**N`ORTHLAKE HILLS PROPERTY OWNERS ASSOCIATION**

**CCR’s, Bylaws, or ACC Rules Violation Complaint Form**

(see instructions)

**Date of complaint:**

**Your name and contact information:**

**Specific CCR, Bylaw, or ACC Rule in violation:**

**Property in violation:**

**Describe the reason you feel a violation has been made and please supply any available supporting documentation (Correspondence, pictures, etc):**

**Describe all actions taken, if any, to address the issue:**

**In your opinion what will correct the violation?**

**FORM INSTRUCTIONS**

1. Date of complaint: Enter the date of form submittal and please include the approximate date the violation first occurred.
2. Name/Contact Info: Enter your name and contact information. Your name will be held confidential to only the POA management team and will not be disclosed to any general member of the POA without your permission. Forms received anonymously without a member’s name may not be acted upon.
3. Specific CCR, Bylaw, or ACC Rule in violation: Please cite the specific POA policy document by section and paragraph that you believe applies to the violation. A POA rule that doesn’t exist cannot be enforced. If there is no violation of a CCR, Bylaw, or ACC Rule then the case will be closed with no action be taken by the POA.
4. Property in violation: Please list the Address or Section/Lot No. and Owner name if known.
5. Describe the reason you feel a violation has been made and please supply any available supporting documentation (Correspondence, pictures, etc): Provide sufficient detail to help us clearly understand what the issue is. If there are other concerned members with information potentially useful in understanding and/or resolving the issue, list them here so we may reach out to them. If you do so, keep in mind we may use your name as the reason why we are contacting them.
6. Describe all actions taken, if any, to address the issue: Provide any pertinent information related to any discussions with the property owner or actions taken to resolve the issue so POA management has a complete understanding of the situation. Be advised the POA will only interface with property owner. The **property owner** is ultimately responsible for holding his/her contractors, tenants, and visitors in compliance with POA rules.
7. In your opinion what will correct the violation? Your input on a fair and reasonable outcome is welcomed.

**WHAT TO EXPECT**

The President (or Vice President in the President’s absence) will acknowledge receipt of your completed form. If the form is not complete then it will be returned for the missing information. Once the form is complete with the required information you will receive an acknowledgment the case is in process for review and action as appropriate.

Expect the President or Vice President to reach out to you to discuss the issue. Additional information may be requested depending on the situation. An action plan will be developed and you may be involved to the extent necessary to reach a fair and reasonable outcome.

No records will be retained after the case is closed. Once the case is closed, the complaint form and all records relative to the case will be destroyed.