

Complaint Process 9-14-2023

Community Name: Old Town Gateway Home Owners Association

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 complaints shall be maintained for no less than one year after the association acts upon the complaint. The written procedures shall include a clear and understandable description of the complainant.

Annandale Management

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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 resolve 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 Mayland Drive, Suite 400

Richmond, Virginia 23233

(804) 367-8500

www.dpor.virginia.gov

§ 54.1-2354.4. Association complaint procedures; final adverse decisions.

A. The Board shall establish by regulation a requirement that each association shall establish reasonable procedures for the resolution of written complaints from the members of the association and other citizens. Each association shall adhere to the written procedures established pursuant to this subsection when resolving association member and citizen complaints. The procedures shall include the following:

1. A record of each complaint shall be maintained for no less than one year after the association acts upon the complaint.

2. Such association shall provide complaint forms or written procedures to be given to persons who wish to register written complaints. The forms or procedures shall include the address and telephone number of the association or its common interest community manager to which complaints shall be directed and the mailing address, telephone number, and electronic mailing address of the Office. The forms and written procedures shall include a clear and understandable description of the complainant's right to give notice of adverse decisions pursuant to this section.