

CAMERON STATION COMMUNITY ASSOCIATION, INC.

POLICY RESOLUTION NO. 2008-08

PROCEDURES RELATED TO THE SUBMISSION AND RESOLUTION OF VIOLATION COMPLAINTS

WHEREAS, Article III, Section 3.4 of the Amended Bylaws grants the Board of Directors with all of the powers necessary for the administration of the affairs of the Association in accordance with applicable law and the Project Documents, except for those matters which the applicable law or Project Documents require the Association's membership to approve; and

WHEREAS, the Association often receives complaints, both written and oral, from the Association's membership and residents regarding alleged violations of the Project Documents; and

WHEREAS, for the benefit and protection of all owners, the Board deems it desirable to formally adopt a policy resolution requiring all complaints to be submitted to the Association's management in writing and establishing reasonable procedures governing the resolution of these written complaints so as to comply with the requirements of the Project Documents and Virginia law.

NOW THEREFORE, BE IT RESOLVED THAT the Board duly adopts the following due process procedures:

1. The Association is only required to act on written complaints submitted to the Association's management, or management or Board-witnessed violations, in accordance with the procedures set forth in this Resolution. The Board, in its sole discretion, may choose to act on all other complaints on a case-by-case basis.
2. In order to properly submit a formal complaint upon which the Association will act, all residents, owners and any other party must submit a written complaint on the form attached hereto as Exhibit A, to the Association's management office and to the attention of the Association's Board of Directors.
3. All written complaints shall be sent either via United States Postal Service mail, hand-delivery, or facsimile using the following information, unless otherwise advised and requested by the Association's Board:


Cameron Station Community Association, Inc.
c/o Management Office
200 Cameron Station Blvd.
Alexandria, VA 22304
Facsimile: (703) 567-4883

4. All complaints shall include the following information or shall be deemed invalid, at the Board's sole discretion:
 - 1) The name and address of the complainant;
 - 2) The nature of the alleged violation;
 - 3) The time, date and place of the alleged violation;
 - 4) The name and address of the suspected violator, if known;
 - 5) Any other information the complainant deems relevant for the Board's review;
 - 6) A statement explaining why any of the above-referenced information was not included in the written complaint, if necessary;
 - 7) The signature of the complainant.
5. Owners, residents or other parties are permitted to submit a complaint alleging violations of the Association's Declaration, Bylaws, rules or regulations, Policy Resolutions, Special Use Permit Conditions (collectively "Governing Documents"), or applicable provisions of Virginia Law which specifically govern the actions of the Association or Management and over which the Virginia Common Interest Community Board or the Common Interest Community Ombudsman have jurisdiction.
6. The Association's management shall maintain a record of the complaint for no less than one year, from the date that the Association takes action on said complaint.
7. Upon receipt of a valid written complaint, the Association, through its Board, applicable Committee or management, shall take such appropriate action to investigate and resolve the complaint, in accordance with those due process procedures set forth in the Project Documents, including Board-adopted rules and regulations, and the Virginia Property Owners' Association Act.
8. The Association's Board or management may contact a complainant via electronic or written communication, to resolve any ambiguities or request additional information related to the written complaint.
9. The complainant may contact the Association in writing, via the same methods of communication required for submission of a written complaint in paragraph 3, to follow-up on the status of a complaint. All complainants should refrain from contacting the Association via telephone to submit or follow-up on a complaint.
10. The Association shall advise all complainants via the Association's authorized complaint form, of their right to provide notice of any adverse decisions rendered by the Association, to the applicable Office of the Common Interest Community Ombudsman. The name, address and telephone number of the office to which notice should be directed, shall be included on the authorized complaint form as approved by the Board of Directors.

11. The Association holds owners legally responsible for ensuring that the residents of their household, and their tenants, guests or invitees comply with the Association's Project Documents and Rules and Regulations.

The effective date of this Resolution shall be October 15, 2008.

CAMERON STATION COMMUNITY ASSOCIATION, INC.

By: 

President

Please deliver your complaint via United States Postal Service Mail, hand-delivery, electronic mail or facsimile to the Association using the following information:

Cameron Station Community Association, Inc.
c/o Management Office
200 Cameron Station Blvd.
Alexandria, VA 22304
Facsimile: (703) 567-4883
Phone Number: (703) 567-4881

Be advised, the Association may elect not to take action on any complaint which does not conform to the above-referenced delivery requirements or include the requested information on this form.

Upon receipt of your complete, written complaint, the Association will begin investigation of your complaint. The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

Please do not contact the Association’s management or Board of Directors via telephone to submit or check the status of your complaint.

Instead, you may contact the Association in writing via United States Postal Service mail, hand-delivery, electronic mail or facsimile, using the above-referenced contact information.

Please note, the Office of the Common Interest Community Ombudsman (“Office”), is a governmental body, which may assist you in using the complaint procedures set forth in the Association’s governing documents, as well as the Virginia Property Owners’ Association Act. In accordance with the Common Interest Community Board’s (“CIC Board”) rules and procedures and Va Code § 55-530, you may give notice to the CIC Board of any final adverse decision which your Association may make regarding your complaint. For more information or to submit a complaint to the Common Interest Community Ombudsman, please contact the Office of the Common Interest Community Ombudsman at:

Cynthia Schrier
Department of Professional and Occupational Regulation
9960 Mayland Drive Suite 400
Richmond, Virginia 23233-1463
Office – 804-367-2941
Email – cynthiaschrier@dpor.virginia.gov.

Signature: _____

Date: _____

To be completed by Association representative only

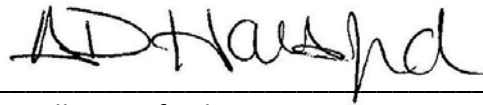
Received by: _____

Title: _____

Date: _____

FOR ASSOCIATION RECORDS

I hereby certify that a copy of the foregoing Policy Resolution was mailed or hand-delivered to the members of Cameron Station Community Association on this 8th day of October, 2008.

A handwritten signature in black ink, appearing to read "Airielle Hansford". The signature is written in a cursive style with some loops and flourishes. It is positioned above a horizontal line.

Airielle Hansford, Community Manager