

**Date:** June 2021  
**To:** Cougar Ridge Homeowners  
**From:** Cougar Ridge Homeowners' Association Board of Directors  
**Subject:** **COMPLIANCE PROCESS POLICY**

**Purpose:** To define and establish a clear policy for homeowners to understand their rights and responsibilities for alerting the board of alleged violations of the Covenants, Conditions and Restrictions (CC&Rs), Bylaws, or Policies.

Per RCW 64.38.020, the CRHOA Board has adopted Covenants, Conditions and Restrictions (CC&Rs), along with Bylaws, Policies, 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 notice of alleged violation, assessing their viability, and determining next steps for remedy. It assumes the posture of approaching problems from a perspective of members alerting the board to alleged violations.

**Process:** Whenever possible, the CRHOA Board encourages homeowners to discuss alleged violations of the CC&R's directly with the owner responsible for the alleged violation. If this fails to bring resolution or the alleged violation cannot be discussed directly-the following process is established to assist in addressing and reaching resolution.

1. All notices of alleged violations will be in written form for the sake of documentation. If the alleged violation is shared verbally with a board member, that person will be requested to submit a written summary of their observation. The CRHOA Board of Directors will receive communications in any of these forms:

- a. Via USPS - CRHOA  
5948 Capitol Forest Dr. SW  
Olympia, WA 98512
- b. electronically delivered, i.e., Text message or via email to [crhoabod4@gmail.com](mailto:crhoabod4@gmail.com)
- c. written letter hand delivered a to a member or members of the Board of Directors

2. Upon receipt of a notice of alleged violation the Board member will ask if the issue has been discussed with the lot owner of the alleged violation. If the issue can be resolved in that manner they will be redirected to do so. If they have had a direct discussion with no results or the issue cannot be resolved through direct discussion, the Board member will:

- a. forward immediately copy of the notice of alleged violation to all Board members.
- b. acknowledge receipt to both parties 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 alleged violation's viability and inform both parties of next steps to be taken by the Board.
- d. initiate, if required, the Governing Documents Process.
- e. store all materials pertinent to the alleged violation in the associated lot file for current and future reference.

3. The board will apply reasonable judgement as to whether a violation of the same CCR constitutes a repeat offense resulting in a 2<sup>nd</sup> notice violation letter and fine to be sent or if warrants a first warning notice, dependent upon the CCR involved.