

BEAUREGARD ESTATES HOMEOWNERS ASSOCIATION, INC.

POLICY RESOLUTION NO. 2012-2

COMPLAINT PROCEDURES

WHEREAS, the Bylaws, Article VII, Powers and Duties of the Board of Directors, Section 1, Powers, states The Board of Directors shall have power to: (a) Adopt and publish rules and regulations governing the use of the Common Area and facilities, and the personal conduct of the Members and their guests thereon, and to establish penalties for the infractions thereof; and,

WHEREAS, the Association receives complaints, both written and oral, from the Association's membership and residents regarding violations of the Governing Documents; and,

WHEREAS, for the benefit and protection of all Owners, and in accordance with the provisions of Section 55-530 of the Code of Virginia, the Board deems it desirable to formally adopt a policy resolution to enable the Association to review compliance with this rule,

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Association is only required to act on written complaints submitted to the Association's management, or management or Board-witnessed violations, in accordance with the procedures set forth in this Resolution.
2. In order to properly submit a formal complaint upon which the Association will act, all residents, owners and any other party must submit a written complaint on the form attached hereto as Attachment A, to the Association's management office and to the attention of the Board of Directors.
3. All written complaints shall be sent via USPS, hand delivery, facsimile or e-mail, using the following information:

BEHOA
c/o HCS
PO Box 2070
Purcellville VA 20134
e-mail: behoa@horizoncommunityservices.com
fax: 540-751-1899

4. All complaints must include the following information:

- The name and address of the complainant
 - The nature of the alleged violation
 - The time, date and place of the violation
 - The name and address of the suspected violator, if known
 - The signature of the complainant
5. The Association's management shall maintain a record of the complaint for no less than one year from the date the Association takes action on the complaint.
 6. Upon receipt of a valid, written complaint, the Association shall take appropriate action to investigate and resolve the complaint, in accordance with the Association's Governing Documents and the applicable provisions of the Virginia Code.
 7. The Association's management may contact a complainant to request additional information related to a written request
 8. The complainant may contact the Association, in writing, to follow up on the status of a complaint.
 9. The Association shall advise all complainants via the Association's authorized complaint form, of their right to provide notice of any adverse decisions rendered by the Association, to the applicable Office of the Common Interest Community Ombudsman. The name, address and telephone number of the office to which notice should be directed, shall be included on the authorized complaint form as approved by the Board of Directors.
 10. The Association holds owners legally responsible for ensuring that residents of their household, their tenants, guests or invitees, comply with the Association's Governing Documents.


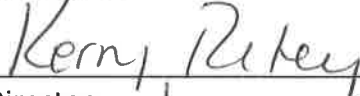


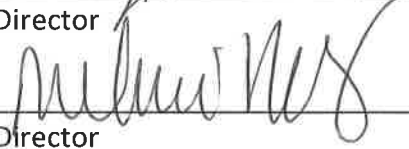
**BEAUREGARD ESTATES HOMEOWNERS ASSOCIATION, INC.
RESOLUTION ACTION RECORD**

Resolution Type: Policy No. 2012-2


Pertaining to: Complaint Procedures

Duly adopted at a meeting of the Board of Directors held on November 5, 2012

Motion by: Nick Trzcinski Seconded by: Colleen Hondel

VOTE:	YES	NO	ABSTAIN	ABSENT
 Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Director	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>MIKE SHEEHAN</u> Director	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ATTEST:


Secretary

11/5/12
Date

Resolution effective: September 28, 2012

**Attachment A
COMPLAINT FORM
BEAUREGARD ESTATES HOMEOWNERS ASSOCIATION, INC.**

Please sign and date each page

Name of complainant: _____

Address: _____

Phone: _____ (H) _____ (W/M)

E-mail: _____

Preferred Method of communication: _____

Please describe the nature of your complaint: _____

Date and Time of Alleged Violation: _____

Location of Alleged Violation: _____

Name and address of the persons who are the subject of the complaint:

Please deliver your complaint via USPS, hand delivery, facsimile or e-mail to:

BEHOA
c/o HCS
PO Box 2070
Purcellville VA 20134
E-mail: behoa@horizoncommunityservices.com
Fax: 540-751-1899

Be advised, the Association may elect not to take action on any complaint which does not conform to the above referenced delivery requirements or include the requested information on this form.

Upon receipt of your complete, written complaint, the Association will begin investigation of your complaint. The Association will maintain a record of your complaint for at least one year from the date upon which it takes action to resolve your complaint.

You may contact the Association in writing via United States Postal Service mail, hand delivery, electronic mail or facsimile, using the above referenced contact information.

The Office of the Common Interest Community Ombudsman ("Office"), is a governmental body, which may assist you in using the complaint procedures set forth in the Association's governing documents, as well as the Virginia Property Owners' Association Act. In accordance with the Common Interest Community Board's ("CIC Board") rules and procedures and Va Code § 55-530, you may give notice to the CIC Board of any final adverse decision which your Association may make regarding your complaint. You must file the notice within 30 days of the final adverse decision. Your notice must be in writing on forms prescribed by the Commonwealth Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a filing fee. The Commonwealth Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause you undue financial hardship. For more information or to submit a complaint to the Common Interest Community Ombudsman, please contact the Office of the Common Interest Community Ombudsman at:

Ombudsman
Department of Professional and Occupational Regulation
9960 Maryland Drive Suite 400
Richmond, Virginia 23233-1463
Office – 804-367-2941
Email – cic@dpor.virginia.gov

Signature: : _____

Date: _____

To be completed by Association representative only

Received by:

Title:

Date: