

Martinique Cove Condominium Association, Inc.

Association Complaint Procedure

WHEREAS Martinique Cove Condominium Association, Inc. (MCCA) is a common interest community subject to regulation by the Virginia Common Interest Community Board ("CICB"); and

WHEREAS common interest communities in Virginia are required by law and CICB regulations to establish rules for receiving and considering Complaints from members and other citizens concerning a matter regarding the action, inaction or decision by the governing Board, managing agent or Association inconsistent with applicable laws and regulations; and

WHEREAS MCCA desires to implement a Complaint Procedure in accordance with Section 55-530 of the Code of Virginia and regulations adopted by the CICB;

THEREFORE, it is hereby resolved that MCCA, acting by its Board of Directors, adopts the following Complaint Procedure.

I. Filing the Written Complaint.

A. A member of MCCA, or other citizen, must register a Complaint in writing.

B. A sample of the "Association Complaint Form" is attached hereto as Exhibit A and must be used when filing a Complaint with MCCA under these procedures.

C. The completed Complaint form with all supporting documents, correspondence, and other materials related to the Complaint, must be emailed to martiniquecourt@gmail.com, provided the sender retains sufficient proof of electronic delivery, or hand delivered to an Association Board member. The Complaint must be submitted to MCCA within thirty (30) days of the alleged act, or failure to act, which is the subject of the Complaint.

II. Receipt and Adequacy of the Complaint.

A. MCCA shall provide written acknowledgment of receipt of the Association Complaint to the Complainant within seven (7) days of receipt. Such acknowledgment shall be sent by electronic means, provided the sender retains sufficient proof of the electronic delivery, or hand delivered or mailed by registered or certified mail, return receipt requested, to the Complainant at the address provided on the Complaint form.

B. To the extent that 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. If it appears that the submitted Complaint is inadequate in any way, then MCCA may provide notice of such to the Complainant. The notice should describe how the Complaint is inadequate and advise the Complainant of the need to submit a revised Complaint, or additional information before it can be forwarded to the Board for consideration. If it appears that the submitted Complaint includes the required information, the President, or other officer designated by the Board, shall provide the Board of Directors with a copy of the Complaint for consideration.

Martinique Cove Condominium Association, Inc.
martiniquecourt@gmail.com

ASSOCIATION COMPLAINT FORM

Pursuant to Chapter 29 of Title 55 of the Code of Virginia, the Board of Directors of the **Martinique Cove Condominium Association, Inc.**, has established this Complaint form for use by persons who wish to file written Complaints with MCCA regarding the action, inaction or decision by the governing board 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 issue described. 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. Also, attach supporting documents, correspondence and other materials related to the Complaint.

Submit this completed form to MCCA at the email address listed above.

<hr/> <p style="text-align: center;">Printed Name</p>	<hr/> <p style="text-align: center;">Signature</p>	<hr/> <p style="text-align: center;">Date</p>
<hr/> <p style="text-align: center;">Mailing Address</p>		
<hr/> <p style="text-align: center;">Lot/Unit Address</p>		
<hr/> <p style="text-align: center;">E-mail Address</p>	<hr/> <p style="text-align: center;">Phone Number</p>	Contact Preference <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> 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:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
Phone: (804) 367-2941
CICOmbudsman@dpwr.virginia.gov