

CHATHAM SQUARE PROPERTY OWNERS' ASSOCIATION, INC.

ASSOCIATION COMPLAINT PROCEDURE

INTRODUCTION:

In accordance with Section 55-530 E of the Code of Virginia, on September 26, 2012, the Board of Directors (Board) of Chatham Square Property Owners' Association, Inc. (Association) adopted the following procedure for resolving association complaints from members and citizens.

PURPOSE:

The Chatham Square Property Owners' Association has adopted this complaint procedure for use by persons who wish to file complaints with the Association regarding action, inaction or decision by the governing board, managing agent or Association inconsistent with applicable common interest community laws and regulations.

DISTRIBUTION OF ASSOCIATION COMPLAINT PROCEDURE:

The Association's Complaint Procedure will be available upon request to all members of the Association and citizens, and the Association's Complaint Procedure shall be included as an attachment to the resale certificate or the Association disclosure packet.

COMPLAINT PROCEDURE:

Any member or citizen wishing to file a complaint with the Chatham Square Property Owners' Association, Inc. shall follow the procedure described below.

1. Any person wishing to file a complaint with the Association should complete the Association Complaint Form and submit it by mail to the Association at the address shown on the form. All complaints must be submitted in writing. (A copy of the Association Complaint Form is attached).

The Complainant should include with the Association Complaint Form any supporting documents, correspondence or other material which will aid the Association in its review of the complaint. In addition, to the extent the Complainant has knowledge of the law or regulation applicable to the complaint, the Complainant shall provide that reference, as well as, the requested action or resolution.

2. Within seven days of receipt, the Association shall provide written acknowledgment to the Complainant of receipt of the Association Complaint Form. Such acknowledgment shall be delivered to the Complainant by registered or certified mail, return receipt requested, at the mailing address provided on the Association Complaint Form.

3. After initial review of the complaint, and within twenty-one (21) days of receipt, the Association may request additional information from the Complainant to support or clarify the complaint or requested action or resolution. Such request for additional information shall be delivered to the Complainant in writing, by registered or certified mail, return receipt requested, at the mailing address provided.

If within twenty-one (21) days of the request for the additional information, the Complainant fails to provide the additionally requested documentation or information, or an explanation as to why the information cannot be provided, the Association will continue to process the Association Complaint without the requested information.

4. The Association will send to the Complainant notice of the date, time and location that the matter will be considered. Such notice will be mailed by registered or certified mail, return receipt requested, to the mailing address provided, no later than twenty-one (21) days before the date the matter will be considered.
5. The Association will advise the Complainant in writing of its Notice of Determination within fourteen (14) days of the date the matter is considered. Such Notice shall be delivered by registered or certified mail, return receipt requested, to the Complainant at the mailing address provided.
6. The Complainant has the right to appeal the Association's Notice of Determination by submitting a written appeal request within thirty (30) days of receipt of the Notice of Determination. Such appeal must include the reason for the appeal, as well as, any references to any law or regulation to support the appeal. The appeal must be submitted in writing to the Association at 1323 Jamestown Road, Suite, 101, Williamsburg, VA 23185, Attn: Robert Beck.
7. Within seven days of receipt of an appeal from a Complainant, the Association shall provide written acknowledgment to the Complainant of receipt of the appeal. Such acknowledgment shall be delivered by registered or certified mail, return receipt requested, to the Complainant at the mailing address provided in the appeal request.
8. The Association will send to the Complainant notice of the date, time and location that the Appeal will be considered. Such notice will be mailed by registered or certified mail, return receipt requested, to the mailing address provided, no later than fourteen (14) days before the date the Appeal will be considered.
9. The Association will advise the Complainant in writing of its Notice of Final Determination within fourteen (14) days of the date the Appeal is considered. A written Notice of Final Determination shall be mailed by registered or certified mail, return receipt requested, to the Complainant at the mailing address provided. The Notice of Final Determination shall include the specific citations to applicable Association governing documents, laws or regulations that led to the final determination, as well as, the registration number of the Association.
10. If after the Association's consideration and review of the complaint and any appeals, the Association issues a final decision adverse to the complaint or appeal, the Complainant 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 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 or a request for waiver of the 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
804-367-2941
CICOmbudsman@dpor.virginia.gov

Instructions for filing a Notice of Final Adverse Decision are also included at the bottom of the Chatham Square Property Owners' Association, Inc. Association Complaint Form.

MAINTENANCE OF COMPLAINT RECORDS

A record of each association complaint and any appeals filed will be maintained by the Secretary in the records of the Association for no less than one year after the Association acts upon the complaint or an appeal. The record of

the complaint and any appeal will include all documents, correspondence and other materials related to the decision made by the Association.

Approved by the Board on September 26, 2012.

A handwritten signature in black ink, appearing to read "R. Beck", written over a horizontal line.

Robert G. Beck, President
Chatham Square Property Owners' Association, Inc.

CHATHAM SQUARE PROPERTY OWNERS' ASSOCIATION, INC.
1323 JAMESTOWN ROAD, SUITE 101
WILLIAMSBURG, VA 23185
PHONE: 757-565-4100
ATTENTION: ROBERT G. BECK

ASSOCIATION COMPLAINT FORM

Pursuant to Chapter 29 of the Title 55 of the Code of Virginia, the Board of Directors (Board) of the Chatham Square Property Owners' Association, Inc.(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.

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
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Mailing Address

Lot/Unit Address

E-mail Address	Phone Number
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Contact Preference: Mail: _____ Phone _____
E-mail _____ 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:

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(Approved by the Board on September 26, 2012).