

## **ACTION/REQUEST PROCEDURES**

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Occasions may arise when homeowners have a specific item they wish to bring to the Board of Directors attention. Written documentation addressed to the Board's attention is necessary to ensure proper action is taken. The procedure for initiating an action or request to the Board of Directors is as follows:

**Action Procedure:** Homeowners are encouraged to resolve issues with their neighbors. If no resolution can be reached between the parties involved, place in writing your complaint, steps you have taken toward a reasonable solution and your suggested solution for the problem.

Mail your request to:                      Woodland Hills Association.  
   1 Woodland Hills Drive  
   Southgate, KY 41071  
   **Fax: 859 441- 0831**  
   **Email: AngelaEger@TowneProperties.com**

The following steps will be taken as necessary to resolve the complaint:

1. Initial letter sent to offending party. If there is no resolution-
2. A second letter will be sent.
3. If after these two letters, the problem or complaint is not resolved, the issue will be taken to the Board of Directors and recommendations will be made to alleviate the complaint. Recommendation may include pursuing legal remedies.

**Request Procedures:** To initiate a request to the Board of Directors, state request in writing and forward to Woodland Hills Association at the address indicated above. Management will then forward your written request to the Board of Directors. If you wish to address the Board of Directors at a Board Meeting please state your issue in writing and forward to the Woodland Hills office.

Enclosed is an Action request form for your convenience.

## ACTION REQUEST FORM

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Community: \_\_\_\_\_

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_

*Specific request or complaint (Supply name and address of any other party involved.)*

Name: \_\_\_\_\_ Address: \_\_\_\_\_

*Specify Action/Request:*

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*(Make attachment if additional space is needed.)*

**Steps you have taken towards a solution:**

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**Your suggestions to solve this problem:**

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If the Board of Directors would seek legal remedies in this matter, would you be willing to testify in Court? ( Please initial if answer is yes.) \_\_\_\_\_

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The following information to be supplied to the Board of Directors:

Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Action Taken: \_\_\_\_\_ Date: \_\_\_\_\_

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