

**THE GROVE AT HUNTLEY MEADOWS HOMEOWNERS ASSOCIATION, INC.**

**POLICY RESOLUTION NO. 12-02**

(Association Complaint Procedures)

**WHEREAS**, Article VII, Section 1 of the Grove at Huntley Meadows 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 solely 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 and 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 by September 28, 2012 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 the governing documents and Virginia law.

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

1. **Scope.** The Association complaint shall concern a matter regarding the action, inaction or decision by the Board of Directors or management agency of the Association inconsistent with applicable laws and regulations.
2. **Required Information.** All complaints upon which the Association will act shall be in writing using the complaint form attached as Exhibit A and 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 or provisions of the Association’s governing documents 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. The signature of the complainant

3. **Where Complaints Shall be Delivered.** All written complaints shall be delivered via mail, facsimile or electronic means using the following information, unless otherwise advised and requested by the Association's Board:

The Grove at Huntley Meadows Homeowners Association, Inc.  
c/o Cardinal Management Group, Inc.  
4330 Prince William Parkway, Suite 201  
Manassas, VA 22192  
Fax: (703) 866-3156  
Email: v.garner@cardinalmanagementgroup.com

4. **Acknowledgment of Receipt.** Upon receipt of a valid written complaint, the Association, through its Board or its management agent, shall provide written acknowledgment of receipt of the complaint within seven (7) days, by certified mail, hand-delivery, or electronic means.
5. **Incomplete Complaint.** If the Association, through its Board or management agent, deems the complaint to be incomplete, the Association shall notify the complainant either via hand-delivery, first class mail or electronic means, within fourteen (14) 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, hand-delivery or electronic means 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 4 above and commence with the investigation.
6. **Investigation.** Upon receipt of a valid written complaint, the Association, through its Board or management agent, shall then take such appropriate action to investigate and resolve the complaint. The Association may contact the complainant via e-mail or other written correspondence in order to conduct its investigation, which may include a request for additional information that is necessary for the complainant to provide in order to continue processing the complaint. 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. The Association shall conclude its investigation within 60 days of its receipt of the valid written complaint, unless the Association deems that more time is necessary to conclude the investigation.
7. **Hearing and Final Determination.**
  - A. **Notice of Hearing.** Once the investigation is complete, the Board of Directors will notify the complainant of the time, place and location that the matter will be considered by the Board. Such notice shall be hand-delivered, sent via certified mail or by electronic means.
  - B. **Hearing.** The Board shall conduct a hearing on the subject of 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 subject of the complaint. After all parties have finished presenting evidence, the Board shall meet in executive session to consider the evidence presented.

- C. **Notice of Final Determination.** The Association shall send the complainant a Notice of Final Determination by hand delivery, certified mail, return receipt requested or by electronic means, within seven (7) days after the final determination is made. The Notice of Final Determination shall notify the complainant of the Board's decision and include specific citations to applicable Association governing documents, laws or regulations upon which the Board relied in reaching its decision as well as the registration number of the Association. If applicable, the name and license number of the common interest community manager involved shall also be provided. The notice shall advise the complainant of the right to file a Notice of Final Adverse Decision with the Common Interest Community Board through 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](mailto:CICOmbudsman@dpor.virginia.gov)  
Website: <http://www.dpor.virginia.gov/dporweb/enfocomp.cfm>

8. **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.
9. **Availability.** A copy of these procedures shall be made available to all owners and citizens upon request and on the Association's website.
10. **Resale Disclosure Packet.** A copy of this resolution shall be included in any resale disclosure packet issued after the effective date below.
11. **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 June 28, 2012.

**The Grove at Huntley Meadows Homeowners  
Association, Inc.**

By   
James Preston, President

**Exhibit A**  
**The Grove at Huntley Meadows Homeowners Association, Inc.**  
**c/o Cardinal Management Group, Inc.**  
**43330 Prince William Parkway, Suite 201**  
**Manassas, VA 22192**  
**703-565-5016**

**ASSOCIATION COMPLAINT FORM**

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of The Grove at Huntley Meadows Association has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent or Association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations 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.

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

_____ Printed Name	_____ Signature	_____ Date
_____ Mailing Address		
_____ Lot/Unit Address		
_____ E-mail Address	_____ Phone Number	Contact Preference <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> Other _____

If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233-1463  
804-367-2941  
[CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov)

**To be completed by Association representative only**

**Received by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

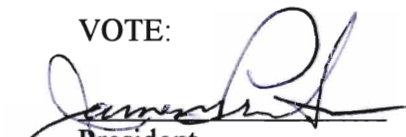
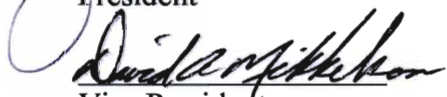
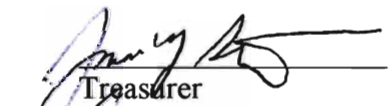

**THE GROVE AT HUNTLEY MEADOWS HOMEOWNERS ASSOCIATION, INC.**

**POLICY RESOLUTION NO. 12-02**

(Procedures Related to the Submission and Resolution of Complaints)

Duly adopted by the Board of Directors by electronic vote on June 28, 2012.

Motion by: JAMES PRESTON Seconded by: SON SHORT

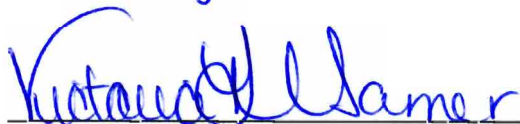
VOTE:	YES	NO	ABSTAIN	ABSENT
 President	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Vice President	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Treasurer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Secretary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____ Director	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ATTEST:

 6-28-2012  
Secretary Date

Resolution effective: August 24, 2012.

I hereby certify that a copy of this Resolution was emailed to the Webmaster for The Grove at Huntley Meadows on this 24th day of July, 2012 for posting to the Association's website.



Victoria Garner, CMCA®, AMS®, PCAM®  
Senior Community Manager  
Cardinal Management Group, Inc.  
Agents for The Grove at Huntley Meadows Homeowners Association, Inc.