

VILLAGE OF WAXPOOL HOMEOWNERS ASSOCIATION, INC.

ADMINISTRATIVE RESOLUTION NO. 2011-2

(COMPLAINT PROCEDURES)

WHEREAS, Section 55-513(A) of the Code of Virginia (1950), as amended, and Article VI, Section 1 of the Village of Waxpool Homeowners Association, Inc.'s Bylaws authorize the Board of Directors of Village of Waxpool Homeowners Association, Inc. ("Association") to exercise for the Association all powers, duties and authority vested in or delegated to the Association; and

WHEREAS, Section 54.1-2348 of the Code of Virginia (1950), as amended, created the Common Interest Community Board ("CICB") to take the place of the Virginia Real Estate Board with respect to the administration of community associations, the licensing and certification of management agents providing services thereto, etc.; and

WHEREAS, Section 55-530(E) of the Code of Virginia (1950), as amended, assigned to the CICB the responsibility for establishing by regulation a requirement that each association shall establish reasonable procedures for the resolution of written complaints from the members of the association and other citizens; and

WHEREAS, although the CICB has not yet promulgated regulations regarding such complaint procedures, the Board of Directors intends to adopt and approve this Resolution as an interim process until such time as the CICB and the Common Interest Community Ombudsman publish relevant forms, regulations and instructions for compliance therewith.

NOW, THEREFORE, IT IS HEREBY RESOLVED THAT the Board of Directors establish the complaint process as set forth in Section 55-530(E) of the Code of Virginia (1950), as amended, which process shall be considered interim in nature until such time as the CICB or the Common Interest Community Ombudsman promulgates regulations, procedures or processes for the resolution of written complaints from the members of the Association and other citizens.

Complaint

A. Any unit owner, tenant or third party may submit a written complaint (on the form attached hereto as Exhibit A) to the Board of Directors for its attention and/or action.

The form shall be mailed to the following address, to the attention of the Community Manager:

GHA COMMUNITY MANAGEMENT

Attn: Jennifer Rosa
3020 Hamaker Court, Suite 300
Fairfax, VA 22031
(703) 752-8300

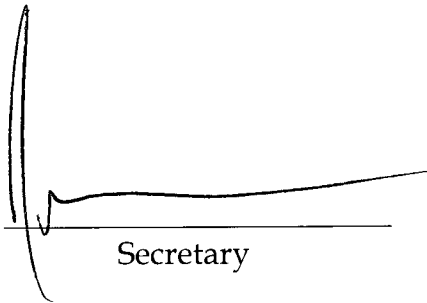
B. The complaint shall be submitted to the Board of Directors for such review and action as the Board of Directors may deem appropriate.

C. The Board of Directors shall then take appropriate action, such as directing that the complaining party be afforded a hearing before the Board, or that the substance of the complaint receive some other type of response as may be appropriate to the content of the complaint and the circumstances surrounding the same.

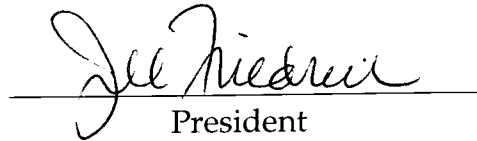
This Resolution is effective as of the date of its adoption.

The foregoing Resolution is hereby adopted on this 12th day of June, 2011, by the Board of Directors of Village of Waxpool Homeowners Association, Inc.

ATTEST:



Secretary



President

EXHIBIT "A"

VILLAGE OF WAXPOOL HOMEOWNERS ASSOCIATION, INC.

Attn: Jennifer Rosa
3020 Hamaker Court, Suite 300
Fairfax, VA 22031
(703) 752-8300

COMPLAINT FORM

Pursuant to Section 55-530(E) of the Code of Virginia (1950), as amended, the Board of Directors of Village of Waxpool Homeowners Association, Inc., has established this complaint form for use by persons who wish to register written complaints with the Association.

Please legibly describe your complaint in the area provided below. Please include references to the specific facts and circumstances at issue and the provisions of the Association's documents or governing law that support your complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, please attach any supporting documents relevant to your complaint.

If, after the Board's consideration and review of your complaint, the Board issues a final decision adverse to you, please be aware that you have the right to give notice to the Common Interest Community Board ("CICB") of any final adverse decision in accordance with regulations promulgated by the CICB. The notice shall be filed within thirty (30) days of the final adverse decision, shall be in writing on forms prescribed by the CICB, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25.00 filing fee. The CICB may, for good cause shown, waive or refund the filing fee upon a finding

that payment of the filing fee will cause undue financial hardship for the member.

The CICB's contact information is:

Common Interest Community Board
Attn: Ombudsman
c/o Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233-1463

Please sign, date and print your name and address and submit the completed form to the Association at the address listed above.

COMPLAINANT:

Printed Name

Signature

Date