

**THE UNIT OWNERS ASSOCIATION OF
COLONIAL VILLAGE III, A CONDOMINIUM**

POLICY RESOLUTION NO. 2010 - 2

RESOLUTION REGARDING COMPLAINT PROCEDURES

WHEREAS, Article III, Section 2 (*Board of Directors - Powers and Duties*) of the Bylaws provides the Board of Directors with the powers and duties necessary for the administration of the affairs of the Association and may do all such acts and things as are not by law or by the Bylaws directed to be exercised and done by the unit owners, and to establish penalties for the infraction thereof;

WHEREAS, Va. Code § 54.1-2348 (*Common Interest Community Board; membership; meetings; quorum*) of the Code of Virginia (1950, as amended), created the Common Interest Community Board ("CICB") to take the place of the Virginia Real Estate Board with respect to the administration of community associations, the licensing and certification of management agents providing services thereto, etc.; and,

WHEREAS, Va. Code § 55-530E (*Powers of the Board; Common interest community ombudsman; complaints*) of the Code of Virginia (1950, as amended), tasked the CICB to 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,

WHEREAS, the CICB, not having yet promulgated regulations regarding such complaint procedures, it is the intent of the Board of Directors to adopt and approve this Resolution as an interim process until such time as the CICB and the Common Interest Community Ombudsman publish relevant forms, regulations, and instructions for compliance therewith;

NOW, THEREFORE, IT IS HEREBY RESOLVED THAT the Board of Directors, by the Act, the condominium instruments and this Resolution, hereby establish the complaint process as set forth at Va. Code § 55-530E, which process shall be considered interim in nature until such time as the CICB or the Office of the Common Interest Community Ombudsman promulgates regulations, procedures or processes.

Complaint

A. Any unit owner, tenant, or third party may submit a written complaint (on the form attached hereto as Exhibit A) to the Board of Directors for its attention and/or action.

The form shall be mailed to the following address, to the attention of the Community Manager:

Colonial Village Management Office
(Attn: Peter Freedman)
1903 North Key Blvd
Arlington, Virginia 22201
(703) 525-5557

B. The complaint shall be submitted to the Board of Directors for review and action as the Board may deem appropriate.

C. The Board of Directors shall then take appropriate action, such as directing that the complaining party be afforded a hearing before the Board, or that the substance of the complaint receive some other type of response as may be appropriate to the content of the complaint and the circumstances surrounding same.

**The Unit Owners Association of Colonial Village III, A Condominium
Attn: Management Office, 1903 North Key Blvd., Arlington, VA 22201**

COMPLAINT FORM

Pursuant to Section 55-530(E) of the Code of Virginia, 1950, as amended, the Board of Directors (“Board”) of the above-referenced condominium Association (the “Association”) has established this complaint form for use by persons who wish to register written complaints with the Association. The Board may elect not to take action on any complaint which does not include all of the information requested on this form.

Legibly describe your complaint in the area provided below. Include references to the specific facts and circumstances at issue, those individuals who have direct knowledge of such circumstances and the provisions of the Association’s documents or governing law that support your complaint. If there is insufficient space, attach a separate sheet of paper to this complaint form. Also attach any supporting documents relevant to your complaint.

If, after the Board’s consideration and review of your complaint, the Board issues a final decision adverse to your complaint, please be aware that you have the right to give notice to the Common Interest Community Board (“CICB”) of any final adverse decision in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the CICB, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25.00 filing fee. The CICB’s contact information is:

Office of the Common Interest Community Ombudsman
c/o Heather Gillespie, Esquire
Virginia Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233
(804) 367-2941
cicombudsmanoffice@dpor.virginia.gov

Sign, date and print your name and address below and submit this completed form to the Association at the address listed above. Anonymous complaints will not be accepted.

COMPLAINANT:

[Printed Name] [Signature] [Date]

[Address]

For Association use only:

Received by: _____ Date: _____

EXHIBIT A

**THE UNIT OWNERS ASSOCIATION OF
COLONIAL VILLAGE III, A CONDOMINIUM**

RESOLUTION ACTION RECORD

Resolution Type: Policy No. 10-2

Pertaining to: Complaint Procedure

Duly adopted at a meeting of the Board of Directors held Aug. 16th, 2010.

Motion by: D. Gerrity Seconded by: K. Haley

VOTE:

YES NO ABSTAIN ABSENT

Kenn Haley
Director

X _____

Don McHelf
Director

X _____

Amanda Hurst
Director

X _____

[Signature]
Director

✓ _____

[Signature]
Director

X _____

ATTEST: Don McHelf
Secretary

8-16-10
Date

FILE:

Book of Minutes - 2010

Book of Resolutions:

Policy
Regulatory
Special
General

Book No.

Page No.

Resolution effective: