

Minutes of the
REGULAR MEETING
Board of Directors
Valhalla Ten Association

The regular meeting of the Board of Directors of Valhalla Ten Association was held at the Valhalla Party Room, and remotely through Zoom, at 11:30 AM on July 1st, 2020.

Directors Elaine Wiegert, Michael Chaffee, Melinda Aakre, Connie McKenzie were present. Patricia Sowls, and Stacy Wilhelm, General Manager were also present. Absent was Derick Behrends.

The board gathered to discuss the ongoing smoking issues within the building. The board reviewed the current complaint procedure; see attached; the number of reports and fines associated. It was further discussed the board's authority to govern the building and enforce the building's policies.

Following the smoking discussion, the board set their next meeting to review the draft governing documents for Valhalla Ten.

The following resolution was adopted:

RESOLVED, smoking violations do not need to be verified by another person, if the report is made by a board member.

There being no further business, the meeting was adjourned.

Submitted by Stacy Wilhelm, General Manager

Valhalla Management

Resident Complaint Procedure

Valhalla Management's goal is to successfully resolve your complaint as soon as possible.

1. The complaint from the owner of the unit is given to the Valhalla office.
 - a. Complaint can be in writing/email/verbal
 - b. Complaint is kept confidential.
2. Verification of complaint
 - a. Residents may provide audio/photo/video
 - b. Management verification, i.e., Visual inspection
 - c. Reports from more than one owner are required
3. After verification
 - a. The owner/Landlord is called by Valhalla Management outlining the complaint and/or violation
 - b. A courtesy/warning letter is mailed via post office to the owner/landlord outlining the complaint and conversation held.
 - c. Copy of the letter is emailed to the Association's President.
4. On 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.
 - a. If the 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.
5. Following the hearing the. Executive Committee makes their recommendation to the MB regarding possible fines levied against their unit.
 - a. If the hearing

Notes:

- We do not follow up with the original resident who files a complaint
- Hearing are held prior to the MB meeting monthly; 3rd Tuesday of every month.
- If you see or smell illegal activity, please call the Non-Emergency Police (507) 328-6800
- A copy of the complaint, documentation on the verification, and a copy of the letter sent is attached to the units file within Valhalla's Office.