

**HIGHPOINTE AT RIPPON LANDING CONDOMINIUM  
UNIT OWNERS ASSOCIATION  
POLICY RESOLUTION NO. 2020 - 2  
(Procedures for Receiving and Reviewing Complaints from members and others)  
Effective Date: July 1, 2020**

**WHEREAS**, Article 3, Section 3.1 of the Bylaws provides, in part, that the Board of Directors of Highpointe at Rippon Landing Condominium Unit Owners Association (“Association” or “Highpointe at Rippon Landing Condominium”) shall have all of the powers and duties necessary for the administration of the affairs of the Unit Owners Association and may do all such acts and things as are not by the Condominium Act or the condominium instruments required to be exercised and done by the Association; and,

**WHEREAS**, in the exercise of the said authority, the Board of Directors intends to hereby to adopt the policies and procedures, as set forth in this Resolution No. 2020 – 2 for receiving, considering and resolving complaints about actions, inactions or decisions by Highpointe at Rippon Landing Condominium, Highpointe at Rippon Landing Condominium Board of Directors or Highpointe at Rippon Landing Condominium community manager consistent with requirements of 18 VAC 48-70-30, which took effect on July 1, 2012.

**NOW THEREFORE, BE IT RESOLVED THAT** the following complaint policies and procedures be and is hereby adopted:

- A. All complaints shall be in writing on the Complaint Form, attached hereto as Exhibit “A”, the instructions on which are incorporated into and made a part of these complaint policies and procedures and shall be submitted to Highpointe at Rippon Landing Condominium’s community manager.
- B. The community manager shall hand deliver a written acknowledgement of receipt of each properly completed and submitted Complaint Form to the complainant at the time of receipt or by certified or registered mail not later than seven (7) days of receipt of the Complaint Form.
- C. Promptly upon receipt, Community Manager shall review each Complaint Form and attachments received to determine if they contain sufficient information to evaluate and act upon the complaint. In the event that the Complaint Form, together with any attached documents, is insufficient to evaluate and act upon, Community Manager shall request of the complainant, within seven (7) days of receipt of the Complaint Form, such additional information or documentation as is necessary in order to do so.
- D. If the complainant fails to provide such additional requested information or documentation within fifteen (15) days of Community Manager’s request the Board of Directors, in its sole discretion, may either address the complaint on the basis of the available information or consider the complaint resolved and the complaint process shall be closed. In the event the complaint is deemed resolved under the provisions of this paragraph, Community Manager shall mail to the complainant by certified mail within seven (7) days of the Board’s decision notice of that decision and that the complaint process with respect to the complaint has been closed.

E. When the Complaint Form, together with any attached documents and any requested additional information is complete and provides sufficient information to process the complaint, the complaint shall be considered by the Board of Directors at the next regular or special meeting that is convened at least three (3) weeks thereafter. Written notice of the time, date and location of the Board meeting at which the complaint will be considered shall be provided to the complainant by hand delivery, certified mail, or electronic means, provided Community Manager retains sufficient proof of electronic delivery within a reasonable period of time prior to the Board meeting.

F. The Board of Directors shall dispose of the complaint by taking such action as the Board deems appropriate to grant the relief sought, including without limitation issuing sanctions, modifying practices or dismissing the complaint. Within seven (7) days after the Board of Directors makes a final determination with respect to the disposition of the complaint, Community Manager shall provide written notice of the final determination to the complainant by hand delivery, certified mail or electronic means, provided Community Manager retains sufficient proof of electronic delivery.

G. The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable Highpointe at Rippon Landing Condominium governing documents, laws or regulations that led to the final determination and shall include the registration number of Highpointe at Rippon Landing Condominium and the license number of the common interest community manager. The notice of final determination shall include a statement that the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Ombudsman and the Ombudsman may be contracted at (804) 367-2941 or [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov).

H. The Community Manager shall maintain a record of each complaint received and the disposition of the same for one (1) year from and after the date of issuance of the notice of final determination.

I. The policies and procedures set forth in this Resolution shall apply to all complaints received after the date of adoption hereof.

This Policy Resolution was duly adopted by the Board of Directors at a duly called meeting of the Board of Directors on this 27 day of May, 2020. It supersedes and replaces any prior procedures for addressing complaints.

**HIGHPOINTE AT RIPPON LANDING  
CONDOMINIUM UNIT OWNERS ASSOCIATION**

By: Edward M. King  
President

By: [Signature]  
Secretary

**HIGHPOINTE AT RIPPON LANDING CONDOMINIUM  
UNIT OWNERS ASSOCIATION  
POLICY RESOLUTION NO. 2020-2**

(Procedures for Receiving and Reviewing Complaints from members and others)

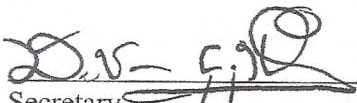
**RESOLUTION ACTION RECORD**

Duly adopted at a meeting of the Board of Directors held on May 27, 2020

Motion by: Edward Kavjian                      Seconded by: Fola Parrish

VOTE:	YES	NO	ABSTAIN	ABSENT
Director, President	<u>X</u>	_____	_____	_____
Director, Treasurer	<u>X</u>	_____	_____	_____
Director, Secretary	<u>X</u>	_____	_____	_____
Director	<u>X</u>	_____	_____	_____

ATTEST:

  
Secretary

June 24, 2020  
Date

Resolution Effective: July 1, 2020.

**EXHIBIT "A"**  
**c/o HIGHPOINTE AT RIPPON LANDING CONDOMINIUM**  
**UNIT OWNERS ASSOCIATION**  
**Attention – Lisa Curtis, Community Manager**  
**Sequoia Management Co., Inc.**  
**12998 Parkeast Circle**  
**Chantilly, VA 20151**  
**703-803-3807**

**ASSOCIATION COMPLAINT FORM**

INSTRUCTIONS

This complaint form is for use by persons who wish to file written complaints with the Highpointe at Rippon Landing Condominium Unit Owners Association ("Highpointe at Rippon Landing") regarding the action, inaction or decision by Highpointe at Rippon Landing, its Board Directors or Community Manager believed to be 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. Please 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 Highpointe at Rippon Landing at the address listed above.

COMPLAINT

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\_\_\_\_\_  
Printed Name                      Signature                      Date

\_\_\_\_\_  
Mailing Address                      Unit Address                      e-mail address

\_\_\_\_\_  
Contact Preference:     Phone                       email                       Other

If, after Highpointe at Rippon Landing's consideration and review of the complaint, the Board of Directors 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 thirty (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  
804/367-2941 – [CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov)

For Highpointe at Rippon Landing Use Only: Received by \_\_\_\_\_ Date: \_\_\_\_\_