Member provides written complaint to a Board Member

Complaint is forwarded to Board Member responsible for recording complaints

President assigns Board Member to confirm that complaint is a valid violation of the C&R

Board of Directors rules that Complaint is a violation of the C&R. Explanation is recorded In complaint log

On to Pg. 2

Board of Directors rules that
Complaint is not a violation of the C&R.
Explanation is recorded
In complaint log.
Member filing initial complaint
Is notified in written form.

No further action is taken.

Board Member makes an Informal Contact w/ Member in Violation in the form of:

- 1) a personal visit
- 2) a phone call or
- 3) a handwritten note left at the home.

Member has 14 days to Correct the violation.

Informal Contact
Action recorded in
Complaint Log

Note: If the member will require More than 14 days to correct The violation, or if the member Does not agree that they are in Violation with the C&R, the Member can request a hearing After the Formal Contact Has been made on Pg 3.

Member corrects violation.

Corrective action recorded in complaint log.

No further action taken.

No corrective action Taken by Member To comply w/ C&R

On to Pg. 3

Board Member makes a Formal Contact w/ Member in Violation in the form of a written Citation delivered:

- 1) By hand
- 2) By certified mail

The Formal Contact will include:

- 1) Nature of violation
- Specific Provision in C&R that is being violated
- 3) Remedy required
- 4) The member has 14 days to Complete corrective action (with calendar dated specified) or Request a hearing before the Board of Directors

Formal Contact
Action recorded in
Complaint Log

On to Pg. 4

Member completes corrective action within 14 days of Formal Contact.

Corrective action recorded in Complaint Log
No further action taken.

Member requests
Hearing within
14 days of
Formal Contact.

The President shall set
The Time, Date and
Place of hearing

Notice of Hearing Is delivered to Member by:

- 1) Hand or
- 2) Certified Mail

Member takes No action.

Assessment charges
Begin to accrue
After the corrective
Action date specified
In the Formal Contact
Written citation.
(This is at least 28
Days after
Informal Contact
Has been initiated.)

On to Pg. 5

#### **Hearing Date**

Member presents either:

- A) A plan of corrective action with a suitable time frame in which the Member will be in Compliance with the C&R; or
- B) Any and all defenses in which the member claims that they are not in violation of the C&R.

of the C&R.

Of corrective action is Completed in the Accepted time frame.

The Board accepts plan of

The Board provides member w/ a notice of the hearing result either by:

- 1) Hand delivery or
- 2) Certified mail

Corrective action or rules
That the member is not in
Violation of the C&R.

The Board rules that no Acceptable plan of action Has been approved and That the member continues to be in violation of the C&R.

Assessment charges
Begin to accrue
After the corrective
Action date specified
In the Formal Contact
Written citation.
(This is at least 28
Days after
Informal Contact
Has been initiated.)

The Board waives all

Assessment charges

Provided that the plan

# **Assessment Charges**

- 1) A one-time assessed charge of \$50 for each single violation
- 2) \$10 /day for up to 90 days for a continuing violation.

Assessment charges begin to accrue
After the corrective action date specified
In the Formal Contact written citation.
(This is at least 28 days after
Informal Contact has been initiated.)