

The complaint process has been streamlined to expedite the resolution of received complaints.

- Complaints must be submitted in writing. Complaint forms are available from the office as well as online at <https://www.kreoa.org/complaint> . Emailed complaints are also acceptable provided they contain complete information. Parties calling the office with complaints will be advised to submit the required complaint form.
- A letter of acknowledgement will be sent to the complainant. Complainant will be notified if the complaint filed is not in violation of the CC&Rs and will be advised of other actions they may take in an attempt to remedy the problem.
- An inspection of the property subject to the complaint will be conducted.
- A letter to the owner of the property subject to complaint will be sent after review of the complaint and inspection of the subject property.
- The status of a complaint will be reviewed periodically with appropriate action being taken until a resolution is reached.
- Additional measures, such as fines or hearings with the owner(s) of the property subject to the complaint, may be imposed.