

TowneVillas South Homes Association  
Association Complaint Procedures – Adopted June 13, 2023

1. The Association Board approved a Homeowner Complaint Form on June 13, 2023 based on Virginia Code Section 54.1-2354.4 and the regulations by the Virginia Common Interest Community Board, 18 VAC 48-70.
2. Complaints
  - a. Any member of the TowneVillas South Homes Association or any citizen of the Commonwealth of Virginia may submit a complaint to the Board based on a Board action, inaction, or decision by the Board or its Association Manager or the Association as a whole on issues which appear to violate state or county laws or regulations.
  - b. The Complaint may not be related to general day-to-day operations of the Association Board or its Association Manager.
3. The Complaint must be submitted in writing on the approved Association Complaint Form.
  - a. The form must be legible and completely filled out or no action will be taken.
  - b. The Complaint Form must be delivered to the Association via certified mail/return receipt requested to the following address: TowneVillas South Homes Association, c/o Victory Community Management, Inc., 5007C Victory Blvd. #240, Yorktown VA 23693.
  - c. The Complaint must include all supporting documents that support the complaint.
  - d. The Complaint must state a request for action and a statement as to why such action is appropriate and warranted.
4. Association Response to the Complaint
  - a. A written acknowledgment of the Complaint will be made within 7 days of receipt of the Complaint. It may be hand-delivered or by certified mail/return receipt requested. This acknowledgement is only that the Complaint has been received.
  - b. Within 21 days of receipt of the Complaint, the Association will conduct a review, and after consulting with legal counsel, will respond to the Complaint. If the Association requests additional information from the homeowner, the homeowner has 21 days to respond to the request, and then an additional 21 days will be added to the process for review of the requested information.
  - c. Within 10 days of the end of the final 21-day period, the Association will provide to the homeowner a notice of the date, time, and location that the Complaint will be considered. The notice may be hand-delivered or by certified mail/return receipt requested.
  - d. A meeting of the Board will be convened where the Complaint will be evaluated in executive session. The complaining homeowner does not have the right to attend, observe, and/or record the proceeding as it will be held in executive session.
  - e. After a final determination of the complaint is made, in consultation with legal counsel, the Board will send a final determination of the Complaint in writing within 7 days. The response may be hand-delivered or sent by certified mail/return receipt requested.
  - f. The final determination shall be dated, cite specific governing documents of the Association and/or State and local governances as applied to the complaint.
  - g. The complaint response will indicate that there is no appeal to the decision other than filing a “Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman.” The contact information for the Ombudsman will be provided with the response.
5. The Association will make available a copy of this procedure upon request to any Association Homeowner. This Procedure will also be included in all Resale Disclosure Packets.
6. All Complaints will be maintained on file for five years.

**TowneVillas South Homes Association**  
c/o Victory Community Management, Inc.  
5007C Victory Blvd., #240  
Yorktown, VA 23693

**ASSOCIATION COMPLAINT FORM**

Pursuant to §54.1-2354.4 of the Code of Virginia, the Board of Directors (“the Board”) of the TowneVillas South Homes Association has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent or association inconsistent with applicable laws and regulations. The Complaint may not be related to general day-to-day operations of the Association Board or its Association Manager.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to this complaint.

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Sign, date and print your name and the address below and submit this completed form to the Association at the address listed above.

_____ Printed Name	_____ Signature	_____ Date
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\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
TowneVillas South Lot/Unit Address (if different)

_____ E-Mail Address	_____ Phone Number
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Contact Preference (circle one):      Phone      E-mail      Other \_\_\_\_\_

If, after the Board’s consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (“the Ombudsman”), shall include copies of the supporting documents, correspondence and other material as related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation  
9960 Mayland Drive, Suite 400  
Richmond, VA 23233  
804-367-2941  
[CICOmbudsman@dpor.virginia.gov](mailto:CICOmbudsman@dpor.virginia.gov)