

## FROM HANDBOOK...

### VI. COMPLAINTS & VIOLATIONS

“Oh no! Nobody wants to be the bad guy, right?”

6.01 - About Complaints & Violations - When the Board follows up on a Complaint, or issues a notice of violation, it is not personal. The Board is simply doing its job to protect the interests of all homeowners. Our governing documents exist to provide us with agreed upon principles and guidelines to help preserve the peace, harmony and property values of all. When issues arise, the Board relies upon these documents to make sure the decisions and actions it takes are fair and equitable according to the expectations agreed upon by the members of our association.

6.02 - Concern/Complaint Reporting “If it’s not in writing, it didn’t happen.” No verbal complaints will be acted upon by the Board. This ensures that all issues are documented and no board action can be arbitrarily initiated against any homeowner. Handwritten letters are acceptable, but the preferred method is to use the “Report a Concern” link provided on [www.Ravenridgehoa.com](http://www.Ravenridgehoa.com). When this form is used, all Board members are automatically notified. The names of the homeowners involved are confidential information for board members only. If the report is sent ‘anonymously’ and/or if the Board feels the concern/complaint is not a valid violation, the Board may choose not to act.

6.03 Follow-Up The Board will determine if the reported concern is a violation of our governing documents. If the concern or complaint is determined by the board to be a violation, there is a process for following-up with the offending homeowner:

- 1) ‘Friendly Reminder’ - the homeowner is informed or “reminded” that a violation exists. This reminder can be either in the form of a personal conversation or a written notice mailed to the homeowner. The Board will decide how the notification is to be handled and designate who is responsible for making the notification. If the notification is done verbally, the person responsible for making the notification is required to document the response to both the Board and the homeowner in writing.

If the Friendly Reminder is not enough to get the homeowner to correct the violation, the board must decide whether to take the next step to enforce compliance.

- 2) Notice of Violation - the homeowner is notified again of the violation, the corrections that are required, the consequences for non-compliance and the opportunity for a hearing with the executive board.
- 3) Owner Hearing - The owner may choose to appear before the executive board to present their case.

- 4) Notice of the board's decision may include suspension of privileges including voting rights and a fine not to exceed \$100 for the violation, and without further hearing, for each day more than five days after the Board's decision that the violation remains unresolved. The owner may also be liable for legal fees and/or other costs required to correct the violation. Such fines shall be assessments secured by liens under G.S. 47F-3-116 .

## **FROM RULES & REGS...**

### **VI. PARKING & DRIVING**

6.05 - Parking – Regular Parking of vehicles, including golf carts, must be in a paved driveway and not extending into the street. Temporary Parking, for up to 4 hours within a 24 hour period, is allowed in areas other than a paved driveway provided it is not overnight and does not block the flow of traffic on the roadway. If temporary parking is on the Commons Area along the road, it is to be parallel parking with two tires remaining on the pavement to avoid damage to our septic systems. Owners are responsible for any damage caused by vehicles to a Common Area either by themselves and/or their guests.