Complaint Process

The Board recognizes that there will be issues from time to time. For the health and well-being of the community these issues need to be identified and addressed in a consistent manner. In most cases, reporting an issue is the first step in the process. We have laid out a recommended approach:

* If the issue pertains to a homeowner not abiding by the Declaration and Bylaws, please submit your written complaint to Anchor Associates. Provide all pertinent details to extent you know them (who, when, where, nature of issue) and evidence of non-compliance (without violating laws or socially acceptable behavior or doing something that puts you at risk.) The more information/evidence of the issue you supply that provides proof of a violation of the HOA Declarations and HOA Rule and Regulations, the more actionable the complaint is by the Board. Do not attempt to resolve the issue on your own as this can lead to strained relationships within the community.
* Anchor Associates will forward the complaint to the Board for review and to determine next steps
* Anchor Associates will follow through with Board recommended actions, including warnings, fines, etc.

If the issue is something between 2 or more owners that are more interpersonal in nature and not pertaining to the breaking of rules outlined within our Declaration and Bylaws, homeowners should make every attempt to work out their issues amongst themselves in a civil manner so as to preserve a friendly and welcome environment that we want to strive for within Indian Wells.