

LITTLE ROCKY RUN HOMEOWNERS ASSOCIATION
RESOLUTIONS ACTION RECORD

Resolution Type: POLICY No. 2012-1
 Pertaining to: PROCEDURES FOR RECEIVING & REVIEWING COMPLAINTS
 Duly adopted at a meeting of the Board of Trustees held: July 12, 2012
 Motion by: Jerre Thomas Seconded by: John Lindsay

Vote: Yes No Abstain Absent

Brian M Bleeze

President: Brian Bleeze

Katie McGovern

Vice President: Katie McGovern

John Charters

Treasurer: John Charters

John Lindsay

Secretary: John Lindsay

Jerre Thomas

Trustee: Jerre Thomas

Scott McAuliffe

Trustee: Scott McAuliffe

Joe Stein

Trustee: Joe Stein

FILE:

Book of Minutes: 20 12

Book of Resolutions

Resolution Effective Date: July 12, 2012



Board of Trustees Meeting Minutes

July 12, 2012 - 7:00pm
Recreation Center #2
6201 Sandstone Way

Trustees Present (in alphabetical order)

Brian Bleeze
Katie McGovern
John Charters
John Lindsay
Joe Stein
Jerre Thomas

Trustees Absent (excused)

Scott McAuliffe

HOA Staff Present

Felicia Bowen
Lee Kauffman

Members Present

Terri Sutton
Eddie Sutton
Anne Plaxin
Tanya Nagle
Angie McGlynn

WELCOME – Brian Bleeze welcomed members, guests and Trustees to the meeting.

CALL TO ORDER & QUORUM 7:00 PM – Brian Bleeze verified that a quorum of Board members was present and called the meeting to order.

BOARD MEETING MINUTES – The Board approved the June 14, 2012 minutes as corrected and amended.

CONSENT AGENDA- By unanimous consent, the Board accepts the minutes of the June 18, 2012 ARB Meeting, the minutes of the June 19, 2012 Community Activities Committee Meeting, the minutes of the June 26, 2012 Budget and Finance Committee Meeting, the minutes of the June 27, 2012 Pool Committee Meeting, and the minutes of the June 27, 2012 Tennis Committee Meeting.

TREASURER'S REPORT – John Charters answered questions regarding the financial statements. The Balance Sheet, Prepaid Expenses, Income/Expense Statement and Interesting Statistics were discussed.

UNFINISHED BUSINESS

BOOK OF RESOLUTIONS: Resolution No. 2012-2. John Charters made a motion to make changes to Resolution 2012-2 as discussed. John Lindsay seconded the motion. Brian Bleeze, Katie McGovern, John Charters, John Lindsay, Joe Stein, and Jerre Thomas approved the motion.

NEW BUSINESS:

RESOLUTION NO. 2012-1: Jerry Thomas made a motion to adopt the "New VA Law on Complaint Procedures" as provided. John Lindsay seconded the motion. Brian Bleeze, Katie McGovern, John Charters and Joe Stein voted for the motion. The motion passed unanimously.

MANAGER'S REPORT – Lee Kauffman, Community Manager, delivered the manager's report.

EXECUTIVE SESSION – 9:30 PM – By unanimous consent the Board moved into Executive Session to discuss matters to discuss personnel and contractual matters as appropriate under Code of Virginia Title 55, Chapter 26, Property Owner's Association Act.

OPEN SESSION – 10:30 PM - The Board of Trustees reconvened in open session. John Charters made the motion to follow the attorney's recommendations on the July collection status report. John Lindsay seconded the motion and the motion passed unanimously.

NEXT MEETING DATE – The next regular meeting of the Board of Trustees is Thursday, September 13, 2012 at 7 pm in RC #2.

ADJOURNMENT – By unanimous consent, the meeting adjourned at 10:44pm.


