

Mountain Ranch Community Association

Complaint Intake Policy

Relating to Complaint Intake and Management Review

WHEREAS, Section 4.1 of the Bylaws of Mountain Ranch Community Association (“Bylaws”) assigns the Board of Directors (“Board”) all powers and duties necessary for the administration of the affairs of the Association;

WHEREAS, Section 5.19 of the Declaration of Covenants, Conditions, and Restrictions (“CC&Rs”) prohibits nuisances and empowers the Board to determine what constitutes a violation;

WHEREAS, the Board has engaged a professional management company to assist in the day-to-day operations of the Association, including complaint intake and preliminary review;

WHEREAS, the Board finds it necessary to clarify the scope of responsibility for the management company to ensure that complaints are handled fairly, consistently, and in a manner that respects homeowner privacy and safety;

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors hereby adopts the following Complaint Intake and Management Review Policy:

Complaint Intake and Management Review Policy

1. Written Complaints Required
 - a. All complaints must be submitted in writing (email, letter, or HOA form).
 - i. Anonymous complaints will not be acted upon.
2. Screening for Completeness
 - a. Management shall ensure each complaint includes:
 - i. Complainant’s name, Lot number, and contact information
 - ii. Description of the alleged violation
 - iii. Date/time of occurrence (if applicable)
 - iv. Supporting documentation or evidence (e.g., photos)
3. Jurisdiction Review
 - a. Management shall review the complaint to confirm:
 - i. The subject matter, if true, constitutes a potential violation of the CC&Rs, Bylaws, Design Guidelines, or duly adopted Association Rules.
 - ii. The complaint is within HOA jurisdiction (not personal disputes, municipal code issues, or law enforcement matters).

4. Limitations on Management Investigations

- a. Management is not expected or authorized to:
 - i. Enter homes, backyards, or garages
 - ii. Engage in door-to-door canvassing or confrontations with residents
 - iii. Conduct investigations beyond visible inspections from streets, sidewalks, or Common Areas

5. Forwarding to the Board

- a. Only valid complaints, after screening, will be forwarded to the Board or the applicable committee.
- b. Complaints deemed invalid or outside HOA jurisdiction will be dismissed, and the complainant will be notified.

6. Recordkeeping

- a. Management shall maintain a log of all complaints received, including determinations of validity, for Board review.

EFFECTIVE DATE: 09 / 10 / 2025

President: *Tami Posey* Date: 09 / 10 / 2025