

FINCH TERRACE OWNERS ASSOCIATION, INC.
COMMONWEALTH OF VIRGINIA
ADMINISTRATIVE RESOLUTION NO. FT-11
SUBJECT: Amendment to Assessment Due Date Period

WHEREAS,

The Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia nonstock corporation organized and existing under the laws of the Commonwealth of Virginia, is authorized by its Declaration of Covenants, Conditions, and Restrictions (the "Declaration"), and the Bylaws of the Association, to adopt reasonable rules and regulations for the management of the Association's affairs;

WHEREAS,

Pursuant to Article XIII, Section D of the Declaration, the Board of Directors has the authority to set and amend policies related to the payment of assessments, including the imposition of interest and late charges, and due dates on delinquent accounts;

WHEREAS,

Article XIII, Section D of the Declaration currently provides that any assessment or installment thereof not paid within five (5) days after becoming due shall accrue a late charge in the amount of Fifteen Dollars (\$15.00), or such other amount as may be established by the Board of Directors;

NOW, THEREFORE, BE IT RESOLVED,

That the Board of Directors hereby changes the grace period for payment of assessments from five (5) days to fifteen (15) days after the assessment due date before a late fee is incurred;

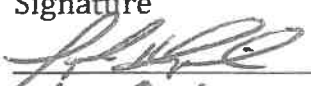
BE IT FURTHER RESOLVED,

That all other terms and provisions of the Declaration and Bylaws remain in full force and effect unless expressly amended by this or subsequent resolution;

ADOPTION:

This Resolution was duly adopted at a meeting of the Board of Directors of the Finch Terrace Owner's Association, Inc. held on the 9 day of JUNE, 2025, at which a quorum was present.

IN WITNESS WHEREOF, the undersigned officers of the Board of Directors have executed this Administrative Resolution on behalf of the Association as of the date written below.

Name	Title	Signature	Date
Joseph Klingshirn	President		9 June 2025
Michael Bray	Secretary		9 June 25

Finch Terrace Owner's Association, Inc.

Policy Resolution # 10 – Electric Vehicle Charging Stations Effective Date: 6 November 2024

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on 6 November 2024, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace provides: In the administration of the project, the Association shall have, and is hereby granted, the authority and power to...adopt, promulgate and enforce such Rules and Regulations governing the use of airy Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project:

AND WHEREAS, the Board wishes to discourage the construction and installation and damage to Finch Terrace homes by mounting electric vehicle (EV) charging stations to the exterior of garages or any other exterior surface thus impacting the neighborhoods uniformity.

NOW THEREFORE BE IT RESOLVED that the Property Use Restrictions Guidelines for Electric Vehicle Charging Stations are stated as follows:

- No electric vehicle charging station will be mounted to any exterior surface maintained by Finch Terrace nor any holes drilled in such surfaces
- All EV charging stations must be securely mounted on an interior garage wall and the cord must be run under the garage door to prevent tampering and charging station security
- No EV charging cables may cross a sidewalk causing a tripping hazard

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest

President

Vice-President

Secretary

Treasurer

Finch Terrace Owner's Association, Inc.

Policy Resolution # 9 – Sliding Glass Doors Effective Date: 1 November 2023

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on 1 November 2023, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Two, Section B of the Architectural Modifications and Property Use Restrictions for Finch Terrace Homeowners states that all sliding doors must have grids installed. After further inspection it was noted that grids were not installed in some carriage homes during initial construction. This resolution will apply to all homes within Finch Terrace giving them the option to install or not install grids when the sliding door is replaced.

AND WHEREAS, the Board wishes to further clarify that this **ONLY** applies to sliding glass doors and **DOES NOT APPLY TO** French doors or any other type of door or window.

NOW THEREFORE BE IT RESOLVED THAT,

- When a sliding glass door is replaced through age or breakage the sliding glass door may be replaced with or without the internal grids.
- An architectural request must still be submitted along with a picture of the desired sliding glass door to ensure it complies with the rest of the architectural guidelines.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest

President

Secretary

Vice-President

Treasurer

Finch Terrace Owner's Association, Inc.

Policy Resolution # 8 – Overflow Parking Areas

Effective Date: 1 February 2023

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on 2 November 2022, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Two, Section B of the Architectural Modifications and Property Use Restrictions for Finch Terrace Homeowners provides: There are no designated parking spaces within Finch Terrace other than the individual driveways on each lot. Overflow parking is located between #112 and #114 and #113 and #115 on Chantclair Drive.

AND WHEREAS, the Board wishes to further clarify the use and restrictions of "Overflow Parking Area".

AND WHEREAS, the Board wishes to discourage the parking of "Abandoned vehicles and inoperable vehicles being left in the overflow area thus restricting the use for Finch Terrace residents."

NOW THEREFORE BE IT RESOLVED THAT,

- ANY vehicle that has not moved within 7 consecutive days will be tagged for towing and/or treated as abandoned in accordance with USE RESTRICTIONS - Coventry Master Association, Section O - Vehicle - Abandoned or Inoperable.
- ANY vehicles parked with the overflow parking area must be in compliance with state and local laws to include current vehicular state inspection and licensing.
- ALL vehicles must be in sound mechanical condition and no maintenance is to be conducted within the overflow area.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest



President



Secretary



Vice-President

Treasurer

Finch Terrace Owner's Association, Inc.

Policy Resolution # 7 – Landscaping – Trees & Shrubs
Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

W I T N E S S E T H:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power to....adopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines are restated as follows in the Finch Terrace GUIDELINES FOR ARCHITECTURAL MODIFICATIONS AND PROPERTY USE RESTRICTIONS

Landscaping – Page 18 - Plans calling for the planting of trees and shrubs must be submitted via an Architectural Request Form. Trees and shrubs that form a visual barrier blocking neighboring homeowners view will not be approved. Pruning and maintenance of tree and shrubs is the responsibility of the property owner. If a tree or shrub is to be removed then an Architectural Request Form must be submitted.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest

President

Secretary

Vice-President

Treasurer

Vacant

Finch Terrace Owner's Association, Inc.

Policy Resolution # 6 – Fences Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power to....adopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines are restated as follows in the Finch Terrace GUIDELINES FOR ARCHITECTURAL MODIFICATIONS AND PROPERTY USE RESTRICTIONS

Section J - FENCES: Change the colors allowed to: Natural untreated wood (although a stain applied after cleaning will protect your fence from the elements) stain will be **CLEAR** or **HONEY GOLD** or **RED OAK** in color.

Page 17 - FENCES - Delete "additional fences" in first paragraph. No additional fencing will be allowed in this area beyond what the builder allowed in original design and footprint. See section 8 above. Delete references to enlarging existing fenced areas.

Page 17 - FENCES - Fencing materials should be equal or better quality than the minimum Standards provided by the builder. Naturally Resistant or pressure treated wood will be the material of choice. All nails and attachment hardware shall be galvanized. All Posts shall be 4" by 4" and corner and gateposts set in concrete. Gates shall be braced to prevent sagging. All posts shall be braced to prevent sagging. All posts shall be inside the fence. Fencing materials will not be stapled, it must be assembled with nails and/or screws.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest

President

Secretary

Vice-President

Treasurer

Vacant

Finch Terrace Owner's Association, Inc.

Policy Resolution # 5 – Storage Structures

Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power to....adopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines are restated as follows in the Finch Terrace GUIDELINES FOR ARCHITECTURAL MODIFICATIONS AND PROPERTY USE RESTRICTIONS

STORAGE STRUCTURES: Storage structures will be located inside the fence and behind housing units and must not be taller than fence. No wooden or metal structures may be erected.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

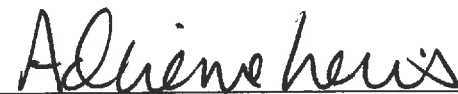
This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest



President



Vice-President



Secretary

Treasurer

Vacant

Finch Terrace Owner's Association, Inc.

