

**GREENE MILL PRESERVE HOMEOWNERS ASSOCIATION, INC.
F/N/A/ WOODLAND VILLAGE HOA, INC.
POLICY RESOLUTION NO. 17- 01**

(Procedures Related to the Submission and Resolution of Complaints)

WHEREAS, Article IV, Section 4.01 of the Greene Mill Preserve Homeowners Association Inc.'s Bylaws ("Bylaws") assigns the Board of Directors ("Board") all of the powers and duties necessary for the administration of the affairs of the Association and states that the Board may do all such acts and things as are not required by the Association's governing documents to be exercised and done by the owners; and

WHEREAS, Section 55-530(E) of the Virginia Code requires that the Association establish reasonable procedures for the resolution of written complaints from the members of the Association or other citizens; and

WHEREAS, Section 18VAC48-70-10, *et seq.* of the Virginia Administrative Code requires that the Association enact the written complaint procedures required by Section 55-530(E) of the Virginia Code and outlines the requirements of said complaint procedures; and

WHEREAS, for the benefit and protection of all owners, the Board deems it desirable to formally adopt a policy resolution requiring all complaints to be submitted to the Association's Board of Directors in writing and establishing reasonable procedures governing the resolution of these written complaints so as to comply with the requirements of Virginia law.

NOW, THEREFORE, BE IT RESOLVED THAT the Board adopts the following policy:

1. **Complaint Must Be in Writing.** The Association is only required to act on written complaints submitted to the Board in accordance with the procedures set forth in this Resolution. Nothing in this resolution shall prevent the Board from acting on verbal complaints if, in its sole discretion, the Board believes the matter can be quickly resolved. However, the Board reserves the right to withhold action and require the complainant to submit a written complaint as provided for in this resolution.
2. **Complaint Form.** In order to properly submit a formal complaint upon which the Association will act, all residents, owners and any other parties must submit a written complaint on the form attached hereto as Exhibit A, to the Association and to the attention of the Association's management.
3. **Where Complaints Should be Sent.** All written complaints shall be sent either via United States Postal Service mail or facsimile using the following information, unless otherwise advised and requested by the Association's Board:

Greene Mill Preserve Homeowners Association, Inc.
F/N/A/ Woodland Village HOA, Inc.
c/o Community Manager
Sentry Management, Inc.
4401 Ford Avenue, Suite 1150
Alexandria, VA 22302
703-642-3246 ext. 56512
703-891-2378 (fax)

4. **Required Information.** The complaint shall concern a matter regarding the action, inaction or decision by the Board of Directors of the Association inconsistent with applicable laws and regulations. This complaint policy *does not* apply to complaints that the Association violated provisions of the Association's Governing Documents. All complaints shall include the following information or shall be deemed invalid, at the Board's sole discretion:
 - 1) The name and address of the complainant;
 - 2) The nature of the alleged complaint, including the relevant times, dates and places involved;
 - 3) The applicable laws, statutes or regulations the complaint concerns;
 - 4) The name and address of any other persons involved, if known;
 - 5) Any other information the complainant deems relevant for the Board's review;
 - 6) If relevant, the provisions violated; and
 - 7) The signature of the complainant.

5. **Acknowledgment of Receipt.** Upon receipt of a valid written complaint, the Association, through its Board, will provide written acknowledgment of receipt of the complaint within 7 days, by either certified mail or hand-delivery. Acknowledgement may be sent via electronic means if the owner has consented to receive electronic communication from the Association or such method of communication is consistent with established Association procedure.

6. **Association's Form of Correspondence.** The Association shall deliver written notice to the complainant by certified mail or hand-delivery, unless the complainant either has: (1) notified the Association that they consent to receiving written communications electronically; or (2) such method of communication is consistent with procedures that have been adopted by the Association's Board of Directors.

7. **Incomplete Complaint.** If the Association deems the complaint to be incomplete, the Association shall notify the complainant either via hand-delivery, first class mail or electronic means, within seven (7) days of receipt of the submission and state the additional information the complainant needs to provide to the Association in order for the Association to process the complaint. The complainant shall have an additional ten (10) days to provide the requested information. If the additional required information is not received within the 10-day time frame, the Association shall notify the complainant via certified mail or hand-delivery that a valid written complaint was not received and the matter is deemed closed. If the additional information is received within the 10-day time frame, the Association shall send acknowledgement of receipt as identified in Section 5 above and commence with investigation described in Section 7 below.

8. **Investigation Period.** Upon receipt of a valid written complaint, the Association shall then take such appropriate action to investigate and resolve the complaint. The Board may contact the complainant via e-mail or other written correspondence in order to conduct its investigation. The complainant is obligated to cooperate with the Association's investigation. If the complainant does not cooperate, the Association may close the matter for failure to cooperate.

9. **Conclusion of Investigation.** The Association will conclude its investigation within 30 days of its receipt of the valid written complaint, unless the Association deems that more time is necessary to conclude the investigation.

10. **Hearing**
 - A. **Notice.** Once the investigation is complete, the Board of Directors shall notify the complainant of the time, place and location that the matter will be considered by the Board.

