

CARDINAL GLEN II HOMEOWNERS ASSOCIATION, INC.

POLICY RESOLUTION NO. 12-04

(Procedures Related to the Submission and Resolution of Complaints)

WHEREAS, Section 55-530(E) of the Virginia Code requires that Cardinal Glen Homeowners Association, Inc. ("Association") establish reasonable procedures for the resolution of written complaints from the members of the Association or 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.

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

1. **Complaint Form.** In order to properly submit a formal complaint upon which the Association will act, the complainant must submit a written complaint on the form attached hereto as Exhibit A.
2. **Where Complaints Should be Sent.** All written complaints shall be sent either via United States Postal Service mail, hand-delivery, or facsimile using the following information, unless otherwise advised and requested by the Association's Board:

CARDINAL GLEN II HOMEOWNERS ASSOCIATION, INC.

C/o Sequoia Management
13998 Parkeast Circle
Chantilly, Virginia 20151-2283
Facsimile: (703) 968-0936

3. **Required Information.** The complaint must include:
 - A. The name and address of the complainant;
 - B. The nature of the alleged complaint, including the relevant times, dates and places involved;
 - C. The applicable provisions of law or of the Association's Declaration, Bylaws, rules or policies ("Governing Documents") the complaint concerns;
 - D. The name and address of any other persons involved, if known;
 - E. To the extent that the complainant has knowledge of the law or regulation applicable to the complaint;
 - F. Any other information the complainant deems relevant for the Board's review;
 - G. The relief or action requested by the complainant.
4. **Acknowledgment of Receipt.** Upon receipt of a written complaint, the Association will provide written acknowledgment of receipt of the complaint within 7 days.

12. **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.
13. **Availability.** A copy of these procedures shall be made available to all owners and citizens upon request.
14. **Resale Disclosure Packet.** A copy of these procedures shall be included in any resale disclosure packet issued after the effective date below.
15. **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 _____, 2012.

**CARDINAL GLEN HOMEOWNERS
ASSOCIATION, INC.**

By Christy A Long
Christy Long, President

Exhibit A
CARDINAL GLEN II HOMEOWNERS ASSOCIATION, INC.
COMPLAINT FORM

You may use this form to file a complaint concerning Cardinal Glen Homeowners Association, Inc. (the "Association"). Should you choose to file a complaint using this form, please complete and mail or fax it to the Association's common interest community manager at the address below:

CARDINAL GLEN II HOMEOWNERS ASSOCIATION, INC.
C/o Sequoia Management
13998 Parkeast Circle
Chantilly, Virginia 20151-2283
Facsimile: (703) 968-0936

Name of Complainant(s) (anonymous complaints will not be accepted):

Address:

Phone: (Home) _____ **(Work)** _____

(Mobile) _____ **(Email)** _____

Preferred method of communication: _____ **Certified Mail** _____ **E-mail**

Please describe the nature of your complaint and cite any provisions of the Governing Documents or applicable statute or regulations that is the basis for your complaint (please attach all documents and communications supporting your complaint – you may use additional pages):

Name and address of persons that are the subject of complaint:

Description of Relief Being Sought by Complainant or Requested Action:

CARDINAL GLEN HOMEOWNERS ASSOCIATION, INC.

POLICY RESOLUTION NO. 12-

(Procedures Related to the Submission and Resolution of Complaints)

Duly adopted at a meeting of the Board of Directors held _____, 2012.

Motion by: _____ Seconded by: _____

VOTE:	YES	NO	ABSTAIN	ABSENT
<i>Christy A. Long</i> President	X	_____	_____	_____
<i>[Signature]</i> Vice President	X	_____	_____	_____
Secretary/Treasurer	_____	_____	_____	_____

ATTEST:

Secretary/Treasurer Date

Resolution effective: _____, 2012.