

**Process for Addressing Homeowner Complaints of Covenant Violations**  
(adopted at PHHOA Board Meeting - 10/28/20)

1. Develop a simple form with instructions for homeowner submission of covenant violation complaints, and post to PHHOA website. Form to include the following –
  - a. Instructions for electronic submittal to [paradisehillsboard@gmail.com](mailto:paradisehillsboard@gmail.com)
  - b. Location / address of perceived violation
  - c. Description of perceived violation, and reference to relevant CC&R provision (if possible).
  - d. Contact info for clarification and/or other follow-up by Board.
2. Any Board member who receives a verbal complaint, should request that it be submitted in writing via the form noted above.
3. Board President to designate a member to review such initial notifications and track their resolution. [No need for a separate “covenant committee”].
4. ARC to be instructed to redirect any such complaints submitted to them to the designated Board member.
5. Designated Board member will determine which CC&R’s apply to the subject property, review the complaint and respond to complainant in a timely manner, in one of two ways. Such communication will be in the form of an e-mail from [paradisehillsboard@gmail.com](mailto:paradisehillsboard@gmail.com) (not from an individual’s e-mail account) and bcc’d to all Board members.
  - a. Advise complainant that there does not appear to be a violation, citing specific provisions (or lack thereof) in the applicable CC&R’s. Also advise the complainant that if they disagree, they can request that the issue be added to the agenda for the next regular Board meeting.
  - b. Advise complainant that there does appear to be a potential violation, and that the Board will contact the subject property owner and take appropriate action as defined in the by-laws and CC&Rs if the violation is not corrected in a reasonable time.
6. If it is determined a potential violation exists, a simple written reminder is to be sent to the property owner, including specific reference to applicable CC&R provisions and a request to correct in a reasonable, specific time frame. Such communication will be in the form of an e-mail from [paradisehillsboard@gmail.com](mailto:paradisehillsboard@gmail.com) (not from an individual’s e-mail account) and bcc’d to all Board members.
7. Designated Board member to provide a monthly summary of such activity to the rest of the Board (similar to ARC reporting expectations).
8. Any further enforcement action is to be in accordance with CC&R’s and is subject to Board vote and approval at a regularly scheduled meeting.