

Horizons Village Complaint Procedures

Adopted July 22, 2022

The Horizons Village Property Owners Association (HVPOA) is governed by three primary documents:

1. The Protective Covenants, Conditions, Restrictions And Affirmative Obligations Applicable To All Property In The Horizons Village Subdivision
2. The Bylaws of the Horizons Village Property Owners Association
3. The Virginia Property Owners' Association Act

These documents can be downloaded from the Horizons Village website on the following page: <https://horizonsvillage.org/lot-owners/>.

To help our neighbors know what to do if they have a formal complaint, we've compiled a simple procedure below. This is purely an effort to help keep our community complaint-free, as it has mostly been since its establishment.

1. If an alleged violation occurs, the complainant should start with the originator of the issue. Good communication can solve problems and help your neighbor understand the issue. Cell phone numbers and email addresses for lot owners are listed in the Horizons Village address log, which is emailed to the community each quarter from the HVPOA Secretary along with the latest board meeting minutes. If you need a copy of the latest phone roster, email the HVPOA Board Secretary at horizons.village@gmail.com.
2. If you are not comfortable contacting your neighbor directly about the issue, or if your issue was not resolved, you have the option of filing a formal complaint. **See Appendix B for the HVPOA complaint form.** Once completed, send to the HVPOA Board Secretary at horizons.village@gmail.com and it will be forwarded to the HVPOA Compliance Committee.
3. The Compliance Committee will investigate the complaint by speaking with all parties and neighbors, and then determine appropriate course of action—i.e., educate, support, warning, give notice of pending assessment, etc.
4. The HVPOA Board will review the Compliance Committee's recommendation and make the final adjudication determination.
5. After, the Compliance Committee will follow up with owner complainant.
6. All notes, correspondence, and documentation are filed by the HVPOA Board Secretary on Google Drive.

Appendix A includes a process flow diagram for reference.

Instructions for Violations of the Virginia Property Owners' Association Act

If you feel that some person or entity has violated some aspect of the Virginia Property Owners' Association Act, Virginia law requires you to fill out an association complaint form and return it to horizons.village@gmail.com or mail to HVPOA, P.O. Box 122, Nellysford, VA 22958.

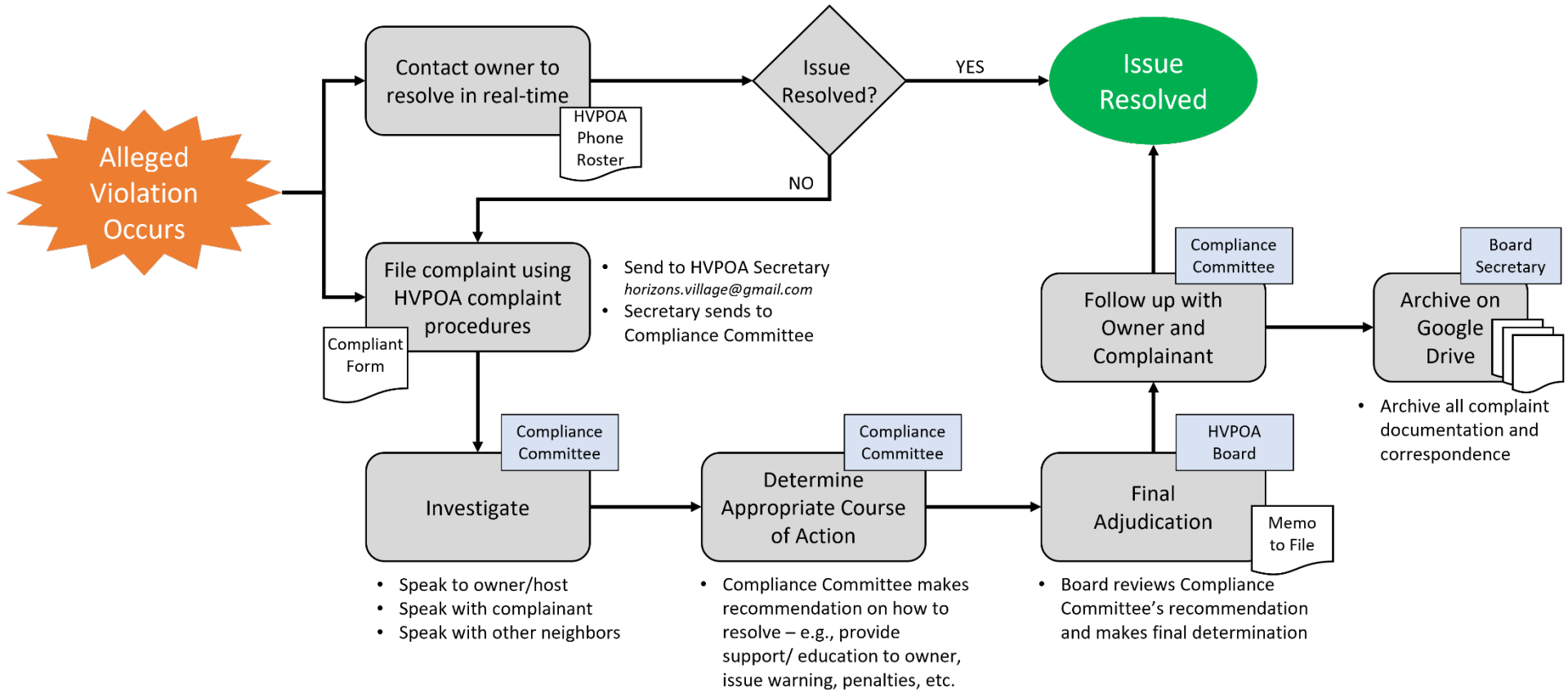
If, after the HVPOA Compliance Committee and Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) by mailing documentation to the following address:

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

Click here for more information and resources: <https://www.dpor.virginia.gov/CIC-Ombudsman>

We hope this procedure will help all our community to feel confident about a simple and effective process for filing a complaint, as well as offering a fair and organized process for adjudicating. We highly recommend giving your neighbors the trust and confidence that most issues can be resolved with good direct communication.

Appendix A: Complaint Procedure Process Flow Diagram



For the latest phone roster, contact the HVPOA Board Secretary at horizons.village@gmail.com

Appendix B: HVPOA Complaint Form

Return to the HVPOA Board Secretary at horizons.village@gmail.com
or mail to HVPOA, P.O. Box 122, Nellysford VA 22958

Pursuant to Chapter 18 of Title 55.1 of the Code of Virginia, the HVPOA Board of Directors has established this complaint form for use by those who wish to file written complaints with the Association.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Include references to the specific facts and circumstances at issue and the provisions of Virginia laws, regulations, and/or HVPOA policies and regulations that support the complaint. If there is insufficient space, you can attach a separate page to this complaint form. Also, attach any supporting documents, pictures, correspondence and other materials related to the complaint, if applicable.

[Type complaint here]

Name and Lot Number

Date

Contact Information