

Kelly Ridge Estates Owners Association

Complaint Procedure

Mission Statement

Neighborhoods Quality Controls Mission is to provide a respectful way for Owners to have the CC&R's enforced in our Community, by providing clear and consistent procedures for documenting violations.

Complaint Procedure

Receiving a Complaint

You have received a phone call from an upset owner that has decided to complain about their neighbor

Assure the caller that the KREOA is here to help

Explain the procedure

- *Instruct the owner to fill out a complaint form; either at the office or by the website*
- *Explain time limits and not to expect immediate result*
- *Thank them*

You have received a written complaint

- *Scan and copy the complaint form and place copy into a new folder titled by address and place in complaint folder on computer desktop*
- *Email Quality Control Director a copy along with a current Quick books statement that include name, address, contact numbers and any pictures*
- *Input information on Complaint Master Excel spread sheet for tracking include name, address, contact information, dates and list the violations*

The Quality Control Director will schedule and conduct an inspection of the property and supply the office with recommendations on how to further proceed, at this point the director can resolve the complaint in person or send a Violation letter.

If the complaint is a county code violation or threat to the safety of the community the director may instruct the office to contact code enforcement or the sheriff's office

If the complaint is about Animals the director may instruct the office to have the owners call animal control

Time Line

- *15 days to inspect complaint*
- *First Notice; 15 days to respond and 30 days to correct the violation*
- *Second Notice; 15 days to respond*
- *Final Notice; request for immediate response 15 days*
- *Notice of Hearing; scheduled for the next board meeting one hour before meeting up to 30 days*

Complaint Procedure

Inspections

The Quality Control Director is responsible for conducting an inspection of properties suspected of CC&R violations. After received a copy of the complaint and a quick books statement, the director must inspect the property within 15 days of complaint at this point the director can;

- *Resolve the issue in person or by telephone*
- *Start Letter writing process*
- *Refer to code enforcement*
- *Refer to sheriff's office*
- *Tag for parking violation*

Make sure to;

- *Keep complaints anonymous*
- *Take photograph from the street*
- *Have current address and contact information of the owner of the property*

Make sure not to;

- *Confront owner or tenet uninvited*
- *Trespass on property*

After Inspection it is time to submit report to the office using form letter make sure to attach all invoices and pictures and sign all documents

It is also a good practice to contact the complaining party prior to inspection for clarity about the complaint

Frist Complaint Letter

Using the Word document complaint form insert;

- *Name, address and contact information*
- *Date of inspection*
- *Date of re-inspection*
- *Pictures*
- *List of Violations*

After forms completion;

- *Send an electronic copy to the office*
- *Add updates to Complaint Master Excel spread sheet for tracking*
- *Mail to owner*

Complaint Procedure

Second Complaint Letter

Using the Word document second notice form insert;

- *Name, address and contact information*
- *Date of inspection*
- *Date of re-inspection*
- *Pictures*
- *List of Violations*

After forms completion;

- *Send an electronic copy to the office*
- *Add updates to Complaint Master Excel spread sheet for tracking*
- *Mail to owner*

Final Complaint Letter

Using the Word document final notice form insert;

- *Name, address and contact information*
- *Date of inspection*
- *Date of re-inspection*
- *Pictures*
- *List of Violations*

After forms completion;

- *Send an electronic copy to the office*
- *Add updates to Complaint Master Excel spread sheet for tracking*
- *Mail to owner*

Notice of Hearing Letter

Using the Word document notice of hearing form insert;

- *Name, address and contact information*
- *Date of inspection*
- *Date of re-inspection*
- *Date of Hearing*

After forms completion;

- *Send an electronic copy to the office*
- *Add updates to Complaint Master Excel spread sheet for tracking*
- *Mail to owner*

Complaint Procedure

Next Steps

After a hearing if the Violator still fails to comply; several options may be considered by the board

The board could do one or more of the following;

- Fine the violator
- Refer the matter to the Attorney
- Elect to pay a contractor to remediate the violation
- Sue in Civil Court
- Lien property

Forms

Complaint Master Excel worksheet

Below is an example of the worksheet

Name/Address	Complaint	Action Taken	Frist Letter	Second Letter	Final Notice	Hearing	Additional Actions	Frist Inspection	Second Inspection	Resolved
Name	1. Neighbor states that your gardening service is blowing leaves and debris on to their yard									
Address	2. Nonpayment of HOA Dues									
Oroville CA 95966	Letter	3/24/17				Talk with owner				Yes
Name	1. Property unsightly and in disrepair									
Address	2. Rubbish and debris stored on property									
Oroville CA 95965	3. Non approved Fencing	Letters	2/9/17	3/15/17				2/10/17	3/23/17	No
							Gave until 6/31/2017 to complete repairs to fence			
Name	1. Property is in disrepair and unsightly									
Address	2. Excessive garbage and debris on lot									
Oroville CA 95966	3. Illegal dumping on neighbors lot									
	4. Inoperable Vehicles stored on lot									
	5. Large tarp on roof									
	6. Nonpayment of HOA dues since 2013	Letters	3/24/17	4/24/17			No Contact from Owner	3/23/17	4/22/17	No
Name	1. Fencing in disrepair									
Address	2. Fence does not meet HOA design restrictions									
Oroville CA 95966	Letters	3/25/17				Talked with Owner	3/24/17	4/14/17	Yes	
						Owner repaired fence				
Name	1. Large storage container on lot									
Address	2. Several inoperable cars being stored									
Oroville CA 95966	3. Nonpayment of HOA dues	Letters and Phone call	2/22/17	3/1/17		4/12/17		2/22/17	3/14/17	No
							Referred to lawyer			

The worksheet should be updated and emailed to the Quality Control director every Friday and to use as the monthly report. Note; areas highlighted in red are ongoing complaints that have not been resolved

Complaint Procedure

Sample form letters

Notice

5/20/2017

To: (Insert Name and address)

Dear: (Insert Name)

It has come to the attention of the KREOA Board of Directors that your property located at (Insert property address) is in violation of the KREOA CC&R's. An inspection was conducted on (Insert date) see attachment(s) (Insert attachment on page 2). You are in violation of the following CC&R's

1.

