

MARIVAL CONDOMINIUM ASSOCIATION COMPLAINT PROCEDURE

There are times when everything isn't going according to plan, or the plan is no good, or somebody is stepping on toes in one way or another. Most of us try not to encroach on our neighbor's rights and privileges and to treat others, as we would like to be treated. Accordingly, there must be a way to get the problem solved, especially when a Homeowner is violating the Covenants of the community to which they have agreed. The Board is often powerless to do anything substantive without written documentation, a "paper trail" if you will.

Therefore, as part of the complaint procedure, a Complaint Form is available through the Towne Management Office to help in solving these issues.

Should you have a complaint, the procedure is as follows:

- 1) Each homeowner should try to resolve the issue by discussing the problem with the offending party. If the problem is not resolved after you have discussed it
- 2) Call the Towne Management Office to request the Complaint form.
- 3) Explain your complaint, telling the steps you have taken toward a reasonable solution and any suggestions you may have for the resolution of the problem. Mail or e-mail the form back to the Towne Management Office.
- 4) The following steps will be taken as necessary to resolve the complaint:
 - a. Initial letter sent to offending party. If there is no resolution:
 - b. A second letter will be sent.
 - c. If after these two letters, the problem or complaint is not resolved, the issue will be taken to the Board and recommendations will be made to alleviate the complaint.

Please note that complaints regarding domestic issues such as noise or disorderly conduct etc. are domestic issues that should be handled by the local police department and not the Association. Association issues only are intended for this procedure.

MARIVAL CONDOMINIUM ASSOCIATION

Complaint Form

DATE: _____

FROM:

ADDRESS:

NAME OF OFFENDING PARTY:

ADDRESS OF OFFENDING PARTY:

Please describe in detail, the problem as you see it and what has been done to date to resolve the issue if anything.

PROBLEM or COMPLAINT:

Is it a repeat offense, one that has been reported by you in the past? Yes No

I, the undersigned, understand that I am requesting assistance from the Board in resolving the above. Since I am the person that has witnessed the above, I understand and agree that should the Board need to seek legal remedies in regards to this matter, I will be willing to testify to the above statement in court.

SIGNED: _____ Date: _____

(Homeowner's Signature)

=====
(For Office Use Only)

Date Received: _____ Letter Sent to offending party: _____

Management Comments: