

**REFLECTION HOMES COMMUNITY ASSOCIATION
POLICY RESOLUTION NO. 12- 01**

(Policy Required under Virginia Law for the Receipt and Resolution of Complaints)

WHEREAS, the Virginia Code 55-530(E) and Regulations (Chapter 70, Part One of the Common Interest Community Ombudsman Regulations) require community associations to adopt a policy and procedures for the receipt and resolution of complaints alleging a violation of applicable law or regulations; and

WHEREAS, Section 18VAC48-70-10, *et seq*, of the Virginia Administrative Code requires that the Association enact the written complaint procedures required by Section 55-530(E) of the Virginia Code by September 28, 2012 and outlines the requirements of said complaint procedures; and

NOW, THEREFORE, the Board of Directors adopts the following policy and procedures:

1. **Complaint Form.** In order to properly submit a complaint, the complaining party must fully complete the Complaint Form attached hereto as Exhibit A and send it by mail, hand-delivery, or facsimile to one of the following addresses or numbers:

Reflection Homes Community Association
c/o Dale Edwards, Community Manager
Sequoia Management Company, Inc.
13998 Parkeast Circle
Chantilly, VA 20151-2283
Fax: (703) 968-0936

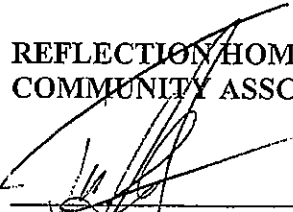
3. **Required Information.** The Association shall review the Complaint Form in order to determine if it is complete and actionable. A complaint must specifically allege a violation of applicable law or regulations by the Association. If the complaint does not express such an allegation, the complaint is not actionable, and this policy shall not apply. If the complaint is complete and actionable, the Association will accept it for review and decision. If the complaint is incomplete or not actionable, the Association will not accept the complaint and shall notify the complainant why the complaint was not accepted and what additional documentation or information is necessary, if applicable, to process the complaint. In either case, the Association will provide a written response to the complainant within 7 days by either certified mail or hand-delivery. Acknowledgment of receipt and either acceptance or rejection may be sent via electronic means if the complainant has consented to receive electronic communication from the Association, and, in such event, the Association shall retain a record of delivery of such acknowledgment.
4. **Review Period.** Assuming the complaint is accepted for review, either upon initial filing or upon receipt of additional information or documentation, the Association shall then undertake best efforts to complete its review of the complaint within thirty (30) days of receipt. If a complainant fails to submit any required and requested documentation or

information to the Association within fourteen (14) days of the Association's written request, the Association shall deem the matter closed.

5. **Meeting or Hearing.** After conclusion of the review period, the Association shall provide written notice to the complainant of the time, date and location of either a hearing or meeting of the Association's representatives who will make a final decision regarding the complaint. The written notice shall be sent to the complainant via either hand-delivery or certified mail, return receipt requested, no less than 14 days in advance of the meeting or hearing. The written notice may be sent via electronic means if the complainant has consented to receive electronic communication from the Association and, in such event, the Association shall retain a record of delivery of such acknowledgment.
6. **Notice of Decision.** The Board of Directors shall determine the representatives of the Association who shall conduct the proceedings and make a final decision on the complaint. Notice of that decision ("Notice of Decision") shall be rendered to the complainant by certified mail or hand delivery within 7 days of the decision. The Notice of Decision shall be dated as of the date of the decision, include specific citations to the laws or regulations of Virginia that led to the final decision, and shall include the Common Interest Community registration number for the Association. If applicable, the Notice of Decision shall also state the name and license number of the common interest community manager involved.
7. **Appeal to Ombudsman.** The Notice of Decision shall also advise the complainant of his or her right to file a Notice of Adverse Decision to the Office of the Common Interest Community Ombudsman and provide the data necessary to do so.
8. **Record Keeping.** The Association shall maintain a record of all complaints for no less than one year from the date of the Association's final decision, including incomplete and non-actionable complaints.
9. **Availability.** A copy of these procedures shall be made available upon request, and on the Association's website.
10. **Resale Disclosure Packet.** A copy of these procedures shall be included in any resale disclosure packet issued after the effective date below.
11. **Annual report.** The Association shall certify with each annual report filing that the Association complaint procedure has been adopted and is in effect.

The effective date of this Resolution shall be September 28, 2012.

**REFLECTION HOMES
COMMUNITY ASSOCIATION**



JAMES ALLEN, President

Exhibit A
REFLECTION HOMES COMMUNITY ASSOCIATION
COMPLAINT FORM

(To comply with Section 55-530 of the Virginia Code)

You must use this form to file a complaint. Please complete, sign and date this form and mail, or fax it to the Association's common interest community manager at the address below:

Reflection Homes Community Association
c/o Dale Edwards, Community Manager
Sequoia Management Company, Inc.
13998 Parkeast Circle
Chantilly, VA 20151-2283
Fax: (703) 968-0936

Name of Complainant(s): _____

Address: _____

Phone: (Home) _____ (Work) _____

(Mobile) _____ (Email) _____

Preferred method of communication: _____ Writing _____ E-mail

Please describe the nature of your complaint, including relevant times, dates and locations, and the specific provision of state law and/or regulations that you believe has been violated (please attach all documents and communications supporting your complaint – you may use additional pages):

Name and address of persons who are the subject of complaint:

Explain what you want the Association to do in response to your complaint:

You must date and sign this form. Anonymous complaints will not be accepted.

Signature: _____

Date: _____

The Association will maintain a record of your complaint for one year from the date upon which it takes action to resolve your complaint.

To be completed by Association representative only
Received by: _____ Date: _____

FOR ASSOCIATION RECORDS

I hereby certify that a copy of the foregoing Policy Resolution was mailed or hand-delivered to the members of the Reflection Homes Community Association on this 21 day of September, 2012.



Dale Edwards, Property Manager

Reflection Homes Association, Inc.
Policy Resolution 2010-1
Town Home Parking Regulations

WHEREAS, Article VII, Section 1 of the By-Laws of Reflection Homes Association (Association) charges the Board of Directors (Board) with the powers and duties of administration of the Association including the management of parking in common parking lots; and

WHEREAS, there have been many complaints from members of the Association concerning the availability of parking spaces; and

WHEREAS, the number of vehicles per household has increased dramatically since the inception of this community, and has continued to change in nature and grow in number since the prior resolution was passed; and

WHEREAS, the Board has determined that a more rigorous enforcement regimen is required to remove unauthorized vehicles from parking spaces needed for use by members, especially during nighttime hours;

NOW THEREFORE BE IT RESOLVED THAT this resolution will supersede all prior parking resolutions and rules. Henceforth, each member (i.e., each owner of a townhome in the Association) will be issued two stickers entitling each home to two parking spaces within the common parking areas of the Association and the enforcement of parking in the common areas will be as set forth below.

I. RULES OF ENFORCEMENT

1. All vehicles parked in common parking lots of the Association shall be subject to the rules set forth in this resolution, with particular limitations set forth in Part II below for certain vehicles used in commerce or carrying materials.
2. Hours of enforcement are as follows:

10 P.M. to 6 A.M., 365 Days per year
3. Parking stickers will be required for all vehicles during enforcement hours. Voided stickers will be treated the same as having no sticker on a vehicle.
4. Vehicles parked within the common parking area without valid stickers clearly visible during the specified hours of enforcement will be subject to **immediate towing at the owner's expense**.
5. Stickers must be attached to the rear windshield on the driver's side of the car.