

Leatherleaf at Barefoot Resort

Monthly HelpDesk Summary Report

Year-to-Date and Previous Month HelpDesk Activity Data

Generated May 1, 2011

Provided by **OMNI Management Services, Inc.**

OMNI Management Services uses a sophisticated HelpDesk system to manage and track Service Requests made by residents of the communities managed. This software application also makes it possible to generate statistics about the nature and number of requests being addressed for each community.

Below is a table that provides a monthly snapshot of HelpDesk activity for this community. You will find a Key at the end of this table that will explain some of the terms used in this table.

Category	In Progress	Pending	Closed this month	Closed YTD
Question	0	0	1	1
TOTAL	0	0	1	1

KEY:

<i>In Progress</i>	The number of Service Requests currently open for your community
<i>Pending</i>	The number of Service Requests that are in a pending state. A Service Request may be put into a Pending state for any of several reasons. For example, further progress cannot be made until a vendor has completed a scheduled repair, or information may be needed from a homeowner who is on vacation.
<i>Closed</i>	The number of Service Requests that have been completed and require no further action.

If there are no Service Requests showing active or recently closed for your community, this does not mean that OMNI has performed no services on behalf of your community. OMNI still pays the bills, collects receivables, and manages maintenance activities. The fact there are not open Service Requests simply means that OMNI has taken care of every Service Request that has been made to date.