

Green Springs Patio Homes HOA
COMPLAINT FORM

Must be signed by the Complainant in Order for Association to Process.

COMPLAINANT INFORMATION *(Association Member filing complaint)*

Name: _____ Address: _____
Phone: _____ Email: _____

DEFENDANT INFORMATION *(Alleged Violator)*

Name: _____ Address: _____
Phone: _____ Email: _____

VIOLATION: The nature and date of the alleged violation, and a description of the factual basis of the complaint – Who What Where When.

REGULATION: State the specific Rule and Regulation, CC&R, and/or By-law articles being violated.

WITNESS(ES): : Name, Address, Phone & Email

*The Board may only address complaints related to violation(s) of specific Covenants/ Restrictions and related Addendums. If your complaint is not covered in those documents, please pursue other legal avenues of redress such as those listed on page 4.

COMPLAINANT SIGNATURE: _____ DATE: _____

Green Springs Patio Homes HOA
ASSOCIATION COMPLAINT PROCEDURES
(for resolving certain complaints from members and others)

Complaint Form Instructions and Attachments. A completed Complaint Form must include a description of the specific facts and circumstances relevant to the individual's Complaint, and the specific action, result or resolution that is being requested. If the individual submitting the Complaint Form (the "Complainant") knows the law or regulation that has been allegedly violated or is otherwise applicable to the Complaint, then the Complainant must provide a reference to that law or regulation on the Complaint Form. The Complainant must also attach to the Complaint Form a copy of any documents that Complainant believes support the validity of the Complaint (not including laws, regulations or the Association's governing documents).

A copy of these complaint procedures (including the required Complaint Form) will be available on the HOA website at <https://islandgreengreensprings.com>.

Mailing or Delivering Complaint to Board of Directors. The fully completed, signed and dated Complaint (including the Complaint Form and all attachments) shall be mailed or otherwise delivered to the Board at one of the following:

**Complaints delivered via text, verbally or via any means not indicated below will not be processed.*

Hand deliver to:

Green Springs HOA
HOA mailbox
500 Gleneagles Drive

Mail to:

Green Springs HOA
P. O. Box 30252
Myrtle Beach, SC 29588

By Email: greenspringshoa@aol.com

Means of Providing Notices to Complainant. All written acknowledgments or other notices required by these procedures to be provided by the Association to the Complainant shall be hand delivered or mailed by to the Complainant at the address provided on the Complaint Form. The Managing Agent shall retain in the Association's records proof of the mailing, delivery or email.

Acknowledging Receipt of Complaint. Within seven (7) days of receipt of a Complainant's Complaint Form, the Managing Agent shall provide the Complainant with written acknowledgement of the Association's receipt of the Complaint.

1. Incomplete Complaint. If it appears to the Managing Agent that the submitted Complaint is missing the required minimum information, then the acknowledgment of receipt shall include notice to the Complainant of the identified problem(s) with the Complaint and advise the Complainant that he/she will need to submit a revised/corrected Complaint before it can be accepted and forwarded to the Board for consideration.

2. Forwarding to the Board. If it appears to the Managing Agent that the submitted Complaint includes the required minimum information, then on the same day that acknowledgment of receipt of the Complaint is provided to the Complainant, the Managing Agent shall provide the Board with a copy of the Complaint for consideration.

Formal Action - Consideration of Complaint by Board. All completed, signed and dated Complaints forwarded to the Board shall be considered by the Board at the next scheduled meeting, and the Board shall decide what action, if any, to take in response to the Complaint.

1. Special meeting at which Complaint will be Considered. Complaints that may require immediate action will be considered by the Board at a special meeting held specifically to address the complaint within seven (7) days from the date on which the Complaint was forwarded to the Board for consideration.

2. Notice to the Complainant. Prior to the Board meeting at which the Complaint will be considered, the Managing Agent shall provide the Complainant with notice of the date, time, and location of the Board meeting at which the matter will be considered by the Board. This Notice may be combined with the acknowledgment of receipt referenced above.

3. Board's Decision on Complaint. The Board shall make a decision on the Complaint by an appropriate vote of the members of the Board at the meeting pursuant to the Association's governing documents. The Board's decision at the meeting shall fall into one of the following two categories:

- (a) A decision that there is ***insufficient information*** on which to make a final determination on the Complaint or that additional time is otherwise required to make a final determination, in which case the Board shall postpone making a final determination on the Complaint until a later scheduled Board meeting (announced at the meeting or by giving notice to the Complainant) and, if needed, make a written request for additional information from the applicable party(s), specifying a deadline by which time the additional information must be received by the Managing Agent for forwarding to the Board; or

(b) A ***final determination*** on the Complaint, indicating whether the Complainant's requested action or resolution is, or is not, being granted, approved or implemented by the Board. A final determination may include, for example, a decision that no action will be taken on the Complaint due to the Complainant failing to timely provide additional information that was requested by the Association. No appeal process is available; the Board's rendered decision is final.

Notice of Final Determination. Within seven (7) days after the final determination is made (per above), the Managing Agent shall provide the Complainant with written notice of the Board's final determination. The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable provisions of the Association's governing documents, laws or regulations that led to the final determination;

Defendant's right of Defense. If the Defendant is found to be in violation, the Defendant has the right, within (7) days, to submit any defense or rebuttal to the violation or action taken to remedy the violation in writing. Submittals of defense will follow all guidelines as listed above for delivery, notice, Board review and determination. The Defendant must also attach any copy of any documents believed to support the defense of the Complaint, determination or action being taken(not including laws, regulations or the Association's governing documents).

Records. The Managing Agent shall retain, as part of the Association's records, a record of each Complaint (including the Complaint Form and attachments, related acknowledgments and notices, and any action taken by the Association or Board in response to such Complaint) for a period of at least one (1) year from the date of the Association's final action on the Complaint.

Green Springs Patio Homes HOA

For Complaints not related to GSPH Covenants/Restrictions and related Addendums please refer to one of the following agencies, where applicable:

- Horry County Zoning violations <https://www.horrycounty.org/Departments/Planning-and-Zoning>
- SC Department of Natural Resources:
<http://dnr.sc.gov/regualtions.html>
- SC DHEC /OCRM:
<https://www.scdhec.gov/permits-regulations/permit-central/applying-permit-licensecertification-or-registration-dhec>
- Island Green Security:

<http://www.islandgreensecurity.com>