

ARTICLE IX

COMPLAINT AND ENFORCEMENT PROCEDURES

It has occasionally been necessary for the Master Board of Directors to deal with situations where voluntary compliance is not achieved. The policy outlined below is an attempt to formalize the handling of violations of the Resident Policies. Members of the Master Board are under no special obligation to arbitrate disputes between neighbors, except in the cases where their authority is required to obtain compliance with the Association rules. Complaints may be initiated by the Association or by an individual. Before submitting a complaint, the complaining party should first attempt to obtain voluntary compliance by talking to the offender.

9.1 Complaint procedure.

- a. The complaint from the owner of the unit is given to the Valhalla Office.
 1. Complaint can be in written/email.
 2. Complaint is kept confidential.
- b. Verification of complaint
 1. Residents may provide audit/photo/video.
 2. Management verification, i.e., visual inspection.
 3. Reports from more than one owner are required.
- c. After verification
 1. The owner/landlord is called by Valhalla Management outlining the complaint and/or violation.
 2. A courtesy/warning letter is mailed via post office to the owner/landlord outlining the complaint and conversation is held.
 3. Copy of the letter is emailed to the Association's President.
- d. One the second formal complaint, the offending owner/landlord is invited to an executive committee meeting where a violation hearing is held. The offender is urged to attend and represent themselves.
 1. If hearing invite is within 7 business days of the Executive Committee/Master Board meeting; the hearing will be added to the next month's hearings.
- e. Following the hearing the Executive Committee makes their recommendation to the MD regarding possible fines levied against their unit.

9.2 Hearing Procedure. Any violation of the Governing Documents or the Resident Policies (except delinquent dues and late charges) and for which fines may be imposed will be subject to the following hearing procedures.

- a. Upon receipt of a written complaint, the offending Unit Owner and/or Occupant, when applicable, will be notified of the violation. The Unit Owner and/or Occupant will have the right to a hearing by the Master Board of Directors.

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- b. At the hearing, the offending person or persons will be provided an opportunity to be heard and to present evidence. Following the hearing, the Master Board will determine appropriate and reasonable action. The Master Board's decision is final and binding. If the Unit Owner does not request or attend the hearing, the Master Board will enforce the Resident Policies based on the information available.
- 9.3 Fines. If after a period of time, the aforementioned efforts have not resulted in full compliance, then a series of financial fines will be implemented on a sequential basis. This series of potential fines will be presented in writing to the offending Unit Owner and/or Occupant.
- a. The initial fine may be up to \$250.00 for the first episode of non-compliance.
 - b. In the event of continued non-compliance of the same issue or issues and subsequent hearing will result in a fine of up to \$500.00.
 - c. In the event that non-compliance continues the extent of the fine will be increased at the rate of up to \$250.00 per occurrence following a separate hearing.

It is the prerogative of the Master Board to set fines which are reasonable and appropriate.

Unpaid fines are liens upon a condominium unit in the same manner as unpaid monthly dues and assessments and are subject to foreclosure actions against the unit for collections as authorized by Minnesota law.