Southwood Shores

Rules and Regulations

Policy and Procedures

1) Any property owner in Southwood Shores may file a complaint with the POA Board by sending an email to southwoodshorespoa@gmail.com. Upon request, the complainant's name will remain anonymous.

2) Upon receipt of an official complaint, a POA Board member will acknowledge and give guidance if appropriate by return email within 15 days of receipt.

3) Depending upon the nature of the complaint, the following will occur:

   a) City Ordinance Violation
      - Within 30 days of receipt of the complaint, as a courtesy to the property owner, a letter from the Southwood Shores POA Board will be mailed requesting a resolution of the issue within 15 days to prevent further action.
      - A copy of the above letter will be forwarded to the City of Payne Springs for their information.
      - The complainant will be kept aware of the progress.
      - If the issue is still not resolved after 45 days from the initial complaint, further action by the City of Payne Springs will be requested.

   b) Rules and Regulations Violation
      - Within 30 days of receipt of the complaint, a letter from the Southwood Shores POA Board will be mailed requesting a resolution of the issue within 15 days to prevent further action.
      - The complainant will be kept aware of the progress.
      - If the issue is not resolved 45 days after the initial complaint, a certified letter will be sent to the property owner requesting a resolution of the issue.
      - If the issue is still not resolved 60 days after the initial complaint, further action up to and including legal action will be initiated by Southwood Shores POA.