

**RIVERWIND HOMEOWNERS ASSOCIATION INC.**  
**RULES AND REGULATIONS**  
**PROBLEM RESOLUTION PROCESS**

The ultimate goal of **the** Riverwind Problem Resolution Process is to give any and all residents the opportunity to express a complaint in a forum that will give a fair and objective review of the problem and, ideally, result in an informal resolution by the Board of Directors that will serve the best interest of all homeowners.

Any homeowner who has a problem that is personal to him, or her, should first attempt to resolve the issue informally without the assistance of the RHOA Community Relations Director.

The homeowner should reduce the facts to writing and submit it to the Community Relations Director for further assistance. The Director will then conduct a thorough investigation of the facts of the case. If it cannot be resolved with Director's assistance, the case will be prepared for presentation to the BOD. This process should be accomplished within 30 (thirty) days (from the receipt of the complaint. The BOD will consider the problem, determine if additional inquiry is necessary and issue a decision.

The homeowner, upon receipt of the BOD's written decision, will have 15 (fifteen) days to submit any new or additional information that was not considered in the original complaint and investigation.

The Board will have an additional 15 (fifteen) days after receipt to determine whether a revised decision should be issued or to let the original decision stand.

This process is further covered in §47F-3-107.1 of NCPA.

## Initial Complaint Form

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Violator's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Specific section of the Covenants/By-Laws/Rules and Regulations being violated:

Objectionable activity including date(s) and location(s): (use another sheet of paper if needed).

\_\_\_\_\_

Steps complainant has taken to resolve the problem:

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

## Documentation of Complaint Follow-Up

Date: \_\_\_\_\_ Action taken by RHOA Community Relations Director: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_ Recommendation to BOD: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature of Community Relations Director

\_\_\_\_\_  
Date

Date: \_\_\_\_\_ BOD Action: \_\_\_\_\_

Date: \_\_\_\_\_ Complainant and Violator informed of BOD Decision and the right to provide any further information.

\_\_\_\_\_  
Signature of Board President

\_\_\_\_\_  
Date