

## COMPLAINT POLICY

Rules and regulations cannot be enforced unless they are reported. The enforcement is a shared responsibility between ALL residents and the property management company.

- An allegation of a violation of the Rules and Regulations or a complaint should be reported by the complainant, *to the association management company*, either by:
  - ☐ By mail via letter
  - ☐ By email
- The report should include:
  - ☒ Name and address of the person(s) committing the violation/complaint
  - ☒ A description of the violation/complaint
  - ☒ Name and address of person making the report
- Upon receipt of the report the property management company will send a letter to the person(s) committing the violation/complaint that states:
  - ☒ What the violation/complaint is
  - ☒ What is expected to remedy the violation/complaint
  - ☒ What to do if they feel the violation/complaint is incorrect
  - ☒ The required language that states 'there MAY be an assessment of up to \$50 if the violation continues'.
- The person reporting the violation/complaint will also receive a letter from the property management company indicating:
  - ☒ The violation
  - ☒ The remedy
  - ☒ The expected time frame to remedy the problem
- If violation/complaint has not been rectified within the set timeframe, it is the responsibility of the person making the initial report to notify the property management company that the violation/complaint continues.

If the violation remains uncorrected, steps will be taken as set forth in the Condominium Declaration and Bylaws.