

**THE COVES AT WILTON CREEK OWNERS ASSOCIATION, INC.
COMPLAINT FORM**

This Form is available to all Association Owners as required by Section 55-530.E of the Code of Virginia, 1950, as amended (Virginia Code). Please complete and return this Form to the Association’s Manager at least five (5) days prior to the next scheduled regular Board of Directors Meeting to ensure review at that meeting. The Board will provide a written response to any submitted Association Complaint Form within seven (7) days of the Board Meeting during which the complaint is reviewed.

Member “Complainant” Name (Printed): _____

Member “Complainant” Name (Signature): _____

Address: _____

Date: _____

Please outline and/or address your specific complaint and attach to this Form. The following documents must be included in order to ensure processing of this form in a timely manner:

- The Common Interest Community law or regulation which the Complainant believes the association is not adhering to.
- To the extent the Complainant has knowledge of the law or regulation applicable to the complaint, the Complainant shall provide that reference.
- Copies of any relevant correspondence between the association, association manager, and/or the board of directors regarding the complaint contained in the form.
- Any other documentation which would assist the board in making a determination regarding the complaint.
- The requested action or resolution desired by the Complainant.

Forward the completed Association Complaint Form and all attachments to:

The Coves at Wilton Creek Owners Association, Inc.

ATTN: Dana Shotts-Neff
603 Pilot House Drive, Suite 300
Newport News, VA 23606
(757) 534-7751 Phone
(757) 534-7765 Fax
e-mail: dsneff@1cbm.com

Should you need assistance in understanding your rights and the processes available to common interest community Members, you may contact Virginia's Office of the Common Interest Community Ombudsman (CICO) for assistance. The CICO may be reached:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233-1463
804-367-2941
email: cicombudsmanoffice@dpor.virginia.gov

This Block for Association Use Only:

Date Complaint Received by the Association's Manager: _____

Printed Name of Association Manager who received Complaint:

Signature of Association Manager to certify Date of Complaint Received:

Date Complaint Reviewed by the Board of Directors: _____

Date Complaint Response forwarded to Complainant: _____

Printed Name of Person who prepared Response:

Signature of Person who prepared Response:

Please attach a copy of the Response to this Association Complaint Form.

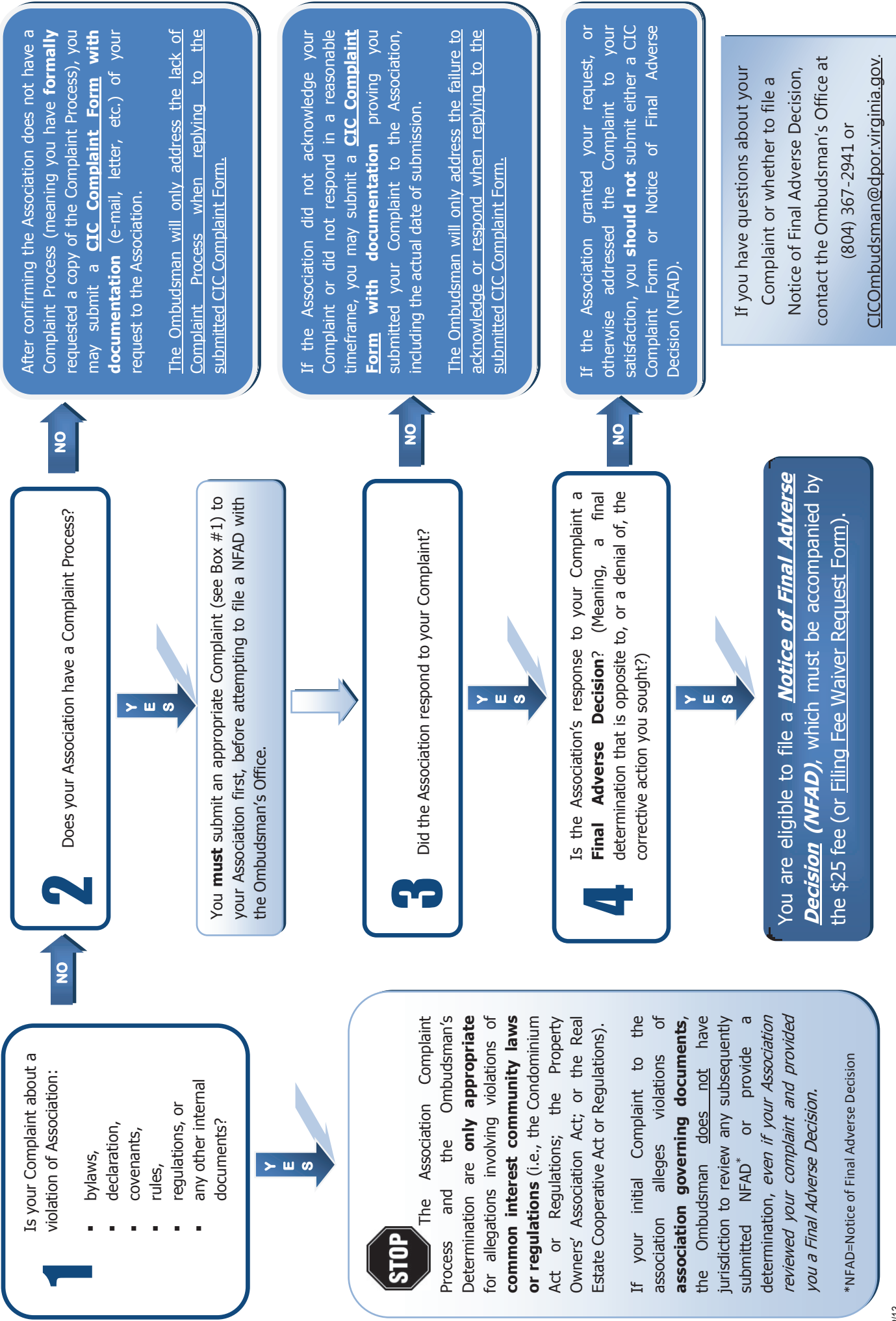
Complainant's Rights Description required by Section 55-530-E.2 of the Virginia Code

In accordance with Section 55-530.F of the Code of Virginia, as amended, an Association Complainant may give notice to Virginia's Common Interest Community Board (The Board) of any final adverse decision in accordance with regulations promulgated by the Board. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25.00 filing fee. The fee shall be collected by the Director of Professional and Occupational Regulation and paid directly into the state treasury and credited to the Common Interest Community Management Information Fund, § 55-530.1. The Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member. The Director shall provide a copy of the written notice to the Association that made the final matter adverse decision.

COMMON INTEREST COMMUNITY OMBUDSMAN

Guidelines for Review of Complaint Submissions

Before You Submit a Complaint or Notice of Final Adverse Decision



*NFAD=Notice of Final Adverse Decision