

EDGEWOOD VILLAGE HOMEOWNERS ASSOCIATION
Port Ludlow, Washington

Complaint Resolution Process

Purpose: To ensure timely follow-up of homeowner's concerns

Process:

1. A homeowner with a concern speaks to the person responsible for the concern or issue.
2. If no resolution is reached, the homeowner making the complaint fills out the Complaint Form including 2-3 potential win/win resolutions and forwards it to the Edgewood Village Board.
3. The Edgewood Village Board President assigns a Board representative for follow through, who contacts all parties involved.
4. The complainant must be willing to serve on a task force to work out a solution. The complainant must attend all hearings/meetings to work through the complaint towards resolution.
5. If resolution is reached, the Board rep reports to the Board and the form is signed by all involved parties and archived in the Village files.
6. If no resolution is reached within the stated time, the Board rep forwards the form to the President of the Board of Directors for Board action.
7. The Board of Directors will send a letter to the involved homeowner(s) asking for compliance or resolution within a specific period of time.
8. If there is resolution, Board President will file documentation.
9. If there is no resolution, Board of Directors will meet and agree to required action which may include hiring a third party to bring property into compliance, or to find a resolution and charging homeowner which may include placing a lien on the property,

Reporting:

All complaints and progress will be reported at Board of Directors meetings.

Documentation:

All documentation will be kept in Village files by the current Secretary of the Board of Directors.

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Complaint Form

This form is to be used to ensure follow-up of homeowner's concerns and issues.

Description of Complaint: (Be specific, list homeowners/property involved)

Possible win/win resolutions: _____

You may use additional paper or attach any other information to this form.

I have spoken with _____ (Homeowner(s)involved) on (date)_____ regarding the issues described above with no resolution.

Signature of person(s) making complaint:

_____ Date: _____

_____ Date: _____

Date given to EVHOA Board: _____ Assigned Board Rep: _____

Date all parties contacted by Board representative: _____

Resolution process: (Please attach)

Date/Timeline set for resolution: _____

Resolution occurred: **Yes** **No** (If no, send to President of Board)

Resolution Agreement signed by all involved parties: (Please Attach)

Date President of Board Received: _____

Date Letter from Board of Directors sent: _____

Resolution occurred: **Yes** **No** (If no, action taken by Board describe in separate letter)