

MERRYMOUNT PROPERTY OWNERS ASSOCIATION COMPLAINT PROCEDURES

Pursuant to the authority of the Board of Directors set forth in the Bylaws of the Merrymount Property Owners Association (MPOA), the Board of Directors hereby adopts this resolution to establish procedure for the MPOA to deal with complaints from property owners.

Any property owner who wishes to complain to the Association's Board of Directors (Board) must submit the complaint in writing to the MPOA Board Chairperson or another member of the Board. Once received, the Board will initially consider the complaint at its next regular meeting; so long as the complaint is received at least 15 calendar days before that meeting (the Board generally meets quarterly with the dates being announced on the MPOA website – www.merrymount.net). Otherwise, initial review of the complaint may be postponed until the next regular meeting in order to give Board members an opportunity to review adequately the complaint before formal discussion. The Board will respond to the complaint no later than 15 calendar days following a second regular meeting. (Note: A request by the Board for additional information shall be considered such a response.)

A complaint, as a minimum, shall include the name and address of the complaining property owner, a written description of the problem or concern, and telephone and email contact information. The description should reference specific facts and circumstances, as well as the provision of the Association's documents that support the complaint. It may also include photographs, supporting documents, and other exhibits (two copies of each).

If the complainant is not satisfied with the Board's response, he/she may submit rebuttal information and/or request a formal hearing by the Board. Action will be taken by the Board at its next regular meeting that is scheduled at least 15 calendar days after the submittal/request. The complainant may ask for a postponement to a later regular meeting, which the Board shall grant.

If the complainant believes that the Board has violated legal requirements (statutes, regulations, or Association governing documents), he/she has the right, under Virginia law, to complain in writing within 30 days of notification of any final adverse decision to the Ombudsman of Virginia's Common Interest Community Board (CICB) in accordance with regulations promulgated by the CICB (see attached Form A).

Filing fees are the responsibility of the complainant.