John Lindsay
Secretary

**LITTLE ROCKY RUN HOMEOWNERS ASSOCIATION
ADMINISTRATIVE RESOLUTION NO. 2012 -1**

Procedures for Receiving and Reviewing Complaints

WHEREAS, Article VI, Section 8, of the Bylaws states that “The Board of Trustees shall have all powers for the conduct of the affairs of the Association which are enabled by law, the Declaration and the Articles of Incorporation which are not specifically reserved to Members or the Developer; and,

WHEREAS, in the exercise of the said authority, the Board of Trustees intends to hereby establish policies and procedures for receiving, considering and resolving complaints about actions, inactions or decisions by the Association, the Association Board of Trustees or the Association’s management consistent with requirements of 18 VAC 48-70-30

NOW, THEREFORE, BE IT RESOLVED THAT the following complaint policies and procedures.

- A. All complaints shall be in writing on the Complaint Form attached hereto as Exhibit “A,” the instructions on which are incorporated into and made a part of these complaint policies and procedures and shall be submitted to the management office at 6201 Sandstone Way, Clifton, Virginia 20124.
- B. Management shall hand deliver a written acknowledgement of receipt of each properly completed and submitted Complaint Form to the complainant at the time of receipt or by certified or registered mail not later than seven days of receipt of the complaint.
- C. Promptly upon receipt, management shall review each Complaint Form and attachments received to determine if they contain sufficient information to evaluate and act upon the complaint. In the event that the Complaint Form, together with any attached documents, is insufficient to evaluate and act upon, management shall request of the complainant, within seven days of receipt of the Complaint Form, such additional information or documentation as is necessary in order to do so.
- D. If the complainant fails to provide such additional requested information or documentation within fifteen days of management’s request, the Board of Trustees, in its sole discretion, may either address the complaint on the basis of the available information or consider the complaint resolved and the complaint process shall be closed. In the event the complaint is deemed resolved under the provisions of this paragraph, management shall mail to the complainant by certified mail within seven days of the Board’s decision notice of that decision and that the complaint process with respect to the complaint has been closed.
- E. When the Complaint Form, together with any attached documents and any requested additional information is complete and provides sufficient information to process the complaint, the complaint shall be considered by the Board of Trustees at the next regular

or special meeting that is convened at least two weeks thereafter. Written notice of the time, date and location of the Board meeting at which the complaint will be considered shall be provided to the complainant by hand delivery, certified mail or electronic means, provided management retains sufficient proof of electronic delivery within a reasonable period of time prior to the Board meeting.

- F. The Board of Trustees shall dispose of the complaint by taking such action as the Board deems appropriate to grant the relief sought, including without limitation issuing sanctions, modifying practices or dismissing the complaint. Within seven days after the Board of Trustees makes a final determination with respect to the disposition of the complaint, management shall provide written notice of the final determination to the complainant by hand delivery, certified mail or electronic means, provided management retains sufficient proof of electronic delivery.
- G. The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable association governing documents, laws or regulations that led to the final determination and shall include the registration number of the Association and the license number of the common interest community manager. The notice of final determination shall include a statement that the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Ombudsman and that the Ombudsman may be contacted at (804) 367-2941 or cicombudsman@dpor.virginia.gov.
- H. Management shall maintain a record of each complaint received and the disposition of the same for one year from and after the date of issuance of the notice of final determination.
- I. The policies and procedures set forth in this Resolution shall apply to all complaints received after the date of adoption hereof.

This resolution was adopted and approved by the Board of Trustees at a duly convened meeting of the Board of Trustees at which a quorum was present on this 12 day of July, 2012.

LITTLE ROCKY RUN HOMEOWNERS ASSOCIATION

By: Brian M. Bleeze
Brian Bleeze, President

ATTEST:

John Lindsay
John Lindsay, Secretary

LITTLE ROCKY RUN HOMEOWNERS ASSOCIATION
6201 Sandstone Way
Clifton, Virginia 20124
(703) 830-0411

ASSOCIATION COMPLAINT FORM

INSTRUCTIONS

This complaint form is for use by persons who wish to file written complaints with Little Rocky Run Homeowners Association regarding the action, inaction or decision by the Association, its Board of Trustees or management believed to be 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. Please 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.

COMPLAINT

Printed Name

Signature

Date

Mailing Address

Lot Address

E-mail Address

Phone Number

Contact Preference: ☐ Phone ☐ E-mail ☐ Other

If, after the Association's consideration and review of the complaint, the Board of Trustees 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 (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, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (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

For Association Use Only: Received by: _____ Date: _____