

July 13, 2022

LPPOA Complaint Process

1. Property owners shall submit complaints to the association manager (manager).
2. The manager will process the complaint by documenting the complaint and referring it to either the Architectural Control Committee (ACC) or the Board of Directors (the Board), whichever is applicable (see below):
 - a. If the complaint alleges a violation of the LPPOA Architectural Standards, the manager will notify the ACC Chair (or designee).
 - b. If the complaint alleges a violation of the LPPOA Bylaws and Restrictive Covenants, the manager will notify the Board President (or designee).
3. Once the complaint has been given to the appropriate governing body then they will screen the complaint to ascertain whether it rises to a violation of the Architectural Standards, Covenants, or Bylaws.
4. If the complaint is deemed valid, then the manager shall be directed to (i) send notice of the alleged violation to the owner, and (ii) send notice acknowledging the complaint to the complainant. Notices will be sent using the templates approved by the Board.
5. If determined by the designated BOD/ACC representatives that the complaint does not rise to a violation of the Architectural Standards or the Bylaws and Restrictive Covenants, the manager will be instructed to notify the complainant of this determination, and the BOD/ACC representatives shall document the reason for the dismissal of the complaint. The Manager will update the status of the complaint and the reason for the dismissal.
6. The documentation and resolution of the complaint will be placed on the following Board meeting agenda for Board notification and Board vote to either confirm the initial resolution of the matter, or to vote to move forward with the process described in the preceding paragraph.
7. Upon delivery of the notice of alleged violation, the owner shall have 14 days to remedy the violation or respond to the complaint.
 - a. If after 14 days the alleged violation has not been resolved, the complainant may notify the manager as directed in the acknowledgment sent to the complainant.
 - b. If the complainant notifies the manager that the complaint has not been resolved, the manager shall document the receipt of this notification and send a second notice of the alleged violation to the owner using the template approved by the Board.

July 13, 2022

8. Upon delivery of the second notice of alleged violation, the owner shall have 14 days to remedy the violation or respond to the complaint.
 - a. After the second 14-day deadline, the ACC or Board will ascertain whether the violation has been resolved.
 - b. The ACC or Board may direct the manager to contact the complainant to determine if the alleged violation has been resolved. If the complainant indicates that the alleged violation has not been resolved, then the matter will be addressed at the next regular Board meeting.

9. Depending upon the severity of the complaint it may be scheduled for the next regular Board meeting or an emergency BOD meeting may be scheduled. The Board shall address the complaint, as it deems appropriate, in accordance with the LPPOA Bylaws and Restrictive Covenants. If the Board determines that a formal investigation is necessary, the Board shall assign one Board member and one ACC member to investigate the complaint. The Board also shall deliver notice of the formal investigation and a copy of the complaint to the owner.
 - a. Upon delivery of the notice described in the preceding paragraph, the owner shall have 10 days to respond to the complaint.
 - b. The investigators shall prepare and submit a written report of the investigation to the Board for consideration at the next regular Board meeting at which it may take such ~~action~~action, as it deems appropriate, in accordance with the LPPOA Bylaws and Restrictive Covenants. Any response(s) submitted by the alleged owner shall be included in this report.