

Vantage Homes Association, Inc. Association Complaint Procedure

1. This procedure sets forth the process by which Vantage Homes Association, Inc. (“HOA”) will address association complaints received from HOA members and other citizens of the Commonwealth of Virginia that concern the action, inaction, or decision by the HOA Board of Directors (“Board”) and/or the HOA that are alleged to be inconsistent with applicable laws and regulations (“Association Complaints”). It does not apply to complaints received by the Board that are lodged by one member against another for violation of the HOA community rules, which are handled pursuant to the HOA’s Approach to Community Rule Enforcement which is included with HOA disclosure packets and is posted on www.vantagehoa.org.
2. All Association Complaints must be in writing and must provide a valid mailing address or email address of the complainant where the complainant may be contacted by the HOA regarding the Association Complaint. Association Complaints must be delivered to the HOA either (1) through the Vantage website, www.vantagehoa.org, or (2) by mail to

Vantage Homes Association, Inc.
P.O. Box 6503
Alexandria, VA 22306-0503

The HOA will not process an Association Complaint that (1) is not in writing provided through one of the means stated above and/or (2) does not provide a return email or postal address for purposes of Association Complaint correspondence.

3. An Association Complaint must (1) describe with specificity the concern raised, including, if known, any law or regulation applicable to the Association Complaint; (2) provide all relevant documents relating to the Association Complaint; and (3) state the requested action or resolution by the HOA.
4. The Board will confirm receipt of the Association Complaint in writing or by email within 7 days of receipt, using the address provided in the Association Complaint. If complainant utilizes the PO Box in Item 2 above to submit the Association Complaint, complainant acknowledges that the HOA checks the contents of the PO Box on a weekly basis, and the HOA will confirm receipt of the Association Complaint within 7 days of the date the Association Complaint is retrieved from the PO Box.
5. Within 30 days of receiving the Association Complaint, the Board will request any additional information it believes necessary to resolve the Association Complaint, stating a date by which such additional information must be provided to the Board (such date to be reasonably determined based on the nature of the information requested). If the additional information requested is not received within the time frame stated in the Board’s request, and the time frame has not been extended by consent of the Board, the Association Complaint will be deemed withdrawn and the process will terminate.

6. Within 30 days of receipt of the additional information requested pursuant to Item 4 above, the Board shall provide the complainant with written notice of the date, time and location that the matter will be considered and a final determination rendered by the Board (“Final Decision”). Such notice shall be sent to the address provided with the Association Complaint. There is no appeal process within the HOA, and all Final Decisions are final.
7. The Board will provide complainant with written notice of the Final Decision within 7 days after the Final Decision is made (“Final Decision Notice”). The Final Decision Notice shall be sent to the address provided with the Association Complaint. The Final Decision Notice will be dated as of the date of issuance of the Final Decision and shall include specific citations to applicable HOA governing documents, laws or regulations that led to the Final Decision, as well as the HOA’s registration number on file with the Common Interest Community Board. The Final Decision Notice shall also include notice of the complainant’s right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman and will provide applicable contact information for the Common Interest Community Ombudsman.
8. Following an adverse Final Decision, a complainant may file a Notice of Final Adverse Decision (appeal) within 30 days of the Final Decision date, in writing on forms provided by the Office of the Common Interest Community Ombudsman. Contact the Common Interest Community Ombudsman or Common Interest Community Board to obtain current forms. Go to the Common Interest Community Ombudsman website (www.dpor.virginia.gov/dporweb/cic_ombuds.cfm) for further details regarding the Notice of Final Adverse Decision process, including information about materials that must accompany a Notice of Final Adverse Decision and any filing fees that apply. The Common Interest Community Ombudsman mailing address, telephone number and electronic mail address are:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233-1463
804-367-2941
email: cicombudsmanoffice@dpor.virginia.gov
9. This Association Complaint procedure shall be posted on the HOA website, and will be provided to all members of the HOA and citizens of the Commonwealth of Virginia upon request through the website comment function or by mail to the PO Box noted in Item 2 above. This procedure shall also be included in the HOA disclosure packets.
10. The HOA will retain a record of each Association Complaint filed with the HOA for no less than one (1) year after the Final Decision is issued, in accordance with Section 55-530 E.1 of the Code of Virginia. Upon request from the Director of the Common Interest Community Board or their designee, the HOA will provide any documents, books or records concerning the Association Complaint within 14 days of receipt of such request, unless otherwise specified.