

Complaint Procedure

Purpose: To provide a consistent process for the fair resolution of complaints by residents of Forest Lakes.

Applicable Complaint Categories:

- Violation of Forest Lakes Rules or Guidelines
- Violation of county, state or federal laws
- Infringement of personal or property rights by other residents
- Action, inaction or decision by Governing Board, Managing Agent or Association that is in violation of FLCA Guidelines or Covenants
- Complaints involving residents of Forest Lakes

Process:

Step 1: Complete form "Association Complaint Form #HC 07/08/2016 (attached) and return it to the site manager at the FLCA management office, 1828 Pavilion Circle, Charlottesville, VA 22911. 434.97.4596.

Step 2: The form is logged in and reviewed by, Forest Lakes Site Manager.

Step 3: A panel may be convened by the Forest Lakes Site Manager to determine actions required (e.g. for property issues, the Architectural Review Board may be consulted).

Step 4: The recommendations and actions of the panel are communicated to the originator in a formal letter.

Step 5: If the response is not satisfactory, the originator forwards the complaint, the recommendation/action letter and an explanation of why the findings are not acceptable to:

Forest Lakes Community Association, Inc.
c/o Community Group, Attention, Community Manager
1413 SACHEM PLACE, Suite 2
Charlottesville, VA 22901
Phone 434-984-0700
Fax 434-984-1211

Step 6: The findings/recommendation/actions of the Community Group Manager are communicated to the originator in writing.

Step 7: If the response is not satisfactory, the originator forwards the complaint the recommendation/action letter and an explanation of why the findings are not acceptable to:

FLCA Board of Directors, Attn: Board President
1828 Pavilion Circle
Charlottesville, VA 22911
Phone 434-973-4596

Step 8: The Board of Directors reviews the complaint and the associated documents. The findings are communicated to the originator in a formal letter.

Step 9: If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to originator's complaint, he/she has the right to file a notice of grievance. Complete a Grievance Form* and forward it to:

Forest Lakes Community Association, Inc.
c/o Community Group, Attention, Community Manager
1413 Sachem Place, Suite 2
Charlottesville, VA 22901
Phone: 434.984.0700
Fax: 434.984.1211

*See Grievance Procedure

Approved by the FLCA Board of Directors: July 27, 2016

**FOREST LAKES HOMEOWNERS ASSOCIATION, INC.
HOMEOWNER COMPLAINT FORM**

Describe the complaint in the area provided below, as well as the requested action or preferred resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Forest Lakes Guidelines that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

Complaint Information:

Date: _____

1. Name of person(s) violating rules if applicable:

2. Address of person(s) violating rules if applicable:

3. Are the person(s) named in question 1 tenant (s) or owner (s)? _____

4. Describe in detail how and where rules were violated or the state the nature of your complaint: _____

5. When did the violation(s) or incident occur? _____

6. Have you personally discussed your concern with the Board or Management of Forest Lakes?
___ Yes, ___ No, ___ Verbally, ___ By written request. Date: _____

7. Name and address of person(s) filing complaint:

8. Signature(s) of person(s) filing complaint:

FOR ASSOCIATION USE ONLY
Complaint Investigation Results

Owner: _____

Tenant: _____

Provision(s) of the Declaration, Bylaws or Rule(s) violated:

Registered Name(s) of lot owner(s) and address of lot:

Owner's address if non-resident:

Registered name(s) of tenant(s) and address of lot:

Comments: _____

Date response sent to homeowner acknowledging receipt of complaint: _____

Owner/Tenant ___ does ___ does not request a hearing with the Board of Directors.

Date request received: _____

Date referred to Community Manager if applicable: _____

Date referred to Board of Directors if applicable: _____

Date Response sent to homeowner in writing: _____

Cc: owner file