

Gordon Beach Homeowners Association

Community Complaint System Policy and Protocols

Effective: May 22, 2026

Purpose

This policy establishes clear procedures for reporting, tracking, and resolving community rule violations to ensure consistent enforcement and fair treatment for all Gordon Beach residents to continue to nurture our community of neighbors.

The system is designed to encourage immediate resolution of issues while maintaining accountability for repeat violations.

System Overview

Gordon Beach Homeowner Association has partnered with a 24/7 community hotline company. The system is comprised of:

- Answering Service Care (ASC): 24/7 intake of any issue at any property, immediate owner notification, and data tracking
- Designated Board members (until a management company is in place): Follow-up enforcement, fine collection and violation history tracking
- Full Board of Directors: Appeals review and policy oversight

Complaint Process

Step 1: Initial Reporting

Neighbors are encouraged to resolve issues directly with each other when practical and safe. All complaints should be reported for documentation purposes, either through the hotline (which will also attempt to facilitate immediate resolution) or by emailing Harbor Cove (for issues that are quickly resolved, neighbor to neighbor, or don't need immediate attention.).

24/7 Community Hotline: 800-774-3719

Step 2: Intake and Notification

Hotline vendor will:

- Log issue or complaint details including date, time, location, and type of violation (noise, garbage, parking, etc.)
- Identify who was involved, if known to caller (property owner, owner's guests, or short-term rental guests)
- Immediately send email and text notification to property owner
- Forward complaint summary to designated Board member

Step 3: Resolution Window

Property owners have 24 hours to address the violation and respond to confirm resolution. Quick resolution shows good faith effort but the violation still counts toward the property's total violation history.

Step 4: Enforcement Follow-up

Designated Board members will check resolution status within 48 hours and apply the appropriate fine according to the established schedule.

Fine Schedule

Violations are tracked by property address. The following schedule applies regardless of whether the violation was quickly resolved:

Violation Number	Fine Amount	Notes
1st Violation	\$0	Friendly reminder
2nd Violation	\$50	Applies even if quickly resolved
3rd Violation	\$100	Escalating consequences
4th Violation	\$250	Serious pattern violation
5th and/or multiple subsequent	Board Discretion	Additional serious pattern violations

Appeals Process

Property owners may appeal any fine by following this process:

1. Submit written appeal to the Board within 15 days of fine notification
2. Appeal will be scheduled for the next regular Board meeting
3. Property owner will be given opportunity to present their case
4. Board will vote on the appeal decision

5. Board decision is final

Fines are suspended during the appeal period. Appeal decisions will be communicated in writing within 5 business days of the Board meeting.

Fine Collection Procedures

The following timeline applies for fine collection:

- Day 1: Fine notice sent via email
- Day 30: Fine added to HOA account if unpaid
- Day 60: Second notice with \$25 late fee
- Day 90: Final notice before lien proceedings
- Day 120: Case referred to attorney for lien filing

Data Tracking and Reporting

The system will track:

- Property address and owner information
- Violation type and resolution status
- Parties involved (owner, owner's guests, or short-term rental guests)
- Response time and resolution details
- Fine status and payment history

The Board will receive monthly summary reports to identify trends and repeat violators. This data will support fair and consistent enforcement decisions.

Short-Term Rental Considerations

All violations are the responsibility of the property owner regardless of who caused the issue. For properties with short-term rental licenses:

- Violations involving rental guests are tracked separately for licensing compliance
- Same fine schedule applies as any other property
- Violation patterns may be considered during license renewal periods
- Property owners are responsible for informing rental guests of all community rules

Emergency Situations

For immediate safety concerns or criminal activity:

- Call 911 for emergencies
- Call Berrien County Non-Emergency Dispatch (269-756-1111) for noise violations or non-emergency police matters
- Also report through the HOA hotline for documentation purposes

Contact Information

24/7 Community Hotline: 800-774-3719

Berrien County Non-Emergency Dispatch: 269-756-1111

*This policy supersedes previous complaint procedures and takes effect
Memorial Day weekend 2026.*

Approved by Gordon Beach HOA Board of Directors