

**UNIT OWNERS ASSOCIATION OF
WATER'S EDGE, A CONDOMINIUM
ADMINISTRATIVE RESOLUTION NO. 2012 - 02**

(Procedures for Receiving and Reviewing Complaints)

WHEREAS, Article III, Section 5 of the Bylaws for the Unit Owners Association of Water's Edge, A Condominium states that "The Board of Directors shall have all of the powers and duties necessary for the administration of the affairs of the Condominium and may do all acts and things as are by the Condominium Act, the Declaration or these Bylaws directed to be done by the Unit Owner's Association;" and,

WHEREAS, in the exercise of the said authority, the Board of Directors intends to hereby establish policies and procedures for receiving, considering and resolving complaints about actions, inactions or decisions by the Association, the Association Board of Directors or the Association management agent consistent with requirements of 18 VAC 48-70-30.

NOW, THEREFORE, BE IT RESOLVED THAT, in accordance with the requirements of 18 VAC 48-70-30, the Board adopts the following complaint policies and procedures.


- 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 the management office at Klingbeil, Powell & Alrutz, Inc., 6400 Arlington Blvd., Suite 700, Falls church, VA 22042.
- B. Management 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 days or receipt of the complaint.
- C. Promptly upon receipt, management 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, management shall request of the complainant, within seven 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 days of management'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, management shall mail to the complainant by certified mail within seven 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 two 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 management 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 days after the Board of Directors makes a final determination with respect to the disposition of the complaint, management shall provide written Notice of the Final Determination to the complainant by hand delivery, certified mail or electronic means, provided management 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 association governing documents, laws or regulations that led to the final determination and shall include the registration number of the Association 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 that the Ombudsman may be contacted:
- Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
804-367-2941
CJCombudsman@dnor.virginia.gov
- H. Management shall maintain a record of each complaint received and the disposition of the same for one 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 resolution was adopted and approved by the Board of Directors at a duly convened meeting of the Board of Directors at which a quorum was present on this 10th day of July, 2012.

**UNIT OWNERS ASSOCIATION OF WATER'S EDGE,
A CONDOMINIUM**

By: 
Herb Wolfe, President

By: 
~~Sarah Westbrook~~, Secretary

Unit Owners Association of Water's Edge, A Condominium
c/o Klingbeil, Power & Alrtuz, Inc.
6400 Arlington Blvd., Suite 700
Falls Church, VA 22042
703-532-5005

ASSOCIATION COMPLAINT FORM

INSTRUCTIONS

This complaint form is for use by persons who wish to file written complaints with the Unit Owners Association of Water's Edge, A Condominium, regarding the action, inaction or decision by the Association, its Board of Directors or managing agent 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 the Association at the address listed above.

COMPLAINT

_____ Printed Name	_____ Signature	_____ Date
_____ Mailing Address	_____ Unit Address	_____ E-mail Address
_____	_____	_____ Phone Number

Contact Preference: Phone E-mail Other

If, after the Association'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 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

For Association Use Only: Received by:

Date: