

# **Natures Preserve Homeowners Association of Twinsburg**

## **Complaint Procedure**

### **I. Filing the Written Complaint**

- A. A member of the Association, or other citizen, must register a Complaint in writing.
- B. A sample of the "Association Complaint Form" is attached hereto as Exhibit A and must be used when filing a Complaint with the Association under these procedures.
- C. The completed Complaint form with all supporting documents, correspondence, and other materials related to the Complaint, must be emailed to [samantha@apmoh.com](mailto:samantha@apmoh.com), provided the sender retains sufficient proof of electronic delivery, or hand delivered to an Association Board member. Hand delivery of the Complaint shall be made by contacting a Board member to arrange a mutually convenient time for delivery.

### **II. Receipt and Adequacy of the Complaint.**

- A. The Association shall provide written acknowledgment of receipt of the Association Complaint to the Complainant within seven (7) days of receipt. Such acknowledgment shall be sent by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint form.
- B. To the extent that the Complainant has knowledge of the law or regulation applicable to the Complaint, the Complainant shall provide that reference, as well as the requested action or resolution. If it appears that the submitted Complaint is inadequate in any way, then the Association may provide notice of such to the Complainant. The notice should describe how the Complaint is inadequate and advise the Complainant of the need to submit a revised Complaint, or additional information before it can be forwarded to the Board for consideration. If it appears that the submitted Complaint includes the required information, the President, or other officer designated by the Board, shall provide the Board of Directors with a copy of the Complaint for consideration.

### **III. Board Consideration of the Complaint.**

- A. The Board of Directors, or other hearing tribunal constituted by the Board, shall consider the Complaint within ninety (90) days of receipt of an adequate and completed Complaint, or under extenuating circumstances, as soon thereafter as may be reasonably possible.
- B. Notice of the date, time, and location informing the Complainant when and where the matter will be considered shall be delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Complaint, at least fourteen (14) days prior to consideration by the Board.
- C. If the Association has provided notice to the Complainant of the inadequacy of the Complaint as provided for in Section II B above, but if the Complainant does not submit a revised Complaint or

additional information within thirty (30) days after such notice is sent, then the Association may consider the Complaint as submitted and make a final determination.

#### **IV. Notice of Association Board/Hearing Committee Decision**

A. After the final determination is made, the written notice of final determination shall be delivered by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided in the Complaint, within seven (7) days.

B. The notice of final determination 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 CICB registration number of the Association.

C. No further appeal process under this Association Complaint Procedure is available, and the decision rendered by the Association's Board or hearing tribunal may be considered a "final adverse decision" for purposes of this Complaint Procedure.

#### **VI. Association Records.**

A. A record of each Complaint shall be maintained for no less than one year after the Association acts upon the Complaint.

B. The Association Complaint Procedure must be readily available (upon request) to all members of the association and citizens.

C. The Association Complaint Procedure shall be included as an attachment to the association disclosure packet.

DULY ADOPTED THIS 22nd DAY OF MARCH, 2022, BY THE BOARD OF DIRECTORS.

**Exhibit A**

**Natures Preserve of Twinsburg Homeowners' Association, Inc.**

**ASSOCIATION COMPLAINT FORM**

The Board of Directors (Board) of the Natures Preserve of Twinsburg Homeowners' Association, Inc.,(Association) 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 homeowner, governing board, managing agent or association inconsistent with applicable laws and regulations.

Legibly describe the Complaint in the area provided below, as well as the requested action or resolution of the issues described in the Complaint. Please include references to the specific facts and circumstances at issue and the provisions of Ohio 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.

Nature of Complaint (animal, noise, etc.): \_\_\_\_\_

Location: \_\_\_\_\_

Number of Occurrences: \_\_\_\_\_

Date(s) of Violation: (if relevant) \_\_\_\_\_

Name/Address of Offender (if known): \_\_\_\_\_

Details. Be Specific Please:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bylaw or Design Guide Reference: \_\_\_\_\_

Was Any Attempt Made to Resolve This Problem (circle one):                      Yes      No

If "Yes", What Were the Results? \_\_\_\_\_

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

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Mailing Address Lot/Unit Address: \_\_\_\_\_

Contact Preference     Phone             E-mail             Other

E-mail Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_