

**BOARD OF DIRECTORS
CRUMBACHER ESTATES OWNERS ASSOCIATION**

Policy #003

Complaints

Approved: February 28, 2011

Revised: July 22, 2013

It is the duty of the Board of Directors to enforce the protective covenants of the association.

Complaints generally revolve around contentious and potentially litigious issues.

Complaints shall be submitted to the Board of Directors in writing, as approved by majority vote of the Board on January 18th, 2007. The Board shall determine if the nature of the complaint warrants a special meeting, or if the topic can be added to the agenda of the next regularly scheduled Board meeting. Once a motion has been passed addressing the complaint, the complainant shall be notified in writing of the resolution and anticipated outcome.

Complaint Resolution Process, as approved by majority vote of the Board on July 22, 2013:

1. Any alleged or suspected violation or complaint may be presented to the Board by any member of the Association.
2. To be considered an actionable complaint, objective criteria must first be met.
 - a. Physically verifiable violations – the violation must be able to be verified by physical inspection of the property in question, or
 - b. Fleeting/Intermittent Violations – the complainant/witness must provide reasonable documentation that the violation is of an ongoing, repetitive nature. This may include, but is not limited to, any of the following means:
 - i. Photo/video/audio documentation with date/time stamps or imbedded data,
 - ii. Written records with dates and times, nature of the offense, and any actions taken,
 - iii. Records of complaints to governmental or law enforcement agencies (for covenants that are also governed by laws or regulations through county, state or federal agencies).
3. The Board will then further determine the validity of the complaint and make a decision according to the following criteria:
 - a. Is the action or condition in violation of a specific covenant? If so, then the Board must decide why or how the alleged violation would be considered out of compliance.
 - b. Could it be reasonably considered to detract from the “good place to live” concept of our community?
 - c. Could it be reasonably shown to have a negative effect on the property values in the Association? Examples or criteria should be presented.
4. The Board will then determine what course of action will be taken.

- a. If a special meeting is required, the Board will notify the membership of the meeting at which this concern will be discussed.
- b. Any enforcement action shall be carried out according to Policy #009 (Covenant Enforcement).