Policy Resolution # 4 – Major Building Additions
Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power toadopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines are restated as follows in the Finch Terrace GUIDELINES FOR ARCHITECTURAL MODIFICATIONS AND PROPERTY USE RESTRICTIONS

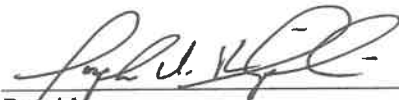
MAJOR BUILDING ADDITIONS – Page 5 – None will be allowed by owner/resident. Any additions to these existing homes must be initiated by the Coventry Master Board or Finch Terrace Board of Directors for universal application.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

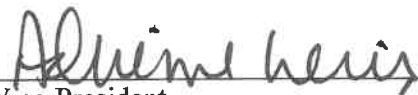
This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

Attest



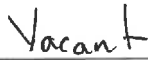
President



Vice-President



Secretary



Treasurer

Finch Terrace Owner's Association, Inc.

Policy Resolution # 3 - Regarding No Parking Areas Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power to....adopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

AND WHEREAS, the Board wishes to create a safe area which fosters protection for both drivers and pedestrians within our neighborhood,

AND WHEREAS, the Board wishes to discourage parking in "No Parking Areas" painted white and stenciled No Parking in black,

AND WHEREAS, the Board has found it difficult to enforce parking regulations,

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines for Parking within No parking areas are restated as follows in the Finch Terrace GUIDELINES FOR ARCHITECTURAL MODIFICATIONS AND PROPERTY USE RESTRICTIONS

Section K - Vehicular parking in front of cluster mailboxes is prohibited, with the exception of picking up mail and vehicle will not be left unattended.

Section P - No vehicle shall park in an area designated as a "No Parking" for any length of time or within twenty feet of an intersection. Additional areas may be designated as "No Parking" at the discretion of the Finch Terrace Board of Directors.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

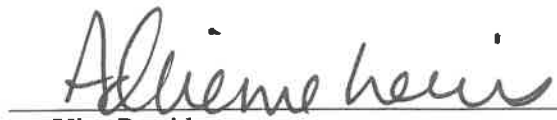
Attest



President



Secretary



Vice-President



Treasurer

Finch Terrace Owner's Association, Inc.

Policy Resolution # 2 – Formal Adoption of Association / Homeowner Maintenance Responsibility Chart Effective Date: 2 November 2016

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Owner's Association, Inc., a Virginia non-stock corporation (the Association), held on November 2, 2016, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article 7 – MAINTENANCE AND REPAIR OF THE LOTS, TOWNHOMES AND COMMON AREA OF THE PROJECT; Section One – Duties of the Association; of the Declaration of Covenants, Conditions and Restrictions states that the Association shall cause the exterior of each Townhouse, the Lot upon which the Townhouse is situated and the Common area of the project to be kept in good order, condition and repair and in clean and sanitary condition and appearance, and shall cause to be performed and furnished all the labor and material which may at any time be necessary to accomplish same:

AND WHEREAS, the Board of Directors has determined that they have a fiduciary duty to comply with Article 7 of the Association's Declaration;

AND WHEREAS, there is a need to clarify what exterior maintenance will be performed by the Association and what is the responsibility of each individual property owner.

NOW THEREFORE BE IT RESOLVED THAT as of 2 November 2016 homeowners are to refer to the Finch Terrace Owner's Association Maintenance Responsibility Chart dated the same.

Owners shall be responsible for maintaining in good working order all exterior fixtures that service only their home including but not limited to all air conditioning/heating units; all exterior light fixtures and outlets, roof sheathing; plumbing, dryer, and exhaust vents; all windows, doors, sliding doors, storm doors and skylights and their integral parts (i.e., glass, screens, frames weather stripping, locks, latches, etc), all flues and pipes (including chimney flues), all utility service connections, all house numbers, kick-plates, fences and associated hardware and any other exterior features added by the owner.

Since the homes are held fee simple ownership, homeowners shall also maintain proper insurance coverage for the lots and the dwellings. Homeowners and their insurance companies shall be responsible for any interior damage from roof leaks.

The Board of Directors hereby adopts this Resolution formalizing the attached maintenance responsibility chart at the regular meeting duly held 2 November 2016.

FINCH TERRACE OWNER'S ASSOCIATION, INC.

