

MCHOA Complaint Resolution

Living within a Homeowners or Property owners Association is a positive situation whereby your property and property values are governed by a Board of Directors that are elected by the membership. In essence, such an association is a community within a community. The Board Members are guided by the governing documents that are usually recorded by the developer within the land records. This provides a concrete method of governance that allows for all to be involved in their community.

However, sometimes within these associations there can be concerns or conflict. Resolution of these concerns and conflicts should always be reached through compromise and understanding. Even so, sometimes a formal complaint must be lodged with the Board of Directors, and failing that, with the Department of Professional and Occupational Regulation. Outlined below you will find the formal complaint procedure for your community.

IF YOU HAVE A COMPLAINT:

- 1.) Notify the Board of Directors with the use of a written complaint. The written complaint should contain the following information:
 - a.) Name, Address, Phone and Email address
 - b.) Date of complaint and date of action causing complaint
 - c.) Involved parties
 - d.) Witnesses or witness statements (if applicable)
 - e.) Descriptive narrative of the basis of the complaint and suggested resolution.
 - f.) Any additional evidence that might assist with a resolution.

- 2.) This complaint should then be submitted to the Association by way of the management firm. These complaints can be sent to:

Office of Management
1000 North
Winchester, VA 22601
1-800-441-1111
1-800-441-1111
office@management.com

- 3.) Upon receipt of written complaint form the Board of Directors will schedule a hearing with you to include at least 3 Board Members. Said hearing shall be conducted at the next regular Board meeting or at a specially called meeting if none is scheduled with 30 days of receipt of complaint.
- 4.) If after this hearing you are still not satisfied with the result or you believe the Board to be operating outside the regulations promulgated by the Department of Professional and Occupational Regulation, Common Interest Community Board or the Virginia Statutory Code, you should then file a complaint with the Ombudsman of the Common Interest Community Board. The contact for this person is contained below:

Common Interest Community Board
Office of the Ombudsman
9960 Mayland Drive
Suite 400
Richmond, VA 23233-1485
(804) 367-0373
cicombudsman@dpor.virginia.gov

- 5.) All complaints directed to the Board of Directors will be kept on file for a minimum of one year after the date of resolution.
- 6.) If you have any questions about this process or any other issue affecting your community, please contact the Ombudsman.
- 7.) All actions by the Board shall follow the regulations contained in the Virginia Code at 55.530.

This procedure was adopted by the Merriman's Chase Board of Directors on October 16, 2017.