

G.A.P.O.A. Written Procedure for Association To Resolve Complaints from Members and Citizens

(As required by 55-530 E of the Code of Virginia, Va Property Owners Association Act)

1. The complaint about the association must be made in writing and mailed to:
G.A.P.O.A. Board of Trustees, Attention Chairman, 435 Greene Acres Rd. North,
Stanardsville, Va. 22973.
2. The complainant should provide an email address, telephone number, and a written
address to which the Chairman can reply.
3. The complainant should include
 - any necessary documentation of the complaint,
 - reference to any law or regulation applicable to the complaint (if known by the
complainant),
 - and the requested action or resolution.
4. The Chairman will reply, within 14 days of receipt of the complaint, to the complainant
by such written means¹ that will provide sufficient proof of delivery to the complainant.
 - The reply will inform the complainant as to the date, time, and location of the
next meeting of the board of directors at which a resolution to the complaint will
be considered and determined.
5. The determination of the board shall be:
 - dated as of the date of issuance and include specific citations to applicable
association governing documents, laws, or regulations that led to the final
determination, as well as the registration number of the association.²
 - include the complainant's right to file a Notice of Final Adverse Decision with the
Common Interest Community Board via the Common Interest Community
Ombudsman and the applicable contact information.³
6. After the final determination is made, the written notice of final determination shall be
made within 14 days by such means as to provide sufficient proof of delivery to the
sender.

¹ [?] Such written means includes registered or certified mail, return receipt requested or electronic means
provided the sender retains sufficient proof of the electronic delivery.

² [?] #0550

³ Commonwealth of Virginia, Dept. of Professional and Occupational Regulation. P.O. Box 29570,
Richmond, Va, 23242-0570