohio appeals court reversed the lower court's ruling and ordered the trial to continue.

Reasoning: In reversing, the court noted that the evidence suggested that the vote in this case was accomplished by combining an annual meeting and an

action without a meeting. In addition, there was no official record or minutes commemorating the events that took place at the 2007 annual meeting and the sole affidavit presented on behalf of the association did not illuminate the meeting's events.

The association convened an annual meeting, undertook a vote, may have adjourned the meeting, and thereafter collected additional votes during an open voting period. There remained questions of fact regarding whether the amendments were passed at the 2007 annual meeting, by an action without a meeting, or by an improper combination thereof.

■ The Meadows Condo. Unit Owners Assoc. v. Blakey, June 2010

CRIME & SECURITY

Take Five Steps When Member Seeks Help Enforcing Restraining Order

Protecting members against domestic violence is a difficult problem many managers face. In a condominium building with members in close proximity to each other, domestic violence can affect community harmony. Neighboring members may complain and say that the association has the power, and maybe even the duty, to provide for the health, safety, and welfare of its members. However, your association is not as well equipped as trained law enforcement to deal with these domestic violence situations as they happen.

However, what if the victim asks for your help in enforcing a restraining order against her abuser? Fortunately, if the member has taken legal steps to obtain a restraining order or an "order of protection" against an abuser, the rules are fairly clear.

A court issues these orders only to people who can show that someone has been violent with them or threatened violence. We will discuss what you need to know about restraining orders and what to do when a member shows you one.

What Is a Restraining Order?

A "restraining order" is a piece of paper issued by a court ordering one person to stay away from another. Courts issue these orders only to those who have proven that a partner or spouse has threatened or hurt them.

In the vast majority of cases, restraining orders are issued against men, says Norman Bates, a security expert. It is usually a pre-printed form with boxes checked off and spaces filled in. At the top, it lists the name of the court, and below, it lists the names of the potential victim and the spouse or partner. It orders the spouse or partner to stay away from the potential victim.

It may specifically order that the spouse or partner stay away from the community where the member lives. And it may order other things, depending on your state law. For example, it could order the spouse or partner not to abuse the victim, not to contact the victim, or to seek counseling.

What to Do When a Member Produces a Restraining Order

If a member shows you a restraining order, it puts you on warning that she is in danger. Your community may have security safeguards such as patrols or cameras, but the member's act of showing you the restraining order may put the association on notice that it may have an additional responsibility to do something to help prevent an attack, warns Bates.

Here are six steps you should take when a member shows you a restraining order and asks for your help:

Step #1: Get copy of restraining order. The first thing to do when a member tells you she has a restraining order is ask to see the order. Then make a photocopy of the order, says Bates. Keep the copy in the member's file so you'll know where to find it in case you later need to show it to the police.

Step #2: Verify that order is genuine. Make sure that the restraining order is genuine. It should be signed and dated by a

judge. Most orders have a court seal, but some don't. In either case, call the phone number of the court, at the top of the order, to make sure the order is valid. Give the clerk the case number listed on the order and confirm the name of the case and the names of the potential victim and the spouse or partner. Also, show the order to your attorney for confirmation of its validity and advice on what it means.

As a representative of the association, you would not want to take action based on a fake restraining order against a law-abiding member. Also, check for an expiration date. Orders typically expire after a set period—for example, six months after the date issued. The police won't be able to arrest the spouse or partner for violating the order if the order has expired.

If you discover that the order is no longer in effect, advise the member to contact the police and the court if she continues to feel threatened.

Step #3: Ask member for photograph and description of abuser. Ask the member for a photograph of the spouse or partner. Make copies and distribute them to your employees, says Bates.

Also get a detailed description. This will help your staff identify the spouse or partner if the member doesn't have a photo. And even if she has a photo, you will need additional information about the spouse or partner. Get the age of that person and a description, including height, weight, hair color, eye color, and any distinguishing features that the prohibited person may have, such as scars or tattoos.

Step #4: Alert building staff. When a member shows you a restraining order and you have verified that it is authentic, tell security staff, maintenance staff,

and other on-site employees what is going on. Tell them to be on the lookout for the spouse or partner and what to do if they spot him. You can adapt our Model Letter: Alert Employees of Danger to Member.

Step #5: Call police if spouse or partner shows up. If you or your employee sees the spouse or partner on or around the property, call 911. When the police arrive, show them a copy of the restraining order.

The police can decide how far the order goes and what action to take. If you simply tell them about the order, the police will be relying on your interpretation of it, and

you might be wrong. Giving the police the order puts the matter in their more experienced hands.

If the date on the restraining order has expired, contact the member to ask if she has gotten a new order. If she has not, ask her if she intends to do so and tell her to show you the new order as soon as she gets it.

Insider Source

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Search Our Web Site by Key Words: domestic violence; restraining order

MODEL LETTER

Alert Employees of Danger to Member

Here's a letter, prepared with the help of security expert Norman Bates, to give to on-site employees when a member shows you a valid restraining order against a spouse or partner. Talk to your attorney about adapting this letter for your own use.

ATTENTION ALL EMPLOYEES

FROM: MANAGER, ABC CONDOMINIUMS
RE: VERY IMPORTANT – RESTRAINING ORDER

A member in our community has obtained a restraining order against her husband. A restraining order is issued by a court when the court finds that one person poses a threat to another person. It orders the potentially dangerous person to stay away from the other one. In granting the member's request for a restraining order, the court ruled that her husband threatened her safety.

A photograph of the man is attached to this letter. A physical description appears below. If you see this individual anywhere in or around our community, immediately call the police by dialing 911. Also, warn the member by calling her at the numbers listed below.

Show the police a copy of the restraining order when they come in response to your call. We keep a copy of the order in the member's file. The order expires on Sept. 1, 2010.

Please carefully read the following information and study the photograph. If you see this man in or around the community after this date, contact the member immediately to check whether she has gotten a new order.

MEMBER:	Helen Doe, Unit 1A
Tel. #:	123-555-1234 (day); 123-777-5678 (evening)
OFFENDER:	John Doe, age 37
DESCRIPTION:	Approximately 6 ft., 3 in., 200 lbs., blond hair, blue eyes, and a scar on his left cheek.



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