

Rule and Regulation No. 2006 - 004

Complaint Procedures

of the

Ridgeview Valley Master Homeowners Association, Inc.

RVMHA, Inc
912 Gravelly Run Road
McHenry, MD 21541

November 2006

(RV11)

The following procedure is in accordance with Article V Section 2 of the Articles of Incorporation of Ridgeview Valley Master Homeowners Association, Inc. which grant the Association the power to adopt and enforce rules and regulations applicable within the Ridgeview Valley Development.

Ridgeview Valley Master Homeowners Association, Inc.

Rule and Regulation No. 2006 - 004
Complaint Procedures

Let it be resolved that the RVMHA establishes the following procedure for dealing with complaints or alleged violations by the ownership associated with functions at Ridgeview Valley:

1. Definitions

See Article I of the Declaration of Covenants, Conditions and Restrictions for Ridgeview Valley Planned Residential Development for the definitions of the following terms: Articles, Board, Declaration, Guidelines, Member, and RVMHA.

2. Written Complaints

Complaints of alleged violation(s) of the Declaration, Bylaws, or Rules and Regulations adopted by the Board or adopted by the membership of the RVMHA will be reviewed by the Board only when submitted in writing. The Board may establish a form to be used for the filing of written complaints.

3. Complaint Submission

Complaints of alleged violation(s) and requests for review of the findings of the Board, shall be submitted in writing in person to either the President or Secretary of the Board or mailed to the corporate address as follows:

RVMHA, Inc.
912 Gravelly Run Road
McHenry, MD 21541

4. Complaint Contents

Complaints of alleged violation(s) shall include the following:

1. Name, mailing address, and telephone number of the person(s) filing the complaint;
2. Specific section(s) of the General Declaration, Specific Declaration, Guidelines, or Regulation allegedly in violation;
3. Specific description of the alleged violation(s);
4. Photographs documenting the alleged violation(s) are suggested for all complaints and are required for complaints of violation(s) involving animals at large;
5. Description of actions taken to remedy the violation(s), including correspondence and discussions with alleged violator(s); and

6. Action or remedy requested to be taken by the Board.

5. Complaint Review Process

The following process describes the steps to be followed for the review of complaints of alleged violation(s):

1. The complaint must be submitted in accordance with Sections 3 and 4 of this Regulation;
2. The complaint will be reviewed at the next scheduled meeting of the Board or at any special meeting of the Board that may be called;
3. If the complaint is determined to be incomplete, it will be returned to the person(s) filing the complaint;
4. If the complaint is found to be complete, the Board will determine the validity of the complaint;
5. If the complaint is found to be invalid or outside of the purview of the Board, the Board will notify in writing the person(s) filing the complaint that the complaint has been reviewed and report the findings of the Board;
6. If the complaint is found to be valid and within the purview of the Board, the Board will review the specifics of the complaint and propose a remedy. The remedy may include written warnings, fines, restraining orders, injunctions, or other actions as deemed appropriate by the Board;
7. The Board will notify in writing the person(s) (with copy sent to the owner the property, if not same) found to be in violation of the Declaration, Specific Declarations, Guidelines, or adopted Rules and Regulations of the findings and the proposed remedy sought by the Board, to the mailing addresses on record with the association;
8. The person(s) found to be in violation of the Declaration, Specific Declarations, Guidelines, or adopted Rules and Regulations may request in writing, within 10 days of the postmark of the notification of the findings of the Board a review by the Board of the findings and proposed remedy sought by the Board;
9. If a review is requested the findings and proposed remedy will be reviewed at the next scheduled meeting of the Board or at any special meeting of the Board that may be called;
10. If, after a review has been requested and completed, the complaint is found to be invalid or outside of the purview of the Board, the Board will notify in writing the person(s) filing the complaint that the complaint has been reviewed and report the findings of the Board;
11. If, after a review has been requested and completed, the complaint is found to be valid and within the purview of the Board, the Board will impose a remedy. The remedy may include written warnings, fines, restraining orders, injunctions, or other actions as deemed appropriate by the Board;

12. If a review is not requested the Board will impose the remedy at the next scheduled meeting of the Board or at any special meeting of the Board that may be called.

6. Criminal and Civil Complaints

Complaints involving violations of criminal and civil ordinances should be directed to the appropriate law enforcement agency. Threats to public safety and health should be reported immediately to the Garrett County Sheriff's Office.

Violations requiring immediate reporting to law enforcement include, but are not limited to, verbal or physical threats of violence, acts of vandalism, disorderly conduct, disturbing the peace, vicious animal at large, storage of hazardous materials, and maintenance of unsanitary conditions.

The above Regulation was read and approved, and as amended, by the Board of the Ridgeview Valley Homeowners Association.

Date of Adoption: _____

Date Signed: _____

Signature: _____
(President, Ridgeview Valley Master Homeowners Association, Inc)

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