

VANCE LEVEL HOME OWNERS ASSOCIATION COMPLAINT FORM

This Form is available to all Association Owners as required by Section 55-530.E of the Code of Virginia, 1950, as amended ("Virginia Code"). Please complete and return this Form to the Association's Manager at least five (5) days prior to the next scheduled regular Board of Directors Meeting to insure review at that Meeting. The Board will provide a written response to any submitted Association Complaint Form within seven (7) days of the Board Meeting during which the Complaint is reviewed.

Member Name (Printed): _____

Member Name _____

(Signature): _____

Address: _____

Date: _____

Please outline and/or address your specific complaint and attach to this Form.

Please include copies of all applicable provisions of the Association's Declaration, Architectural Guidelines, Articles of Incorporation, Bylaws and/or Rules and Regulations to assist the Board in understanding your complaint.

Please be sure to identify and/or attach the provisions of all specific provisions of the Virginia Code you believe may apply.

Forward the completed Association Complaint Form and all attachments to:

United Property Associates
Michael J. Minor
Association Manager
525 S. Independence Blvd, Ste 200
Virginia Beach, VA 23452-1103
Telephone: (757) 497-5752
Facsimile: (757) 497-9133

Email: mminor@unitedproperty.org

Should you need assistance in understanding your rights and the processes available to common interest community Members, you may contact Virginia's Office of the Common Interest Community Ombudsman ("CICO") for assistance.

The CICO may be reached:

Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, Virginia 23233

Telephone: (804) 367-8500 (Direct Line not yet available)

Email: cic@dpor.virginia.gov

This Section is for Association Use Only:

Date Complaint Received by the Association's Manager: _____

Name of Association Manager who received Complaint: _____

Signature of Association Manager _____

Date Complaint Reviewed by the Board of Directors: _____

Date Complaint Response forwarded to Complainant _____

Please attach a copy of the Response to this Association Complaint Form.

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Complainant's Rights Description required by Section 55-530-E.2 of the Virginia Code In accordance with Section 55-530.F of the Code of Virginia, as amended, an Association Complainant may give notice to Virginia's Common Interest Community Board (the "Board") of any final adverse decision in accordance with regulations promulgated by the Board. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25 filing fee. The fee shall be collected by the Director of Professional and Occupational Regulation and paid directly into the state treasury and credited to the Common Interest Community Management Information Fund, § 55-530.1. The Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member. The Director shall provide a copy of the written notice to the Association that made the final adverse decision.

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