

Lesner Pointe Condominium Association Complaint Procedure

This procedure establishes a clear, fair, and consistent process for residents or vendors to submit complaints or concerns regarding property, operations, rules, or the conduct of the Association, management, or other residents.

1. Who May File a Complaint

- Homeowners
- Tenants or residents (with owner's consent where required)
- Vendors or contractors doing business with the Association

2. Types of Complaints Accepted

- Violations of the Association's governing documents (Declaration, Bylaws, Rules & Regulations)
- Maintenance or safety concerns
- Improper or inconsistent enforcement of rules
- Discrimination or harassment (see Anti-Discrimination Policy)
- Unethical conduct by Board members, management, or vendors

3. How to File a Complaint

A. Written Complaint Form Required

- All complaints must be submitted in writing using the Association's *Complaint Form*
- Forms may be obtained from the property management portal, Association website, or by email request

B. Required Information

- Complainant's full name, address, phone, and email
- Date of complaint
- Detailed description of the issue, including dates, times, locations, and any persons involved
- Relevant supporting documents, photos, or witness statements
- Signature of complainant

C. Submission Methods

- Email to: info@mystreetva.com

Mail or deliver to: Lesner Pointe Condominium Association
7231 Forest Ave Suite 102
Richmond VA 23226

4. Processing the Complaint

1. **Acknowledgement** – The Association or management will acknowledge receipt within **7 business days**.
2. **Review** – Management and/or the Board will review the complaint for completeness and relevance.

3. **Investigation** – The Association may interview parties involved, inspect the property, and review documents.
4. **Confidentiality** – Complaints will be handled confidentially to the extent possible, consistent with conducting a fair investigation.

5. Resolution

- **Written Response** – A decision or update will be provided to the complainant within **30 days**, unless additional time is needed for investigation.
- Possible outcomes: correction of a violation, maintenance repair, mediation, policy clarification, dismissal (with reason).
- If further Board action is required, the matter will be placed on the agenda for the next regular Board meeting.

6. Appeals

- If the complainant disagrees with the outcome, they may submit a written appeal to the Board within **14 days** of receiving the decision.
- The Board will review the appeal at its next scheduled meeting and issue a final decision.

7. Recordkeeping

- All complaints and resolutions will be documented and retained in the Association's records for **at least three years**.

8. Non-Retaliation

- Retaliation against any person who files a complaint in good faith is strictly prohibited.