

Horizons Village Property Owners Association Complaint Procedure

The **Horizons Village Property Owners Association** is governed by 3 primary documents:

- The Protective Covenants, Conditions, Restrictions And Affirmative Obligations Applicable To All Property In The Horizons Village Subdivision
- The Bylaws of the Horizons Village Property Owners Association
- The Virginia Property Owners' Association Act
 Found by searching for:
 Code of Virginia Property Owners' Association Act

If you feel that some person or entity has violated some aspect of one of the **first 2 governing documents** listed above, please contact any member of the Board Of Directors in person, by phone, or e-mail (Horizons.village@gmail.com). The Board will respond to you about your complaint within 14 days of your original contact.

If you feel that some person or entity has violated some aspect of **the third governing document** listed above, Virginia law requires you to fill out the accompanying Association Complaint form and return it to the address listed on the form. A sample of this form should be part of the disclosure packet you received before you purchased your property (after August 2012), or may be obtained by contacting the current Secretary of the Horizons Village Property Owners Association Board (Horizons.village@gmail.com).

Once the Board receives your complaint it will acknowledge that receipt within seven days.

If any additional information is necessary to continue the processing of the Association complaint, the Board will contact you within 14 days of its original receipt of the complaint.

You shall have 14 days from your receipt of the Board's request to provide the additional information requested. If the additional information requested is not received within this period of time, the Board will assume no additional information is forthcoming and will set a date that the matter will be considered.

Notice of the date, time, and location that the matter will be considered shall be delivered to you at least ten days prior to the consideration date.

Once a final determination is made, a written notice of final determination shall be delivered to you within seven days.

If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB)

Office of the Common Interest Community Ombudsman
Department of professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
804/367-2941
CICOmbudsman@dpor.virginia.gov

(All communications between the Board and the complainant may be hand-delivered, by registered or certified mail, return receipt requested, at the address provided, or by electronic means provided the Board retains sufficient proof of the electronic delivery.)

