



South Carolina
DEPARTMENT OF CONSUMER AFFAIRS
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PROTECTING CONSUMERS SINCE 1975

December 2 2020

Robin Lane
 750 Waterscape Court
 Rock Hill, SC 29730

RE: Complaint Number: C20-02483
 HOA/Property Management Company Name: Riverwalk Homeowners Association

Dear: Robin Lane

We are writing concerning your complaint against the above referenced homeowner's association. A copy of your complaint information was sent to the homeowner's association. Our complaint process is one of voluntary mediation. We cannot force a homeowner's association to participate or require a specific outcome or attempt to arbitrate the dispute. Unfortunately, in this matter we did not receive a business response and are closing the complaint as **"Unsatisfied"**.

The South Carolina Homeowner's Association Act that was passed into law in May 2018 does require the South Carolina Department of Consumer Affairs to collect specific data that will be shared with the Governor and the General Assembly at the end of each calendar year. Your complaint data will be included in this education effort. It will also be available on our website via the complaint search option.

If you are unsatisfied with this result, you may wish to file your complaint in magistrate's court, or you can seek advice from legal counsel. The South Carolina Bar has a referral service if you need assistance contacting an attorney. They can be contacted at 1-800- 868-2284. You can locate information regarding magistrate's court at <https://www.sccourts.org>

Again thank you for contacting the South Carolina Department of Consumer Affairs and with this letter you complaint is being closed.

Best Regards,

William weaver
 Complaint Analyst
 803-734-4224
 Wweaver@sconsumer.gov