



# OLDE TOWNE NEIGHBORHOOD ASSOCIATION

## Complaint Form

Date Submitted: \_\_\_\_\_

Homeowner Submitting (Name & Address): \_\_\_\_\_

Complaint Against (Name & Address): \_\_\_\_\_

Date(s) of Violation: \_\_\_\_\_

Citation of Covenant Violated: \_\_\_\_\_

Describe Complaint or Violation: \_\_\_\_\_

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Have you contacted the person to try & resolve the issue? \_\_\_\_\_

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### COMPAINT PROCEDURE:

**STEP 1:** The Complainant must send a completed Complaint Form via email to [oldetownetnd@gmail.com](mailto:oldetownetnd@gmail.com) or via drop box at the Mail Facility. Anonymous letters will not be acknowledged.

**STEP 2:** Upon receipt of the notice, the OTNA Management will determine the presence of a violation.

**STEP 3:** If the complaint is ruled valid, written notice will be sent to the non-compliant homeowner. If the complaint is ruled invalid, an explanation will be sent to the complainant.

**STEP 4:** Failure to reach compliance within allotted time frame will result in further action according to particular restriction. This could result in the matter being brought to the attention of the Board of Directors for further enforcement action (including, but not limited to legal action).

**Complaint remains anonymous except in the following conditions:**

1. Person against which complaint filed requires hearing with the Board to object/deny complaint.
2. Person against which complaint filed pursues legal action against the association.

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### OFFICE USE ONLY

Action Taken:

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