

# Community Associations Inc.

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## COMPLAINT PROCEDURES AND HANDLING

Community Associations, Inc. accepts homeowner complaints by phone or in writing by mail, e-mail, or fax. However, we prefer written complaints. Complaints concerning serious behavioral violations must be in writing and signed to protect the Association. Anonymous complaints are discouraged and may not be acted upon. All complaints remain anonymous unless legal action or a Board hearing is required. In order to prosecute the matter, it may be necessary for the complainant to testify to the complaint. A standard complaint form is enclosed.

After a complaint is received by the manager:

1. Complaint will be investigated by an inspection to determine the accuracy and scope of the violation, to determine the identity of the person reportedly in violation, and to determine the appropriate response. Inspection may be immediate or during the next scheduled community visit.
2. Complaints may be provided to the Board of Directors for advice and consultation.
3. Certain violations such as serious home maintenance issues or vehicle violations will be forwarded to the county agency with jurisdiction. The Housing Code Enforcement division is usually the first call because they have the widest jurisdiction on housing issues.
4. Many violations or issues will be handled with a letter to the appropriate party with the violation detailed and a request to cease and desist.
5. A copy of the letter, depending upon the issue, may be sent to the complainant for their information and a request to call the manager with the results. Does the violation end or persist.

# Complaint Form

Today's Date: \_\_\_\_\_ Date Complaint Occurred: \_\_\_\_\_

Development: \_\_\_\_\_

Complainant's Name: \_\_\_\_\_ PH. NO (H)  
(W)

Complainant's Address: \_\_\_\_\_

Name Complaint Registered Against (if known): \_\_\_\_\_

Address of Offender: \_\_\_\_\_

Place Violation Occurred: \_\_\_\_\_

Description of Violation: (please include a date & time and a brief summary of the incident)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is Documentation Attached: Y/N \_\_\_\_\_ Describe: \_\_\_\_\_

\_\_\_\_\_

## For Management Company Use

Date Received: \_\_\_\_\_ Forwarded To: \_\_\_\_\_

Confirmed: Y/N \_\_\_\_\_ How? \_\_\_\_\_

Action Taken: \_\_\_\_\_

\_\_\_\_\_

Response Sent To: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_