

POLICY CONCERNING RESOLUTION OF OWNER DISPUTES
GARDEN AT HOMEWOOD PLACE CONDOMINIUM ASSOCIATION

WHEREAS, Garden at Homewood Place Condominium Association is a condominium association as defined under Illinois law; and

WHEREAS, the General Assembly has adopted the Condominium and Common Interest Community Ombudsperson Act, 765 ILCS 615/1 et seq (the "Act"); and

WHEREAS, the General Assembly has delayed the applicability of the Act to the year 2019; and

WHEREAS, the Board is desirous of enacting procedures implementing the Act in advance of the required deadline for owners to present disputes to the Association; and

WHEREAS, the following procedures shall be the sole method to present disputes to the Association; and

NOW THEREFORE, the following are hereby adopted by the Board of the Association:

Section 1: Sole Procedures for Resolving Owner Disputes

The procedures contained herein shall be the sole method for resolving disputes raised by owners within the Association.

Section 2: Complaint Form

Owners desiring to submit a complaint pursuant to these procedures shall complete and submit a complaint form, a copy of which is attached hereto as Exhibit A.

Section 3: Submission of Forms

Completed forms shall be submitted in writing through one of the following ways/methods:

- a) To the email of the Association's property manager;
- b) To the facsimile of the Association's property manager;
- c) By mail or personal delivery to the Association's property manager; or
- d) By mail or personal delivery to the Association's registered agent.

Section 4: Reviewing Body

The Board may establish a committee to review, consider and make a determination on complaints presented by owners. In the absence of such a committee, the Board shall be the body that reviews, considers and makes a determination on complaints presented by owners.

Section 5: Process for Review

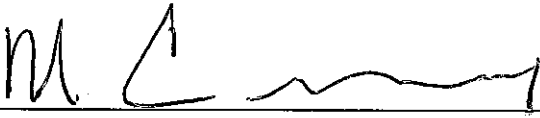
- (a) The Board or its duly enacted committee, if any, shall have one hundred twenty (120) days after the submission of the complaint to review and consider the complaint.
- (b) The Board or its duly enacted committee, if any, may require the complaining owner to appear before it for a hearing to discuss and consider the complaint.

- (c) The Board or its duly enacted committee, if any, shall submit its final determination to the owner not more than one hundred eighty (180) days after receipt of the complaint.
- (d) The Board or its duly enacted committee, if any, shall have the right to request further information from the complaining owner and/or third parties.

Section 6: Final Determination

The final determination on an owner's complaint shall be submitted to the owner in writing and shall be clearly marked as "final". All parties shall abide by the final determination.

In witness whereof, the undersigned President and Secretary of the Board of Directors certify that the foregoing resolution was approved by a majority of the Board of Directors at a meeting:

A handwritten signature in black ink, appearing to be 'M. C. [unclear]', written over a horizontal line.

President

Adopted this 12th day of December, 2018.

EXHIBIT A
COMPLAINT FORM

Complainant/Owner Name: _____

Complainant Address: _____

Complainant's Phone _____

Complainant's Email _____

Is the Complaint about a Board Member, Committee Member or Property Manager

☐ Yes ☐ No

Description of Complaint (use additional pages, if necessary)

Owner Signature _____ Date: _____

Office Use Only

Date Received: _____ By: _____

Date of Hearing /Consideration _____

Date of Final Determination Sent _____