



PRRHOA

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POLICY FOR COMPLAINTS AND
VIOLATIONS OF
COVENANTS AND BYLAWS

Point Richmond Ridge Homeowners Association

*c/o HOA Community Solutions
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This policy defines the circumstances, procedures, and ACC/Board actions to be taken when a Covenant or Bylaw of the Homeowners Association (HOA) is believed to have been violated. It provides details around implementation of Bylaws paragraph 7.6. This policy constitutes Due Process for Covenant and Bylaws enforcement.

Owners are expected to attempt to work out problems with their neighbors before complaining to the HOA about a Covenant or Bylaws violation. This expectation specifically includes maintenance of fences. Only if Owners cannot resolve the situation after a good-faith effort, should a complaint be filed.

1. Filing a Violation Complaint

- a. Any Owner/Member of the Association, group of Owners, the Architectural Control Committee (ACC), or the Board of Directors (Board) may file a complaint.
- b. Complaints must be for specific violations of the Covenants or Bylaws as published on the Association website at the time of the complaint.
- c. Complaints must be in writing as defined below. Verbal complaints will not be considered and do not initiate Due Process.

2. Written Complaint Requirement

- a. The complaint must be written in the form of a letter delivered by US Postal Service or electronically to the Board of Directors.
- b. If the violation affects several neighbors, the complaint may be made as a group.
- c. The complaint must specify what Covenant or Bylaw section(s) is (are) believed to have been violated.
- d. The complaint must specify the date(s) and time(s) of violation along with any supporting documentation, photographs, or logs. It must also include a description of efforts to resolve the issue to date.
- e. For barking dogs, excessive noise, and similar complaints, at least three (3) neighbors need to agree the complaint is valid and be parties to the complaint. This is consistent with Pierce County regulations. A log will be expected as supporting documentation.

3. Board and ACC Actions

- a. When the written complaint is received, the ACC will investigate the validity of the complaint.
- b. If the ACC determines the complaint is not a violation or it is a disagreement between neighbors, the complainant(s) will be informed in writing and no further action will be taken.
- c. If the ACC determines the complaint is valid and violates one or more of the Covenants or Bylaws, the ACC and/or Board of Directors will first issue an informal violation notice to the violating Owner. The notice will specify the Covenant or Bylaws section(s) being violated and provide an opportunity for the Owner to respond.
- d. The Owner may remedy the problem, request more information, or work with the Board/ACC on a resolution or extension.
- e. If no satisfactory response is received from the Owner in violation within 30 days of the mailing date of the informal notice, a formal violation notice will be issued to begin the procedures outlined in Bylaws paragraphs 7.11.2 and 7.11.3 and in the published Covenant and Bylaws Enforcement Policy on the Point Richmond Ridge HOA website. Under Bylaws 7.11.2 (d) v., the Owner may also lodge an appeal or request a hearing, under the published Hearing Policy on the Point Richmond Ridge HOA website.
- f. Once the formal violation notice is issued, the Board will follow the published, progressive procedures, which may result in fines, fees, liens, and other collection actions up to and including foreclosure.

Adopted by the Board of Directors: 14 April 2021,  _____, President, PRRHOA