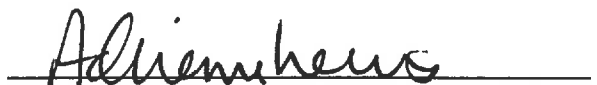
Attest



President



Secretary



Vice-President



Treasurer

Finch Terrace Owner's Association, Inc.-Maintenance Responsibility Chart

2 November 2016

Article 7-MAINTENANCE AND REPAIR OF THE LOTS, TOWNHOUSES AND COMMON AREA OF THE PROJECT; Section Two - Duties of Owner and Association for Exterior and Roofs; of the Declaration of Covenants, Conditions. And Restrictions states that the Association shall cause the exterior and roof of the Carriage Homes and Townhouses to be kept in good order, condition and repair, and shall cause to be performed and furnished, all the labor and materials which may at any time be necessary to accomplish the same.

Description of Item or Service	Resp.	Comments
BUILDING EXTERIORS		
- Roof : Replacement	A	
- Roof : Repair	H	
- Chimney : Cap	H	
- Gutters - Replacement	A	
- Gutters - Cleaning/Repair	H	
- Chimney: Pipe/Fireplace	H	
- Chimney: Cleaning	H	
- Bathroom/Stove/Dryer Vents	H	
- Vinyl Siding : Replace	A	
- Vinyl Siding : Upkeep/Repair	H	Siding to be power washed to remove mildew as needed
- Exterior Brick	A	
- Exterior Metal Trim	A	
- Attic & Garage Gable Vents	A	
- Concrete: Patio	H	
- Concrete: Sidewalks	H	
- Concrete: Driveways	H	Responsible for repair and cleaning
- Fences	H	Fences to be repaired, power washed or restained as deemed necessary by FT Board of Directors IAW ARC Guidelines
- Fence: Latches, locks & hinges	H	
- Wooden Railings: columns	A	
- Exterior light fixtures	H	
- Exterior termite inspection	A	
- Interior termite inspection	H	
- Townhome/Carriage Home structure	H	
DOORS		
- Front Door	H	Responsible for Maintenance & Replacement New Doors Require ARC Review.
- Sliding door	H	
- All door frames	H	
- Exterior locks, hardware	H	
- House numbers	H	
- Garage Door	H	Responsible for Maintenance & Replacement
- Garage Door - Painting	A	
- Kick plate, Doorbell, knockers,	H	
- Storm doors	H	New Doors Require ARC Review.

Description of Item or Service	Resp.	Comments
WINDOWS		
- All windows (glass, seals, frames)	H	
- Wood/aluminum trim	A	Replaced when siding is replaced
- Locks, tracks, balances	H	
- Screens	H	
- Skylights	H	
UTILITIES		
- Sewer	A H	Those lines servicing only one home are the Homeowners responsibility. Lines serving more than one house are Assoc. responsibility to the first clean-out.
- Water	H	
- Cable TV/Phone/Electrical	H	
- Heat Pumps/Air-conditioning	H	
COMMON AREA GROUND LANDSCAPING		
- Sidewalks	A	
- Roads	A	
- Lots	A H	Association shall provide grass cutting in common areas only as provided in the landscaping contract; homeowner shall cut grass on his/her lot. Homeowner is responsible for the maintaining landscape beds (i.e. mulch as needed, bushes trimmed, free of weeds)
- Street Lighting	A	
- Household Trash Removal	A	
- Bulk Trash Removal	H	
INSURANCE		
- Common Areas	A	
- Townhouses/Carriage Homes	H	Owners should obtain standard homeowners policy. Tenants should have renters insurance.

Note:

Any item not listed above becomes the responsibility of the Homeowner, unless this chart is modified via a resolution.

KEY: H=Homeowner / A= Association

Finch Terrace Homeowner's Association, Inc.

