

Complaint Procedures

Introduction

Homeowners' associations (HOAs) are responsible for maintaining a harmonious living environment for all residents. As such, it is inevitable that disputes and complaints may arise. This procedures manual aims to provide a clear and effective process for handling HOA complaints.

Types of Complaints

HOA complaints can vary greatly in nature, but some common ones include:

- Noise complaints
- Pet related complaints
- Parking violations
- Maintenance issues
- Disputes with neighbors

Reporting a Complaint

Residents should report any complaints to the HOA board of directors in writing. A complaint form is available on the website and should be completed fully including the following information:

- Name and contact information of the complainant.
- Description of the issue
- Date and time of the incident
- Any supporting evidence, such as photos or witness statements

The complaint should be submitted via email to contactvanderlakeshoa@gmail.com or by mailing completed form to

Vander Lakes Homeowners Association 168 Highway 274 #315
Lake Wylie, SC 29710

Receiving the Complaint

A. Once a complaint is received, the HOA secretary will email the complainant acknowledging receipt of the complaint form and attach a copy if the original was mailed.

B. The HOA Secretary will email the complaint form to the entire board of directors for review. *A group text message can be sent to notify them of the incoming email.*

Reviewing the Complaint

The board of directors will review complaint to determine if it has been filled out completely and if it is a valid complaint. The board may need to investigate the issue further by speaking to witnesses or visiting the site of the incident.

Resolving the Complaint

If the complaint is valid, the HOA board of directors should take steps to resolve the issue. This may involve:

- Communicating with the offending party to inform them of the issue and ask them to comply with HOA rules.
- Issuing a warning to the offending party
- Hiring a contractor to fix maintenance issues.
- Mediating a dispute between neighbors

Follow-up

Once the complaint has been resolved, the HOA Secretary will follow up with the complainant via email. The email should include but not limited to the board of directors finding and action taken. If the issue is not resolved to their satisfaction, the complainant may file an appeal with the board.

Appeals

If the complainant is not satisfied with the outcome of their complaint, they may file an appeal with the HOA board. The board should review the case and make a final decision within a reasonable time frame.

Conclusion

Handling HOA complaints can be a delicate process, but following a clear and effective procedure can help ensure a fair and satisfactory resolution for all parties involved.