

SPRINGFIELD OAKS HOMEOWNERS ASSOCIATION, INC.

POLICY RESOLUTION NO. 2009 - 3

COMPLAINT PROCEDURE

WHEREAS, Va. Code § 54.1-2348 (*Common Interest Community Board; membership; meetings; quorum*) of the Code of Virginia (1950, as amended), created the Common Interest Community Board (“CICB”) to take the place of the Virginia Real Estate Board with respect to the administration of community associations, the licensing and certification of management agents providing services thereto, etc.; and,

WHEREAS, Va. Code § 55-530E (*Powers of the Board; Common interest community ombudsman; complaints*) of the Code of Virginia (1950, as amended), tasked the CICB to establish by regulation a requirement that each association shall establish reasonable procedures for the resolution of written complaints from the members of the association; and,

WHEREAS, the CICB, not having yet promulgated regulations regarding such complaint procedures, it is the intent of the Board of Directors to adopt and approve this Resolution as an interim process until such time as the CICB and the Common Interest Community Ombudsman publish relevant forms, regulations, and instructions for compliance therewith;

NOW, THEREFORE, IT IS HEREBY RESOLVED THAT the Board of Directors, by the Act, the Declaration and this Resolution, hereby establish the complaint process as set forth at Va. Code § 55-530E, which process shall be considered interim in nature until such time as the CICB or the Office of the Common Interest Community Ombudsman promulgates regulations, procedures or processes.

Complaint

A. Any unit owner, tenant, or third party may submit a written complaint (on the form attached hereto as Exhibit A) to the Board of Directors for its attention and/or action.

The form shall be mailed to the following address:

**Jan Fenton, Community Manager
Sequoia Management Company, Inc.
13998 Parkeast Circle
Chantilly, Virginia 20151-2283**

B. The complaint shall be submitted to the Board of Directors for review and action as the Board may deem appropriate.

C. The Board of Directors shall then take appropriate action, such as directing that the complaining party be afforded a hearing before the Board, or that the substance of the complaint receive some other type of response as may be appropriate to the content of the complaint and the circumstances surrounding same.

[See Exhibit A on following page]

SPRINGFIELD OAKS HOMEOWNERS ASSOCIATION, INC.

**Address: Jan Fenton, Community Manager, Sequoia Management Company, Inc.
13998 Parkeast Circle, Chantilly, Virginia 20151-2283**

COMPLAINT FORM

Pursuant to Section 55-530(E) of the Code of Virginia, 1950, as amended, the Board of Directors (“Board”) of the Springfield Oaks Homeowners Association, Inc. (the “Association”) has established this complaint form for use by persons who wish to register written complaints with the Association.

Legibly describe your complaint in the area provided below. Please include references to the specific facts and circumstances at issue and the provisions of the Association’s documents or governing law that support your complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also attach any supporting documents relevant to your complaint.

If, after the Board’s consideration and review of your complaint, the Board issues a final decision adverse to your complaint, please be aware that you have the right to give notice to the Common Interest Community Board (“CICB”) of any final adverse decision in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the CICB, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25.00 filing fee. The CICB’s contact information is:

Common Interest Community Board
Post Office Box 11066
Richmond, Virginia 23230-1066
cic@dpor.virginia.gov

Sign, date and print your name and address below and submit this completed form to the Association at the address listed above.

COMPLAINANT:

[Printed Name]

[Signature]

[Date]

[Address]

SPRINGFIELD OAKS HOMEOWNERS ASSOCIATION, INC.

RESOLUTION ACTION RECORD

Resolution Type: Policy / Regulatory No. 2009 -

Pertaining to: Complaint Procedure

Duly adopted at a meeting of the Board of Directors of the Springfield Oaks Homeowners Association, Inc., held Nov 24, 2009.

Motion by: Nick Fieth Seconded by: Ron Manning

VOTE:

	YES	NO	ABSTAIN	ABSENT
<u>Nicholas J. Felt</u> , Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>US Drake</u> , Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Ron Manning</u> , Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Meghan</u> , Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>KEN MCCRELESS</u> , Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ATTEST:

US Drake
Secretary

11/24/09
Date

Book of Minutes - 2009

Book Resolutions:	Book No.	Page No.
Policy	_____	_____
Regulatory	_____	_____
Special	_____	_____
General	_____	_____

Resolution effective: _____