

COMPLAINTS

Complaints by one Member against another must be in writing before any action can be taken. A complaint can be hand written or emailed to the attention of the Property Manager.

Complaints should include the problem, date, time, address, and other pertinent information. The identity of the complainant will remain confidential unless legal action is required.

If possible, Members are encouraged to attempt to resolve personal issues with their neighbors.

To help resolve the problem, it may require a Member to write several separate complaints. The complaint procedure is as follows:

- FIRST NOTICE – Members are warned of the violation.
- SECOND NOTICE – Members are warned of the violation and notified that if additional complaint(s) are received, the Member may be required to meet with the Board of Directors.
- THIRD NOTICE – Members may be notified that they are required to meet with the Board of Directors at the next scheduled meeting or the complaint may be turned over to the attorney to respond and take the necessary action required.
- ADDITIONAL NOTICE – Members may be notified that their membership is going to be terminated and legal action will be taken to terminate the membership.