Complaint Process 12-9-2013

Community Name: Landmark HOA

The Board of Directors (BOD) has established by regulation reasonable procedures for the resolution of written complaints from the members of the association and other citizens. The procedures shall include but not be limited to the following:

Members wishing to file a complaint shall produce in writing a statement of complaint. The written complaint shall be a clear and understandable description of the complaint. The complaint shall be filed and tracked with management and provided to the BOD.

All complaint records shall be maintained for no less than one year after the association acts upon the complaint.

Annandale Management
7825-A Patriot Drive
Annandale, VA. 22003
703.328.5760
amc@annandalemanagement.com

The property manager shall advise the BOD, if necessary, and the resident will be allowed to communicate electronically and/or in person with the BOD and management to address the issue within 30 days. The BOD will reply to the owner within 30 days, in writing.

Should the complainant not be satisfied with the decision of the BOD or management the complainant may also file a complaint with the following.

Department of professional and occupational regulation
9960 Maryland Drive, Suite 400
Richmond, Virginia 23233
(804) 367-8500
www.dpor.virginia.gov

In accordance with § 55-530 E of the Code of Virginia, each association shall have a written process for resolving association complaints from members and citizens. The association complaint procedure or form shall conform with the requirements set forth in § 55-530 of the Code of Virginia and this chapter, as well as the association governing documents, which shall not be in conflict with § 55-530 of the Code of Virginia or this chapter.

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