

# **Village Meadows Owner's Association**

## **Complaint Procedure**

**Used for:** Providing documentation regarding Covenant and/or Architectural Review Violations and/or Complaints.

An official Complaint Form must be completed for each complaint. This form and any supporting documentation (photos, notations) should be presented to the Association President and subsequently to the Association's Management Office for official action.

If it is determined by the Board of Directors that there is sufficient cause for the complaint, the Association's Manager will be notified of the recommended action. The Association's Manager will review the complaint and confirm the details via review of complaint form, supporting documents, and the recommended action of the Board. The property owner of record will be identified (by lot #, address, or if needed, review of public records). The property owner of record will be sent official notification of the violation of the Village Meadows Owner's Association's Covenants & Restrictions by Certified Mail with e-signature or signature required delivery. All property owners will be given thirty (14) days to resolve the complaint or respond to the Association's Board of Directors or management office. All responses must be in hardcopy form (written or type-written) and mailed, faxed or e-mailed to the association's manager.

The association's manager will track all notices and maintain accurate records of all correspondence related to the complaint.

The complainant or a Board member will be asked to check the property thirty (30) days after the complaint is issued and report back to the Association's manager of the outcome or resolution.

If there is no resolution consistent with the Declaration of Covenants, Conditions & Restrictions of the homeowner's association, the Board of Directors will then consider legal action and/or a system of fines against the property for compliance.

# Village Meadows Owner's Association Property Owner Complaint

Person making the complaint (for internal reference only – confidential)

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Date of Complaint:

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Nature of Complaint:

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Name / Address / Lot # (if known) / Subdivision of non-compliant property:

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For Association Management Documentation Record:

☐ Board Authorized

☐ Architectural Committee Authorized

First Certified notice sent: \_\_\_\_/\_\_\_\_/\_\_\_\_ Receipt Confirmation: \_\_\_\_/\_\_\_\_/\_\_\_\_

By: \_\_\_\_\_

Resolved by Property Owner: \_\_\_\_/\_\_\_\_/\_\_\_\_

Referred to BOD for Legal Action / Next Step: \_\_\_\_/\_\_\_\_/\_\_\_\_