Policy Resolution # 1 - Regarding Trash Totes Effective Date: February 4, 2015

At a duly noticed, regular meeting of the Board of Directors of Finch Terrace Homeowner's Association, Inc., a Virginia non-stock corporation (the Association), held on April February 4, 2015, at which a quorum was present, the Board of Directors did hereby approve the following action:

WITNESSETH:

WHEREAS, Article Six, Section Four of the Declaration of Covenants, Conditions, and Restrictions for Finch Terrace Homeowners provides: *In the administration of the project, the Association shall have, and is hereby granted, the authority and power to....adopt, promulgate and enforce such Rules and Regulations governing the use of any Lot and any Townhouse thereon and Common Area as the Board of Directors of the Association may deem to be in the best interest of the Project;*

AND WHEREAS, the Board wishes to create an uncluttered appearance which adversely impacts the neighborhood,
AND WHEREAS, the Board wishes to discourage the improper storage of trash totes which can lead not only to a shabby appearance but also to health and odor problems,

AND WHEREAS, the Board has found it difficult to enforce trash Use Regulations,

NOW THEREFORE BE IT RESOLVED, that the Property Use Restrictions Guidelines for Trash Storage and Collection are restated as follows:

All garbage and trash stored within Finch Terrace must be kept in covered containers and, except for a reasonable amount of time to permit collection, these containers at no time shall be visible from neighboring property. Hence, all trash containers and recycle bins must be kept inside a privacy fence or garage.

Because of inconsistent pickup times, trash containers may be placed at street side no earlier than 2 PM the day before collection. They must be removed from the street and stored behind a privacy fence by 7PM of that same day. Only trash and recycling totes supplied by the Waste Management Company may be used. Your unit number and street address must be marked on both the trash and recycle tote.

When a tote is not stored properly after 7 PM it will be marked. Upon the first violation the homeowner will receive a written warning. After the second violation the homeowner will receive a certified letter calling them to a hearing before the Finch Terrace Board of Directors. A fine in accordance with our documents, Article Thirteen, Section G, Assessment of Fines and Charges, will be assessed.

FURTHER, RESOLVED, that the officers, directors and Site Administrator of the Association are hereby authorized to perform such other or further acts as shall be necessary to carry out the intent of this resolution.

This Resolution shall be included with the Minutes and the Property Use Restrictions Guidelines of the Association.

FINCH TERRACE HOMESOWNER'S ASSOCIATION, INC.

Attest

President

Secretary

Vice-President

Treasurer

RESOLUTION
of the
Board of Directors
of
Finch Terrace Homeowners Association, Inc
(Association Complaint Procedures)

WHEREAS, the Code of Virginia, 1950, as amended (the "Virginia Code"), was amended by statute effective July 1, 2008, to create a Common Interest Community Board ("CIC Board") and the Office of the Common Interest Ombudsman ("CICO"); and

WHEREAS, Section 55-530.E states the CIC Board "shall establish by regulation a requirement that each association shall establish reasonable procedures for the resolution of written complaints from the members of the association and other citizens"; and

WHEREAS, for the benefit and protection of the Association and of its individual Members, and with a goal of reducing and resolving conflicts among and/or between the Association and its Members, the Board of Directors hereby establishes these Association Complaint Procedures to meet the requirements of Sections 55-530.E and F of the Virginia Code and regulations of the Common Interest Community Ombudsman regarding Association Complaint Procedures effective July 1, 2012; and

WHEREAS, the Board of Directors will provide notice of this policy to all current Owners by mailing a copy of this Resolution to current Owners and to all future Owners by including the Resolution in resale certificates prepared pursuant to Virginia's Condominium Act and/or Property Owners' Association, as applicable; and

WHEREAS, this Resolution shall remain in full force and effect until amended by further resolution of the Board.

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NOW THEREFORE, the Board of Directors of Finch Terrace Homeowners Association, Inc. does hereby adopt this Resolution in order to adopt the following Association Complaint Procedures:

