

Stonehurst Homeowners Association

P.O. Box 201, Merrifield, VA 22116

Complaint Procedures Pursuant to Code of Virginia, Title 55

You Have a Right to Submit a Complaint

Virginia law requires that homeowner associations establish reasonable procedures for the resolution of written complaints from the members of the association and other citizens. The Stonehurst Homeowners Association (SHA) Board of Directors has established these procedures and the attached complaint form for your use should you wish to file a written complaint regarding the action, inaction or decision by the Board that you believe is inconsistent with applicable laws and regulations. All complaints should be addressed to the Board of Directors, Stonehurst Homeowners Association at the above address for appropriate consideration and possible resolution.

The SHA Board Will Promptly Consider Your Complaint

The SHA Board will review your written complaint at the first regularly scheduled Board meeting to occur after the complaint is received. You will receive a written acknowledgement of your complaint, within 7 days of its receipt, at the mail or E-mail address designated by you on the complaint form. You will also be provided the date of the next regularly scheduled Board meeting should you wish to attend.

Sufficiency of Documentation

While the Board will attempt to resolve your complaint expeditiously, it may require that you provide additional information to support your complaint. In this regard, applicable laws and regulations upon which the complaint is based should be cited and provided that are pertinent to the complaint. Providing as much relevant information as possible will aid the Board in making a fair and timely decision. The Board will make a final decision on the complaint within 45 days from the receipt of all relevant documentation.

Communicating the Board's Decision

After the Board makes its final decision, a written notice of final determination will be hand delivered or mailed by registered or certified mail return receipt to the address provided on the complaint form or by E-mail, if you so desire, within 7 days of the decision.

Appeal of a Final Adverse Board Decision

You may appeal the SHA Board's decision by filing a notice of final adverse decision in accordance with Section 55-530 F of the Code of Virginia with the Common Interest Community

Board (CICB), a State agency, which has limited authority over homeowner associations. You can appeal to the CICB Ombudsman, if you believe the decision by the SHA Board violated applicable laws or regulations. The notice shall be in writing on forms provided by the Ombudsman and shall be filed within 30 days of the date of the final SHA Board's adverse decision. There is a \$25 filing fee but such fee could be waived pursuant to 18VAC48-70-100 if you meet certain qualifications. Contact information for the Ombudsman is provided at the bottom of the attached complaint form for your convenience. Information and forms required by the Ombudsman to appeal the Board's adverse decision can be obtained from the Stonehurst Secretary or from the Ombudsman's website, www.dpor.virginia.gov/CIC-Ombudsman/.