

Residents Grievance Procedure

Purpose: To provide a consistent process for the fair resolution of grievances received by the Board of Directors and or management 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.

Process:

Step 1: Complete form "Association Grievance Form #RG 07/08/2016 (attached) and return it to the site manager at the FLCA management office.

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

Step 3: The issue will be brought before the Board of Directors for resolution:

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 decision is averse to originator's complaint, he/she has 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 Common Interest Community Ombudsman Regulation as required by Title 54.1, Section 23.3 and Title 55, Section 29 of the Code of Virginia. 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
Phone 804-367-2941
CICOmbudsman@dpor.virginia.gov

Approved by the Board of Directors 27 July 2016

FOREST LAKES HOMEOWNERS ASSOCIATION, INC.

HOMEOWNER GRIEVANCE FORM

Purpose: Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors (Board) of the Forest Lakes Homeowners Association, Inc. (Association) has established this grievance 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.

Instructions: Legibly 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 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.

Grievance 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 grievance: _____

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 grievance: _____

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

FOR ASSOCIATION USE ONLY
Grievance 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 grievance: _____

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: _____