

Mountain View Shores Homeowners Association. Inc.  
P.O. Box 66, Huddleston, VA 24104

Pursuant to Section 55-530(E) of the Virginia Code, and the Virginia Common Interest Community Board (CICB) regulations, it is hereby resolved that Mountain View Shores Homeowners Association, Inc., acting through its Board of Directors, hereby adopts and establishes the following mandated Association complaint procedure for handling written complaints concerning actions or inactions allegedly inconsistent with state laws and regulations governing common interest communities:

- A. Definitions. Unless otherwise defined in the Resolution, the words, terms, or phrases used in this Resolution shall have the same meanings as defined in the CICB regulations and/or in the Association's recorded covenants.
- B. Complaint Form. If a member of the Association, a resident or other individual alleges that an action, inaction or decision of the Association, or the Board of Directors is inconsistent with state laws or regulations governing common interest communities, then that individual must submit a formal written complaint to the Board using the attached Complaint Form (Exhibit A) to trigger the formal procedures below. If the individual does not wish to trigger these formal procedures, then the individual should submit their questions, concerns to the Board of Directors without using the attached form.
  - 1. 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 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 upon request from the Association by mailing the request to the address listed above.
- C. Mailing the Complaint to the Board of Directors. The fully completed, signed, and dated

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Complaint (including the Complaint Form and all attachments) shall be mailed to the Board at MVOSHOA, P.O. Box 66, Huddleston, VA 24104.

- D. Means of Providing Notices to Complainant. All written acknowledges or other notices required by these procedures to be provided by the Association to the Complainant shall be hand-delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint Form, or by facsimile transmission or email if the Complainant has previously provided the Association with the Complainant's written consent to communicate with him/her by electronic transmission. The Association shall retain in its records proof of the mailing, delivery or electronic transmission of the acknowledgments and notices per Section H below.
- E. Acknowledging Receipt of Complaint. Within seven (7) days of receipt of a Complainant's Complaint Form, the Association shall provide the Complainant with written acknowledgement of the Association's receipt of the Complaint.
1. Incomplete Complaint. If it appears to the Board of Directors 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.
- F. Formal Action-Consideration of Complaint by The Board of Directors. All completed, signed and dated Complaints forwarded to the Board shall be considered by the Board at a meeting, and the Board shall decide what action, if any, to take in response to the Complaint.
1. Meeting at which Complaint will be Considered. Complaints will be considered by the Board at a regular or special Board meeting held within 90 days from the date on which the Complaint was forwarded to the Board for consideration.
  2. Notice to the Complainant. At least fourteen (14) days prior to the Board meeting at

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which the Complaint will be considered, the Board 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 in Section D above.

3. Board's Decision on Complaint. The Board shall decide 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 on the Complaint until a later scheduled Board meeting (announced at the meeting or by giving at least 14-day notice to the Complainant) and, if needed, make a written request for additional information from the applicable party(s), specifically a deadline by which time the additional information must be received by 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.

G. Notice of Final Determination. Within seven (7) days after the final determination is made (per section F.3.b.), the Board 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:

- 1. Specific citations to applicable provisions of the Association's governing documents, laws or regulations that led to the final determination.

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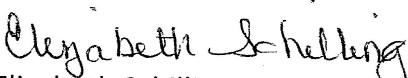
2. The Association's registration number as assigned by the CICB; and
  3. Notice of the Complainant's right to file a "*Notice of Final Adverse Decision*" with the CICB via the CIC Ombudsman at the address on the Complaint Form.
- H. Records. The Board shall retain, as part of the Association's records, 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.
- I. Resale Disclosure Packet. A copy of this Resolution (including Exhibit A - Complaint Form) shall be included as an attachment to the Association-issued resale Disclosure Packets.


RESOLUTION ACTION RECORD

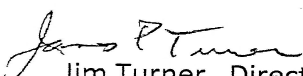
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The CICB-mandated Association Complaint Procedures were adopted by the Mountain View Shores Homeowners Association Board of Directors on February 13, 2013.

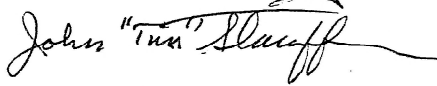
  
John Horton, President

  
Elizabeth Schilling, Vice-President

  
Pat Santoro, Secretary

  
Jim Turner, Director

  
Chauncy Drewery, Treasurer

  
Tim Stauffer, Director

  
Don Fournier, Director

If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman, shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation  
9960 Maryland Drive, Suite 400  
Richmond, VA 23233

Phone: 804-367-2942  
EMAIL: [CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov)

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**Exhibit A - ASSOCIATION COMPLAINT FORM**

As required by Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors of Mountain View Shores Homeowners Association, Inc. has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the Board of Directors or the Association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested actions or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

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Sign, date and print your name and address below and submit this completed form to MVSHOA at the address listed above.

_____	_____	____/____/____
Printed Name	Signature	Date

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Mailing Address

_____	_____	_____
E-mail Address	MVS Lot #	Phone Number