

The HAMLETS Homeowners Association
Post Office Box 270, Manassas, VA 20108

The HAMLETS ASSOCIATION COMPLAINT PROCEDURES & FORM

Whereas, pursuant to section 55-530(E) of the Virginia Code, the Virginia Common Interest Community Board (“CICB”) on July 1, 2013 has promulgated final regulations imposing a requirement that each common interest community (including condominiums, property owners’ associations and cooperatives) adopt a reasonable procedure for the resolution of certain written complaints from members of such association and other citizens; and

Whereas, within 90 days of the effective date (July 1, 2013) of the CICB regulations, all common interest communities must adopt a complaint procedure that is compliant with the CICB regulation; Amended effective 8-1-25

Now therefore, it is hereby resolved that The Hamlets Association, Inc. (“Association”), acting through its Board of Directors, hereby adopts and establishes the following CICB-mandated Association complaint procedure for handling written complaints concerning actions or inactions allegedly inconsistent with state laws and regulations governing common interest communities:

- A. **Definitions:** Unless otherwise defined in this Resolution, the words, terms or phrases used in this Resolution shall have the same meanings as defined in the CICB regulations and/or in the Association’s recorded covenants.
- B. **Complaint Form:** If a member of the Association, a resident or other individual alleges that an action, inaction, or decision of the Association, the Board of Directors (“Board”) or community manager is inconsistent with state laws or regulations governing common interest communities, then that individual must submit a formal written complaint (“Complaint”) to the Board using the Association’s Complaint Form in order to trigger these formal procedures described below. If the individual does not wish to trigger these formal procedures, then the individual should submit their questions, concerns, or issues to the community manager or the Board without using the Complaint Form.
 - 1. **Complaint Form Instructions and Attachments:** A complete Complaint Form must include a description of the specific facts and circumstances relevant to the individual’s Complaint, and the specific action, result or resolution that is being requested. If the individual submitting the Complaint Form (“the Complainant”) knows the law or regulation that has been allegedly violated or is otherwise applicable to the Complaint, then the Complainant must provide a reference to that law or regulation on the Complaint Form. The Complainant must also attach to the Complaint Form a copy of any documents that Complainant believes support the validity of the Complaint (not including laws, regulations or the Association’s governing documents. A copy of the complaint procedures including the Complaint Form is available upon request from the Association.
- C. **Mailing or Delivering Complaint to Board of Directors:** The fully completed, signed and dated Complaint Form and all attachments shall be mailed to:

The Hamlets HOA
P.O. Box 270
Manassas, VA 20108

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- D. **Means of Providing Notices to Complainant:** All written acknowledgments or other notices required by these procedures to be provided by the Association to the Complainant shall be hand-delivered or postal mailed, to the Complainant at the address provided on the Complaint Form, or by facsimile transmission or email if the Complainant has previously provided the Association with the Complainant's written consent to communicate with him/her by electronic transmission. The community manager and/or Board shall retain in the Association's records proof of the mailing, delivery or electronic transmission of the acknowledgments and notices per Section H below.
- E. **Acknowledging Receipt of Complaint:** Within fourteen (14) days of receipt of a Complainant's Complaint Form, the community manager and/or Board shall provide the Complaint with written acknowledgement of the Association's receipt of the Complaint.
1. **Incomplete Complaint:** If it appears to the community manager and/or Board that the submitted Complaint is missing the required minimum information, then the acknowledgement of receipt shall include notice to the complainant of the identified problem(s) with the Complaint and advise the Complainant that he/she will need to submit a revised/corrected Complaint before it can be accepted and reviewed by the Board for consideration.
 2. **Forwarding to the Board:** If it appears to the community manager and/or Board that the submitted Complaint includes the required minimum information, then within three (3) days that acknowledgement of receipt of the Complaint is provided to the Complainant. The community manager shall provide the Board with a copy of the Complaint for consideration.
- F. **Formal Action – Consideration of Complaint by Board:** All completed, signed and dated Complaints forwarded to the Board shall be considered by the board at a meeting, and the board shall decide what action, if any, to take in response to the Complaint.
1. **Meeting at which Complaint will be considered:** Complaints will be considered by the Board as a regular or special Board meeting held within 90 days from the date on which the Complaint was forwarded to the board for consideration.
 2. **Notice to the Complainant:** At least fourteen (14) days prior to the Board meeting at which the Complaint will be considered, the community manager and/or Board shall provide the Complainant with notice of the date, time, and location of the board meeting at which the matter will be considered by the Board. This notice may be combined with the acknowledgement of receipt referenced in Section D above.
 3. **Board's Decision on Complaint:** The Board shall make a decision on the Complaint by a majority vote of the members of the Board at the meeting pursuant to the Association's governing documents. The Board's decision at the meeting shall fall into one of the following two categories:

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- a. A decision that there is insufficient information on which to make a final determination on the Complaint or that additional time is otherwise required to make a final determination, in which case the Board shall postpone making a final determination on the Complaint until a later scheduled Board meeting (announced at the meeting or by giving at least 14 days' notice to the Complainant) and, if needed, make a written request for additional information from the applicable party(s), specifying a deadline by which time the additional information must be received by the community manager and/or Board; or
 - b. A final determination on the Complaint, indicating whether the complainant's requested action or resolution is, or is not, being granted, approved or implemented by the Board. A final determination may include, for example, a decision that no action will be taken on the Complaint due to the Complainant failing to timely provide additional information that was requested by the Association. No appeal process is available; the Board's rendered decision is final.
- G. **Notice of Final Determination:** Within fourteen (14) days after the final determination is made (per subsection F.3.b above), the community manager and/or Board shall provide the Complainant with written notice of the Board's final determination. The notice of final determination shall be dated as of the date of issuance and include:
1. The Association's registration number as assigned by the CICB, and if applicable, the name and CICB-issued license number for the Managing Agent; and
 2. Notice of the Complainant's right to file a "Notice of Final Adverse Decision" with the CICB via the CIC Ombudsman (providing the applicable contact information).
- H. **Records:** The community manager and/or Board shall retain, as part of the Association's records, a record of each Complaint (including the Complaint Form and attachments, related acknowledgements and notices, and any action taken by the association or board in response to such Complaint) for a period of at least one (1) year from the date of the Association's final action on the Complaint.
- I. **Resale Disclosure Packet:** A copy of this resolution (including the Complaint Form) shall be included as an attachment to the Association issued Buyer disclosure packet.

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The HAMLETS Board of Directors (Board) has established this ***Complaint Form*** for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, community manager or association inconsistent with applicable laws and regulations. This complaint process is only for members and/or citizens to submit complaints to violations of Common Interest community law or regulations. Common Interest community laws include the Property Owners Association, Condominium, and the Virginia Real Estate Cooperative Acts. Association internal issues such as: Architectural guidelines or violations of the Association declaration, bylaws, covenants, and/or rules and regulations remain the same appeal process.

Legibly describe the complaint(s) in the area provided below, as well as the requested action or resolution of the issues described in the Complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this Complaint Form. Also, attach any supporting documents, correspondence and other materials related to the Complaint.

Sign, date, print your name and address below and submit completed form to address listed above.

_____	_____	_____
Full Name (Printed)	Signature	Date

_____	_____
Mailing Address	Lot Number

_____	_____
Email Address	Phone Number

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) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
www.dpor.virginia.gov/Boards/Common-Interest-Community/
www.dpor.virginia.gov/Homeowners-Associations/

804/367-2941
CICOmbudsman@dpor.virginia.gov

Approved at October 2025 Board Meeting