

Complaint procedure for Hayford Village II Condominiums:

All complaints MUST BE IN WRITING, and include the following:

It is recommended that you utilize the complaint form provided at our website:
coa.HayfordVillage.com

- Specific details of complaint. Where, what, who and when (if applicable).
- Unit number if a property condition issue.
- Date and time, and other relevant details (if an incident, like speeding).
- First hand, witnessed accounts only please (don't say "my neighbor said...").
- Crimes or dangerous issues should first be reported to the authorities. We do not have the standing or authority to report these things for you, as you are the witness. You can make reference to having reported issues to authorities {911, SCRAPs, etc.) in your complaint to us.
- Statements need to include above the signature "Certified to be my true and correct statement, under the penalty of perjury."

The Board must receive written complaints from at least two different members before we can investigate and/or take action. This is a legal requirement to protect us from being accused of "Targeting".

Our policy is to review and reasonably investigate all written complaints. We reserve sole discretion of this process.

Due to the nature of privacy laws, we will not report back to a complainant the status of our investigation.

If we determine the complaint is serious enough to contact the offending party, *we* may do so either verbally or in writing. In either case, we will let them know we have received a (or multiple) signed written complaints regarding the specific item or incident. We will not tell them who filed the complaint. We will only release a copy of the complaint if ordered to by a court.

If you have questions about this policy please ask us.