1. Right to Submit Association Complaint. The Member shall have the right to acquire, complete and submit an Association Complaint Form to request the Board to address an Association Complaint. "Association Complaint" means a written complaint filed by a member of the association or citizen pursuant to an association complaint procedure. An association complaint shall concern a matter regarding the action, inaction, or decision by the governing board, managing agent, or association inconsistent with applicable laws and regulations.
2. Association Complaint Form.
 - a. The Association Complaint Form shall comport substantially with the Association Complaint Form attached to this Resolution as Exhibit A, or with any form required by regulation duly promulgated by Virginia's Common Interest Community Board ("CIC Board").
 - b. The Association Complaint Form shall be submitted to Finch Terrace Homeowners Association inc, Attn: Site Manager, 100 Wrought Iron Bend, Yorktown, VA 23693. The Association's Manager may be reached by telephone to (757) 867-9200, by facsimile to (757) 766-0249 and by email to CoventryHOA@verizon.net. The Association Complaint may be submitted to the Association:
 - (i) By U.S. Mail, registered or certified, return receipt requested;
 - (ii) By hand delivery, *provided, however*, the method of hand delivery must provide a means to prove delivery;
 - (iii) By facsimile to the Association's Managing Agent; and/or
 - (iv) By email to the Association's Manager.
 - c. The Association Complaint Form must be submitted at least fourteen (14) days prior to the next scheduled regular Board Meeting to ensure review at that meeting. If the Association Complaint Form is received less than fourteen (14) days prior to the next scheduled regular Board Meeting, the Association Complaint Form shall be reviewed at the next subsequent regular Board Meeting.

3. Association Complaint Receipt.

- a. The Association shall provide written acknowledgment of receipt of the Association Complaint ("Association Complaint Receipt") to the Complainant within seven (7) days of receipt of the Association Complaint. Such acknowledgment shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Association Complaint, or if consistent with established Association procedure, by electronic means provided the sender retains sufficient proof of the electronic delivery.
- b. Notice of the date, time and location that the Association Complaint will be considered shall be included in the Association Complaint Receipt required by Association Complaint Provision 3.a above. If such Notice is not included in the Association Complaint Receipt, such Notice shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Association Complaint, or if consistent with established Association procedure, by electronic means provided the sender retains sufficient proof of the electronic delivery. Such Notice shall be mailed within a reasonable time prior to review of the Association Complaint but shall be mailed not less than three (3) days prior to the date set for review of the Complaint.

4. Review of the Association Complaint.

- a. The Board shall review any Association Complaint Form received and shall, if necessary, consult with the Association's attorney and/or any other vendor or professional providing services to the Association to provide as complete a review as possible to arrive at its decision.
- b. The Board may, but shall not be required to, consult with the Member who submitted the Association Complaint Form to understand more fully the substance and/or basis of the Member's Complaint.
- c. In the event the Board determines the Association Complaint is incomplete or contains insufficient information to render a decision, the Board shall cause a written request for additional information that identifies with specificity the information needed to complete the Association Complaint to be sent to the Complainant at the address provided in the Association Complaint. Such written request shall be hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Association Complaint, or if consistent with established Association procedure, by electronic means provided the sender retains sufficient proof of the electronic delivery.

5. Final Determination Letter. The Board shall render a written decision and/or review of the Complaint ("Association Complaint Final Determination Letter" or "Final Determination Letter") to the Member within seven (7) days of the regular Board Meeting during which the Association Complaint was reviewed.

The Final Determination Letter shall:

- a. Be hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Association Complaint, or if consistent with established Association procedure, by electronic means provided the sender retains sufficient proof of the electronic delivery.
 - b. Be dated as of the date of issuance and include specific citations to applicable Association Governing Documents, laws or regulations that led to the Final Determination.
 - c. Include the Registration Number of the Association and the name and License Number of the Common Interest Community Association Manager.
 - d. Include the Complainant's right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman, along with the applicable contact information.
6. Appeal. The determination of the Board as reflected in the Final Determination Letter shall be the final decision of the Board. The Board has not adopted an appeal process and shall not hear an appeal of the Final Determination Letter.
7. Should any Member need assistance in understanding the Member's rights and the processes available to common interest community Members, the Member may contact Virginia's Office of the Common Interest Community Ombudsman ("CICO") for assistance. The CICO may be reached at the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Suite 400, Richmond, Virginia 23233. The CICO's current telephone number is (804) 367-8510. The CICO's current email address is cic@dpor.virginia.gov.
8. Complainant's Rights Description required by Section 55-530-E.2 of the Code of Virginia, 1950, as amended. In accordance with Section 55-530.F of the Code of Virginia, as amended, an Association Complainant may give notice to Virginia's Common Interest Community Board (the "Board") of any final adverse decision in accordance with regulations promulgated by the Board. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the Board, shall include copies of all records

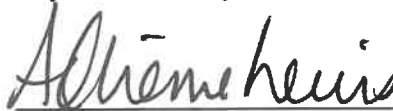
pertinent to the decision, and shall be accompanied by a \$25 filing fee. The fee shall be collected by the Director of Professional and Occupational Regulation and paid directly into the state treasury and credited to the Common Interest Community Management Information Fund, § 55-530.1. The Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member. The Director shall provide a copy of the written notice to the Association that made the final adverse decision.

