



PROVIDENCE MANOR  
HOME OWNERS ASSOCIATION

## Written Complaint Procedure

- A. Policy and procedure cannot replace courtesy and the need to communicate. Neighbors talking with each other in a non-threatening way can achieve quicker results. Our community spirit lies within each occupant.
- B. Complaints against anyone violating the rules must be submitted to the board/management company in writing in TownSq and must contain the name, date, address, and telephone number of the individual filing the complaint. Including photos is encouraged to support the complaint.
- C. The board/management company will, in most instances, contact the alleged responsible owner after receipt of an initial complaint, and a reasonable effort will be made to gain the owner's agreement to cease the violation.
- D. If the reasonable efforts to gain compliance are unsuccessful, the owner may be subject to an enforcement assessment in accordance with the Enforcement Policy.
- E. In the event of an enforcement assessment hearing, or court hearing, copies of complaints and the complaining party identity will be made available to the alleged violator.