

Date: November 13, 2018

To: Cougar Ridge Homeowners

From: Cougar Ridge Homeowners' Association Board of Directors

Subject: **Cougar Ridge Homeowners' Association Complaint Process Policy**

Purpose: To define and establish a clear policy for homeowners to understand their rights for making or responding to complaints derived from perceived violations of the Covenants, Conditions and Restrictions (CC&Rs).

Per RCW 64.38.020, the CRHOA Board has adopted Covenants, Conditions, and Restrictions (CC&Rs), along with Bylaws, Rules and Regulations. These documents provide guidance for adhering to state laws around operating homeowners' associations. The CRHOA Board of directors believe a clear and fair process for supporting these documents is valuable and to that end have created this policy that defines a process for receiving complaints, assessing their viability and determining next steps for remedy. It assumes the posture of approaching problems from a complaint-driven perspective.

Process: The CRHOA Board encourages homeowners to discuss directly their complaints with neighbors who appear to be in violation of the CC&Rs. Failing relief by this method, the following process is established to assist in addressing and reaching resolution.

1. All complaints will be in written form for the sake of documentation. The CRHOA Board of Directors will receive communications in any of these forms:
 - a. CRHOA - (via USPS)
5948 Capitol Forest Dr. SW
Olympia, WA 98512
 - b. via email crhoabod6@gmail.com
 - c. written letter hand delivered to the Board of Directors
2. Upon receipt of a complaint, the lead Board member will:
 - a. forward immediately copy of the complaint to all Board members.
 - b. acknowledge receipt to complainant indicating the matter will be addressed at the next Board meeting or as soon as practical if urgency is required.
 - c. bring the matter to the next board meeting to determine the complaints viability and inform the complainant of next steps to be taken by the Board.
 - d. initiate if required, the Governing Documents Process.
 - e. store all materials pertinent to the complaint in the associated lot file for current and future reference.