

THE ABBEY OF WESTMINSTER HOMEOWNERS ASSOCIATION

HOA DISPUTE RESOLUTION PROCESS

Complaints must be in writing:

It's inappropriate to respond to a complaint without knowing whether that person is a homeowner. This will allow the board to have the information needed to follow up and get more information.

Homeowners may come to a board meeting to have an open forum and discuss complaints (each owner will be given an allotted time to speak), or submit complaints by email to westminsterabbeyhoa@gmail.com

If the intake person cannot resolve a complaint (doesn't have enough information or needs board authorization) the complaint will be addressed as an item on the agenda at a board meeting. The complainant has the opportunity to attend. The person handling the complaint can explain the complaint, what's been done to process it, and make a recommendation to the board.