Neighborhood Quality Control is complaint driven you are in violation and because you are affecting the quality of the neighborhood. The KREOA is here to work with everyone to ensure that the quality of the neighborhood is maintained.

Please contact the office immediately to schedule a time when we can discuss a solution(s) to the violation(s) of the KREOA CC&R's. You will have 15 from the violation date to respond to the board and 30 days to correct the violations before the next step(s) are taken. A follow up inspection will be conducted on (Insert date) or you may request an earlier inspection date once you have remedied your violation(s).

If you choose to ignore this notice additional actions can include the KREOA hiring an independent contractor(s) to facilitate the remediation of the violation(s) and County code enforcement will be notified as to the severity of your negligence. You are responsible to maintain your property in accordance with the KREOA CC&R's. Additionally you will be responsible for any and all cost(s) that may be involved with the correction of the violation(s).

Please note: If you feel this notice of violation is unjust or in error, you are entitled to an appeal hearing before the KREOA Board of Directors. If you appeal, the assessment may be dropped, reduced or raised by the board. To arrange an appeal, you must notify the KREOA Management office by mail or telephone.

Sincerely

Neighborhood Quality/Architectural Control

Director Kelly Ridge Estates Owners Association

Complaint Procedure

Second Notice

5/20/2017

To: (Insert Name and address)

Dear: (Insert Name)

It has come to the attention of the KREOA Board of Directors that your property located at (Insert property address) is in violation of the KREOA CC&R's. A second inspection was conducted on (Insert date) you have failed to remediate your violation(s) that you were notified on (insert date). You are still in violation of the following CC&R's

- 1.

Please contact the office immediately

If you have corrected the violations contact the KREOA Management office to schedule an inspection of your property.

If you choose to ignore this notice additional actions can include the KREOA hiring an independent contractor(s) to facilitate the remediation of the violation(s) and County code enforcement will be notified as to the severity of your negligence. You are responsible to maintain your property in accordance with the KREOA CC&R's. Additionally you will be responsible for any and all cost(s) that may be involved with the correction of the violation(s).

Please note: If you feel this notice of violation is unjust or in error, you are entitled to an appeal hearing before the KREOA Board of Directors. If you appeal, the assessment may be dropped, reduced or raised by the board. To arrange an appeal, you must notify the KREOA Management office by mail or telephone.

Sincerely

Neighborhood Quality/Architectural Control

Director Kelly Ridge Estates Owners Association

Complaint Procedure

Final Notice

5/20/2017

To: (Insert Name and address)

Dear: (Insert Name)

It has come to the attention of the KREOA Board of Directors that your property located at (Insert property address) is in violation of the KREOA CC&R's. A second inspection was conducted on (Insert date) you have failed to remediate your violation(s) that you were notified on (insert date). You are still in violation of the following CC&R's

- 1.

Please contact the office immediately

If you have corrected the violations contact the KREOA Management office to schedule an inspection of your property.

If you choose to ignore this notice additional actions can include the KREOA hiring an independent contractor(s) to facilitate the remediation of the violation(s) and County code enforcement will be notified as to the severity of your negligence. You are responsible to maintain your property in accordance with the KREOA CC&R's. Additionally you will be responsible for any and all cost(s) that may be involved with the correction of the violation(s).

Please note: If you feel this notice of violation is unjust or in error, you are entitled to an appeal hearing before the KREOA Board of Directors. If you appeal, the assessment may be dropped, reduced or raised by the board. To arrange an appeal, you must notify the KREOA Management office by mail or telephone.

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Neighborhood Quality/Architectural Control

Director Kelly Ridge Estates Owners Association

Complaint Procedure

Notice of Hearing

5/20/2017

To: (Insert Name and address)

Dear: (Insert Name)

It has come to the attention of the KREOA Board of Directors that your property located at (Insert property address) is in violation of the KREOA CC&R's. A second inspection was conducted on (Insert date) you have failed to remediate your violation(s) that you were notified on (insert date). For the following violations of the CC&R's;

1.

A hearing will be held to determine the next steps that will be taken by the KREOA Board of Directors on (insert Date and Time) at KREOA's management office located at 5263 Royal Oaks Drive Oroville CA 95966

Please contact the office immediately to affirm that you will be attending. If you cannot attend your hearing, contact the KREOA Management office in writing within 5 days prior to your hearing date to show good reason(s) why you cannot attend your hearing.

If you have corrected the violations contact the KREOA Management office to schedule an inspection of your property.

If you choose to ignore this notice additional actions can include the KREOA hiring an independent contractor(s) to facilitate the remediation of the violation(s) and County code enforcement will be notified as to the severity of your negligence. You are responsible to maintain your property in accordance with the KREOA CC&R's. Additionally you will be responsible for any and all cost(s) that may be involved with the correction of the violation(s).

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