

**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](mailto: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) Dependent upon the nature of the complaint, the following will occur:
  - a) City Ordinance Violation
    - If possible, a Board member will personally visit the property owner to attempt to resolve the 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 30 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 60 days, further action by the City of Payne Springs will be requested.
  - b) Rules and Regulations Violation
    - If possible, a Board member will personally visit the property owner to attempt to resolve the 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 30 days to prevent further action.
    - The complainant will be kept aware of the progress.
    - If the issue is still not resolved after 60 days, further action by Southwood Shores POA will be initiated.