

WRITTEN COMPLAINT PROCEDURE

- A.** Policy and procedure cannot replace courtesy and the need to communicate. Neighbors talking with each other in a non-threatening way can achieve quicker results. Our community spirit lies within each occupant.
- B.** Complaints against anyone violating the rules must be submitted to the Board in writing and must contain the name, date, address, and telephone number of the individual filing the complaint.
- C.** The Board will, in most instances, contact the alleged responsible owner after receipt of an initial complaint, and a reasonable effort will be made to gain the owner's agreement to cease the violation.
- D.** If reasonable efforts to gain compliance are unsuccessful, the owner may be subject to an enforcement assessment in accordance with the Enforcement Policy.
- E.** In the event of an enforcement assessment hearing, or court hearing, copies of complaints and the complaining party identity will be made available to the alleged violator.
- F.** If your complaint is outside the HCUOA rules, and needs law enforcement intervention, please contact the Perrysburg Police.
- G.** Members shall not use email, text messages, telephone calls, social media, in-person contact, or other communications to harass, intimidate, threaten, repeatedly pressure, or retaliate against another member concerning an Association dispute or complaint. Association complaints are to be submitted through this written complaint procedure rather than pursued through repeated or improper direct contact with another member. Conduct of this nature may itself constitute a separate violation and may be considered by the Board when evaluating the circumstances and appropriate disposition of a complaint, including whether enforcement action is warranted, to the extent permitted by the Association's governing documents and applicable law. Nothing in this provision prevents reasonable, non-threatening communication undertaken in a good-faith effort to resolve a neighbor-to-neighbor issue.

HCUOA COMPLAINT FORM

HAWKESBRIDGE CONDOMINIUM UNIT OWNERS ASSOCIATION THIS FORM MUST BE SIGNED

Nature of Complaint (animal, noise, etc.):_____

Location:_____

Number of Occurrences:_____

Date(s) of Violation:_____

Time(s) of Violation:_____

Name of Offender (if known):_____

Details. Be Specific:_____

Was Any Attempt Made to Resolve This Problem (circle one): Yes No

If "Yes", What Was the Result?:_____

Name (please print)

Signature Required

Your Address

RECEIVED BY ASSOCIATION:

Date

Board Member

Disposition:_____

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