

# Vistas Townhome Association

## Owner Complaint Procedure

From time to time, owners may have complaints regarding the actions of the Association, the Board of Managers, its managing agent, other owners or Association service providers. The Board of Managers hereby adopts the following procedure for owners to submit a *formal* complaint to the Board of Managers for its review, consideration and response. This complaint procedure is being adopted pursuant to the Condominium and Common Interest Community Association Ombudsperson Act, 765 ILCS 615/1 et seq., which requires that the Association have such a written policy.

A. Owners who have a complaint against the Association, the Board of Managers, its managing agent, other owners or Association service providers may submit a written complaint in a form similar to Exhibit A attached hereto. In order for a complaint to be considered, all information noted on Exhibit A must be provided to the Board of Managers in some form. Anonymous complaints will not be considered or addressed.

B. Complaints submitted by tenants or occupants or other third parties, including legal counsel, are not considered owner complaints for the purposes of this Owner Complaint Procedure. Therefore, this Owner Complaint Procedure is applicable only to complaints submitted directly by an owner to the Association.

C. The complaint noted in Paragraph A above must be submitted to the Association, via regular and certified mail, in care of its then managing agent. As of the date of adoption of this policy, the complaint should be submitted to:

Vistas Townhome Association  
c/o Mperial Asset Management, LLC.  
110 N. Brockway St. Suite 320  
Palatine, IL 60067

D. Complaints received will be reviewed by the Board of Managers at its next regularly scheduled Board meeting in executive session. At that time, based upon the information provided by the complainant, the Board may elect to:

1. Direct management to provide a final response to the complainant regarding the complaint;
2. Request that the complainant attend the next regularly scheduled Board meeting to discuss the complaint and/or provide any additional information required to make a final decision on the complaint; or
3. Seek additional information to address the complaint from management, legal counsel or Association service providers.

The complainant shall be advised as to the status of the complaint within fourteen (14) days of the date of that determination.

E. In the event that a hearing is requested with the complainant, it is expected that the complainant will attend the next regularly scheduled Board meeting. In the event that the complainant does so, the Board may elect to:

1. Direct management to provide a final response to the complainant regarding the complaint; or
2. Seek additional information to address the complaint from management, legal counsel or Association service providers.

The complainant shall be advised as to the status of the complaint within fourteen (14) days of the date of that determination. In the event that the complainant does not attend the hearing and/or provide the additional information requested by the Board, the Board of Managers will deem the complaint to be abandoned and advise the complainant of the same. The complainant may request, within fourteen days (14) of the date of notice of the closure of the complaint, that the complaint be reinstated. If such a request is received, the complainant shall be directed to attend the next regularly scheduled Board meeting.

F. In the event that additional information to address the complaint is required from management, legal counsel or Association service providers, in status updates issued within fourteen (14) days of the Board determination, an estimated date of response will be provided to the complainant based upon the estimated amount of time needed to obtain the additional information from management, legal counsel or Association service providers. The Board strives to address complaints, which are complete and/or do not require the involvement of legal counsel or other Association service providers within ninety (90) days of receipt. All complaints will be responded to within one hundred and eighty (180) days of receipt of the complaint or the date of reinstatement of the complaint as noted in paragraph E.

G. Final determinations shall be issued to the complainant in writing, via regular and certified mail to the address listed in the Association's books and records.

H. Final determinations are final. The Association will not grant further appeals or requests for reconsideration.

I. Complaints regarding and related to a matter at issue in an ongoing or concluded legal action or which are involved in an ongoing rule violation proceeding, where the hearing procedure has not yet been exhausted will not be considered by the Board. In addition, routine work order requests shall not be governed by this complaint procedure.

# Exhibit A

## Vistas Townhome Association Owner Complaint Form

PLEASE NOTE: An Owner Complaint Form must be completely filled out or the complaint will not be considered valid by the Board. Complaints may not be submitted anonymously.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Complaint Levied Against: \_\_\_\_\_

Basis: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please attach any and all documentation which supports or otherwise forms the basis of your complaint.

I hereby attest that I am an owner within the Association and this information is true and accurate to the best of my knowledge. I further agree to cooperate with the Association to provide any and all information deemed necessary by the Board of Managers to investigate this complaint.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date