HOA COMPLAINT PROCEDURE

MULBERRY TERRACE HOMEOWNERS ASSOCIATION
C/O COVENTRY GROUP COMMUNITY MANAGEMENT, INC.
2580 VALLEY AVENUE, SUITE 100
WINCHESTER, VA 22601
540-535-0816

I. Initiating a Complaint

A. Who May Initiate. Any member of the Association or any resident of the Commonwealth of Virginia who is not otherwise a member of the Association (referred to herein as the "Complainant").

B. How to Initiate a Complaint

1. A Complaint with the MULBERRY TERRACE HOMEOWNERS ASSOCIATION (the "HOA") is initiated by filing a written Complaint using the form attached as Exhibit A hereto (the "Complaint Form").

2. Return the Complaint Form to MULBERRY TERRACE HOA, at 2580 Valley Avenue, Suite 100, Winchester, VA 22601 by certified mail, return receipt requested. For more information, you can contact by telephone the HOA Manager at 540-535-0816.

3. All future communications between the HOA and the Complainant shall be by certified mail, return receipt requested.

C. Confirming Receipt of the Complaint. Within seven (7) days of receipt, the HOA shall provide written acknowledgement of receipt of the Complaint pursuant to the procedure outlined in Paragraph (B)(3) above.

II. Purpose and Contents of the Complaint.

A. Purpose. The purpose of a Complaint is to bring to the HOA's attention acts, omissions, or decisions of lot owners and/or the HOA, its agents, officers, or directors, or any conditions on any property within the MULBERRY TERRACE subdivision which the Complainant believes are inconsistent with (i) the governing documents of the HOA, including the restrictive covenants; (ii) the HOA bylaws; (iii) any rules or regulations issued by the HOA governing body; and/or (iv) relevant Virginia legal authority (statutes, regulations, case law, etc.).

B. Contents. The Contents to be contained in a Complaint are described in the attached Exhibit A. In addition, if the Complainant has knowledge of relevant Virginia legal authorities supporting the Complainant's position, the Complainant should provide citations to or copies of such legal authorities.

C. HOA Requests for Additional Information. The HOA shall review the Complaint and conduct whatever investigations the HOA believes necessary and appropriate.

The HOA shall make a good faith effort to provide to Complainant a comprehensive list of all additional information, if any, needed from the Complainant in order to assist the HOA in its investigation. The Complainant shall have fifteen (15) days from the date upon which the HOA sends a written notice of request for additional information in which to provide any such additional information. If the Complainant fails to provide any requested additional information, the HOA shall move forward with a hearing on the Complainant based on information available.

III. Hearing. The HOA Board of Directors shall make good faith efforts to schedule a hearing on the Complaint within sixty (60) days after the date upon which the HOA acknowledges in writing receipt of the Complaint. The Complainant shall be notified in writing by the HOA Board of Directors of the date, time and location of the hearing at the address provided on the Complaint Form.

IV. Decision by the HOA Board of Directors. Within forty five (45) days after the hearing before the HOA Board of Directors, the HOA shall send to the Complainant a copy of the HOA Board of Directors' final determination on the Complaint. The final determination shall state the HOA Board's reasoning, including where appropriate specific citations to the restrictive covenants, bylaws and written policies of the HOA as well as to applicable laws, statutes, case authority and regulations. The final determination shall likewise include the registration number of the HOA with the Virginia Common Interest Community Board ("CICB"). The final determination of the HOA Board of Directors is final.

V. Right of Appeal of HOA Board Final Determination. Any final determination issued by the HOA Board of Directors in response to a Complaint shall contain the following language:

"You have the right to file a notice of an adverse final determination with the Virginia Common Interest Community Board ("CICB") in accordance with the regulations promulgated by the CICB. The notice (i) shall be filed within thirty (30) days of the date of the final adverse decision; (ii) shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman ("Ombudsman"); (iii) shall include copies of any supporting documents, correspondence and other materials related to the decision; and (iv) shall be accompanied by a $25.00 filing fee. The Ombudsman may be contacted at the Office of Common Interest Community Ombudsman, Department of Professional and Occupational Regulation, 9960 Maryland Drive, Suite 400, Richmond, Virginia 23233, Telephone (804) 367-2941, email address CICOmbudsman@dpor.virginia.gov."

VI. Recordkeeping. The HOA shall maintain a record of all written Complaints received by the HOA for one (1) year after the date of the written final determination of the HOA Board of Directors.

EXHIBIT A

MULBERRY TERRACE HOMEOWNERS ASSOCIATION
c/o Coventry Group Community Management, Inc.
P.O. Box 2580 Winchester, VA 22604 540-535-0816

COMPLAINT FORM

Pursuant to Chapter 23.3 of Title 54.1 of the Code of Virginia, the Board of Directors (Board) of the **MULBERRY TERRACE HOMEOWNERS ASSOCIATION** (Association) has established this complaint form for use by persons who wish to file written complaints with the association regarding the action, inaction or decision by the governing board, managing agent or association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulation that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also attach any supporting documents, correspondence and other materials related to the complaint.

Sign, date and print your name and address below and submit this completed form to the Association at the address listed above.

Printed Name _____ Signature _____ Date _____

Mailing Address _____

Lot/Unit Address _____

Email Address _____ Phone Number _____

Contact Preference: □ Phone □ Email □ Other _____

If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to your complaint, please be aware that you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms prescribed by the CICB, shall include copies of any supporting documents, correspondence and other materials related to the decision and shall be accompanied by a $25.00 filing fee. The CICB's contact information is:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Maryland Drive, Suite 400
Richmond, Virginia 23233
(804) 367-2941
CICOmbusdman@dpor.virginia.gov