9. The Association Complaint Form, all attachments thereto and a copy of the Final Determination Letter ("Complaint File") shall be retained by the Association for not less than one (1) year after the Board renders a decision on the Complaint. The Complaint File shall be eligible for review and duplication solely by the Association's Board of Directors, the Association Manager and the Lot Owner(s) who submitted the original Complaint Form, *provided, however*, the Complaint File shall be produced upon order of an appropriate judicial or administrative body having jurisdiction over the Association.
10. The Board shall amend and restate this Association Complaint Procedures Resolution each time the name, address, telephone number and email address of the Association's Manager changes to remain compliant with Section 55-530.E.2 of the Virginia Code.

IN WITNESS WHEREOF the Board of Directors of Finch Terrace Homeowners Association, Inc. has set their hands on this 1st day of February, 2017.



Joseph Klingshirn, President



Adrienne Lewis, Vice-President



Joyce Moore, Secretary
NETTLES

Treasurer

Director

FINCH TERRACE HOMEOWNERS ASSOCIATION, INC ASSOCIATION COMPLAINT FORM

This Form is available to all Association Owners as required by Section 55-530.E of the Code of Virginia, 1950, as amended ("Virginia Code"). Please complete and return this Form to the Association's Manager at least fourteen (14) days prior to the next scheduled regular Board of Directors Meeting to ensure review at that Meeting. The Board will provide a written response to any submitted Association Complaint Form within seven (7) days of the Board Meeting during which the Complaint is reviewed.

Member Name (Printed): _____

Member Name (Signature): _____

Address: _____

Date: _____

Please outline and/or address your specific complaint and attach to this Form. Please include copies of all applicable provisions of the Association's Declaration, Architectural Guidelines, Articles of Incorporation, Bylaws and/or Rules and Regulations to assist the Board in understanding your complaint. Please be sure to identify and/or attach the provisions of all specific provisions of the Virginia Code you believe may apply.

Forward the completed Association Complaint Form and all attachments to:

Finch Terrace Homeowners Association, Inc
Attn: Site Manager
100 Wrought Iron Bend
Yorktown, VA 23693
(757) 867-9200
(757) 766-0249
CoventryHOA@verizon.net

Your signature on this form acknowledges you have received and reviewed the Association's Complaint Procedures Resolution.

Should you need assistance in understanding your rights and the processes available to common interest community Members, you may contact Virginia's Office of the Common Interest Community Ombudsman ("CICO") for assistance. The CICO may be reached:

Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233
Telephone: (804) 367-2941
Email: CICOmbudsman@dpor.virginia.gov

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This Block for Association Use Only:

Date Complaint Received by the Association's Manager: _____

Printed Name of Association Manager who received Complaint:

Signature of Association Manager to certify Date Complaint Received:

Date Complaint Reviewed by the Board of Directors: _____

Date Final Determination Letter forwarded to Complainant: _____

Printed Name of Person who prepared Response:

Signature of Person who prepared Response:

Please attach a copy of the Response to this Association Complaint Form.

