

RESOLUTION
Of the Board of Directors
Of
Meadowlake Farms Cluster Homes Association

ASSOCIATION COMPLAINT PROCEDURES

WHEREAS, the Code of Virginia, 1950, as amended (the “Virginia Code”), was amended by statute effective July 1, 2008, to create a Common Interest Community Board (“CICB”) and the Office of the Common Interest Ombudsman (“CICO”); and

WHEREAS, Section 54.1-2354.4 of the Virginia Code states the CICB “shall establish by regulation a requirement that each association shall establish reasonable procedures for the resolution of written complaints from the members of the association and other citizens; and

WHEREAS, for the benefit and protection of the Association and of its individual members, and with a goal of reducing and resolving conflicts among and/or between the Association and its Members, the Board of Directors deems it reasonable to establish such procedures; and

WHEREAS, it is the intent of the Board of Directors to establish procedures that meet the requirements of Section 54.1-2354.4 of the Virginia Code as the same may be amended and/or supplemented from time to time; and

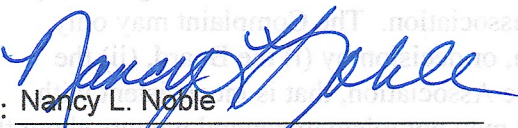
NOW THEREFORE, the Board of Directors of Meadowlake Farms Cluster Homes Association does hereby adopt this Resolution in order to adopt the following Association Complaint Procedure:

1. Any member of the Association and a citizen of the Commonwealth of Virginia may submit a complaint (the “Complaint”) to the association. The Complaint may only concern a matter regarding an action, inaction, or decision by (i) the Board, (ii) the community manager (if applicable), or (iii) the Association, that is inconsistent with applicable laws and regulations. A Complaint may not relate to general matters about the Association’s business and affairs, separate and apart from a violation of a law or regulation.
2. The Association Complaint Form shall be submitted to the Meadowlake Farms Cluster Association’s Property Management Company via certified mail/return receipt requested.
 - i. The Complaint must include all supporting documentation that the complaining person believes supports the Complaint. By way of illustration, and not limitation, the Complaint must include copies of any contracts, meeting minutes, records, and pictures, that the complaining person may have in support of the Complaint.
 - ii. To the extent that the complaining person has knowledge of the law(s) or regulation(s) applicable to the Complaint, the Complaint must also reference the specific law(s), regulation(s), or provision(s) of the Association’s governing documents relating to the Complaint.

- iii. The Complaint must also state a request for action by the Association, or a proposed resolution by the Association, and an explanation for why such an action or resolution is appropriate and warranted.
3. Any Association Complaint Form completed and submitted to the Association's Manager shall be reviewed at the Board of Director's next scheduled regular meeting. If the Association Complaint Form is received less than five (5) business days prior to the next scheduled regular Board meeting, the Association Complaint Form shall be reviewed at the next subsequent regular Board meeting.
4. The Board shall review the Association Complaint Form and shall, if necessary, consult with the Association's attorney and/or other professional providing services to the Association to provide as complete a review as possible to arrive at its decision.
5. The board shall render a Final Determination in writing within seven (7) days of the regular Board meeting during which the Association Complaint Form was reviewed. The Final Determination will include a notice that the complaining person has a right to file a "Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman," and will provide the applicable contact information.
6. A complaining person does not have the option to appeal the Final Determination to the Association; any appeal must be made to the Common Interest Community Ombudsman.

IN WITNESS WHEREOF the Board of Directors of Meadowlake Farms Cluster Homes Association has caused this instrument to be executed this 11th day of January, 2023.

Meadowlake Farms Cluster Homes Association

By: 
Nancy L. Noble, President

Dated: 1/11/2023

Meadowlake Farms Cluster Homes Association
c/o Victory Community Management, Inc.
5007C Victory Blvd., #240
Yorktown, VA 23693

Association Complaint Form

Pursuant to Chapter 23.3 of Title 54.1 of the Code of Virginia, the Board of Directors (the “Board”) of the Meadowlake Farms Cluster Homes Association, Inc. (the “Association”) has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent 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 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. Also, 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.

Print Name:	Signature:	Date:
Mailing Address:		Phone:
Lot/Unit Address:		Email:

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 (the “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 and shall be in writing on forms provided by the Office of the Common Interest Community 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

Meadowlake Farms Cluster Homes Association

c/o Victory Community Management, Inc.
5007C Victory Blvd., #240
Yorktown, VA 23693

Association Use Only:

Association Complaint Form received by the Manager:

Manager Signature Date

Date the Association Complaint Form was reviewed by the Board:

Date

Date the written decision was mailed to the complainant:

Date

Attach copy of decision to this form