**FHVHA Covenant Complaint Procedure**

August 2015

 The following procedure is for the use by an FHVHA member who alleges a violation of an applicable Four Hills Village covenant by another resident of Four Hills Village. Neighbors are encouraged to discuss issues between themselves, but when a member neighbor believes it necessary, (s)he should complain to the FHVHA. The form for filing such a complaint is available on the FHVHA website or from the FHVHA Covenants Director.

**Step 1**. The complaining member shall complete the complaint form in full and sign it, indicating the following:

* A description of the alleged violation;
* Address of the alleged violation, and owner’s name
* Complaining member’s address;
* Specific covenant alleged to being violated;
* City Code Section ,if any, alleged to being violated; and
* An indication of whether the complaining member has attempted to contact the other Four Hills Village resident regarding the alleged violation, and the result thereof.

If requested, the identity of the complaining member will be withheld until the final step of this procedure, with the alleged violator only being informed that the complaining member is a neighbor.

The completed complaint form shall be sent to the FHVHA Covenants Director.

**Step 2**. The Covenants Director shall review and investigate the complaint, and, if (s)he feels it appropriate, meet with or otherwise contact the complaining member and/or other resident. If (s)he determines that a violation of an applicable covenant appears to be occurring, (s)he shall draft a letter to the alleged violating resident, which:

* Explains that a formal covenants complaint has been received by FHVHA;
* Cites any covenant(s) (and) City Code(s) violations alleged; and
* Requests that the situation be remedied as soon as possible.

**Step 3**. If no response is received from the alleged violating resident within 30 days, or if the issue remains unresolved, either the FHVA President, or his/her appointed representative, will consult with the complaining member to discuss the following potential actions:

1. The President will personally meet with or contact, as appropriate, the alleged violating resident regarding the situation, and/or
2. The Covenants Director will contact the City Zoning Department to file a complaint, if applicable.

**Step4,** If the foregoing does not remedy the alleged violation, the FHVHA Board will contact the complaining member to see if (s)he wishes to pursue legal action against the alleged violating resident.

**Step 5**. The most egregious/complained-about covenant violations will be compiled by the Board and presented to the FHVHA membership to discuss potential FHVHA financial assistance to a member or members who wish to pursue legal action.