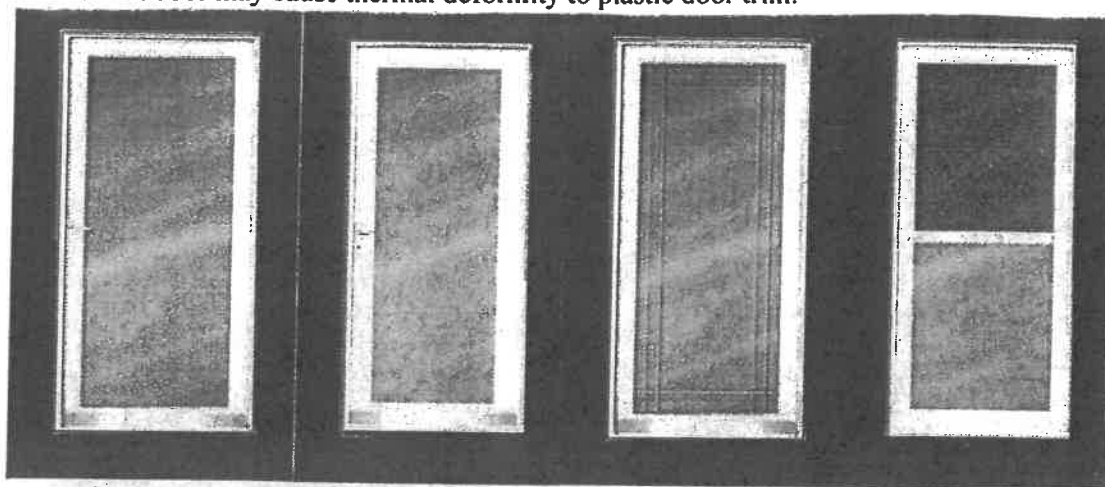
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Complainant's Rights Description required by Section 55-530-E.2 of the Virginia Code

In accordance with Section 55-530.F of the Code of Virginia, as amended, an Association Complainant may give notice to Virginia's Common Interest Community Board (the "Board") of any final adverse decision in accordance with regulations promulgated by the Board. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25 filing fee. The fee shall be collected by the Director of Professional and Occupational Regulation and paid directly into the state treasury and credited to the Common Interest Community Management Information Fund, § 55-530.1. The Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member. The Director shall provide a copy of the written notice to the Association that made the final adverse decision.

Storm Doors / Screen Doors

Storm and screen doors visible from the front of the property must be 1.25" aluminum (anodized or baked on enamel). All storm doors shall be full glass type or $\frac{3}{4}$ aluminum decorative grid as below. Door installations require approval of the Architectural Review Committee. Half-glass or cross buck doors are not permitted. Temporary doors will not be approved. NOTE: Installing a storm door may cause thermal deformity to plastic door trim.



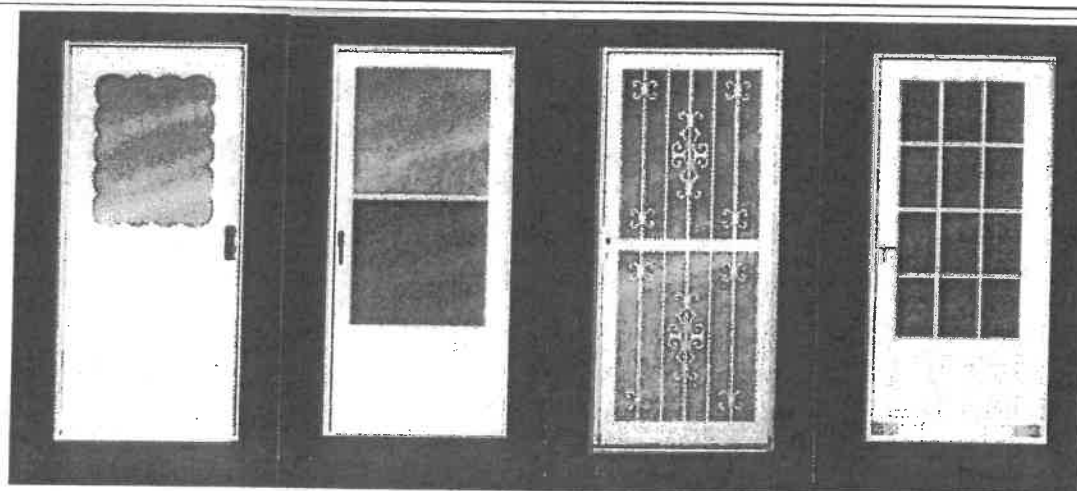
Clear Glass

Clear design

Clear Etched

Full View

↑ These are the choices meet approved standards ↑
Preferred door color should match house trim
 (IF A DOOR HAS SELF-STORING SCREENS (AS WITH THE FULL VIEW))
THE SCREENS WILL BE KEPT FREE OF TEARS

Security
Doors $\frac{3}{4}$ view
divided panes

↑ These will not be approved ↑