- B. **Hearing.** The Board shall conduct a hearing on the alleged complaint. The complainant may present any evidence the complainant deems relevant to the subject of his complaint. The Board of Directors may question the complainant or any other persons it believes may have information relevant to the complaint. After all parties have presented evidence, the Board shall meet in executive session to consider the evidence.
 - C. **Notice of Final Determination.** Following the conclusion of the hearing, the Board shall send the complainant a Notice of Final Determination within seven days after the hearing date. The Notice of Final Determination shall notify the complainant of the Board's decision, the applicable laws, statutes or regulations upon which the Board relied in reaching its decision, the registration number of the Association, and shall notify the complainant of his or her right to file a Notice of Final Adverse Decision as set forth in paragraph 11 below. If applicable, the Association shall provide the name and license number of the common interest community manager involved.
11. **Referral to Ombudsman.** The Notice of Final Determination shall advise the complainant of his or her right to file a Notice of Final Adverse Decision rendered by the Association, to the applicable Office of the Common Interest Community Ombudsman:

Virginia Common Interest Community Ombudsman
 9960 Mayland Drive, Suite 400
 Richmond, Virginia 23233-1463
 Phone: 804-367-2941
 Email: CICOmbudsman@dpor.virginia.gov

- 12. **Record Keeping.** The Association shall maintain a record of the complaint for no less than one year from the date that the Association takes action on said complaint.
- 13. **Availability.** A copy of these procedures shall be made available to all owners and citizens upon request and on the Association's website.
- 14. **Resale Disclosure Packet.** A copy of these procedures shall be included in any resale disclosure packet issued after the effective date below.
- 15. **Annual report.** The Association shall certify with each annual report filing that the Association complaint procedure has been adopted and is in effect.

This policy resolution shall become effective on February 15, 2017.

**Greene Mill Preserve Homeowners Association, Inc.
 F/N/A/ Woodland Village HOA, Inc.**

By  _____
 President

GREENE MILL PRESERVE HOMEOWNERS ASSOCIATION, INC.
F/N/A/ WOODLAND VILLAGE HOA, INC.

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(Procedures Related to the Submission and Resolution of Complaints)

Duly adopted at a meeting of the Board of Directors held February 15, 2017.

Motion by: Kerry Oldfield Seconded by: Randall Duncan

VOTE: YES NO ABSTAIN ABSENT

<u>[Signature]</u> President	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Randall Duncan</u> Vice President	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>[Signature]</u> Treasurer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>KEKUTEN</u> Secretary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>[Signature]</u> Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ATTEST:

KEKUTEN Secretary 2/15/17 Date

Resolution effective: February 15, 2017.

Exhibit A
GREENE MILL PRESERVE HOMEOWNERS ASSOCIATION, INC.
F/N/A/ WOODLAND VILLAGE HOA, INC.

COMPLAINT FORM
(To comply with Section 55-530 of the Virginia Code and 18 VAC 48-70-10, et seq.)

You may use this form to file a complaint concerning Greene Mill Preserve Homeowners Association, Inc. (the "Association"). Should you choose to file a complaint using this form, please complete, sign and date this form and mail or fax it to the Association's common interest community manager at the address below:

Greene Mill Preserve Homeowners Association, Inc.
F/N/A/ Woodland Village HOA, Inc.
c/o Community Manager
Sentry Management, Inc.
4401 Ford Avenue, Suite 1150
Alexandria, VA 22302
703-642-3246 ext. 56512
703-891-2378 (fax)

Name of Complainant(s):

Address: _____

Phone: (Home) _____ **(Work)** _____

(Mobile) _____ **(Email)** _____

Preferred method of communication: _____ **Writing** _____ **E-mail**

Please described the nature of your complaint and cite any provisions of the Association Documents or applicable statute or regulations that is the basis for your complaint (please attach all documents and communications supporting your complaint – you may use additional pages):

Name and address of persons that are the subject of complaint:

Description of Relief Being Sought by Complainant or Requested Action:

Be advised, the Association may elect not to take action on any complaint which does not conform to the above-referenced delivery requirements or include the requested information on this form.

The Association will provide written acknowledgement of receipt of the form within 7 days via certified mail, hand delivery, or electronic means, if applicable. If additional information is required, you will be notified in accordance with Section 7 of the Association's procedures.

The Association will begin investigation of your complaint when it has received a valid written complaint.

The Association will conclude its investigation within 30 days of its receipt of your valid written complaint. Once investigation is concluded, you will be notified of when and where your matter will be reviewed by the Board (or other body, if applicable).

After the Board has made its final determination, the Board will send you a written Notice of Final Determination within 7 days of the decision by either via certified mail, hand delivery, or electronic means, if applicable.

Once you have received a Notice of Final Determination, you have the right to contact the Office of the Common Interest Community Ombudsman. In accordance with the Common Interest Community Board's ("CIC Board") rules and procedures and Va Code § 55-530, you may give notice to the CIC Board of any final adverse decision which your Association may make regarding your complaint. You must file the notice within 30 days of the final adverse decision. Your notice must be in writing on forms prescribed by the Commonwealth Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$ 25 filing fee. The Commonwealth Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause you undue financial hardship. For more information or to submit a complaint to the Common Interest Community Ombudsman, please contact the Office of the Common Interest Community Ombudsman at:

Virginia Common Interest Community Ombudsman
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233-1463
Phone: 804-367-2941
Email: CICOmbudsman@dpor.virginia.gov

You must date and sign this form. Anonymous complaints will not be accepted.

Signature: _____

Date: _____

The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

To be completed by Association representative only

Received by: _____

Date: _____