

Copperfield Property Owners Association

Action Flowchart

The following flowchart represents the procedure used to handle complaints, covenant violations, and late homeowner assessments. Please save this form so you can refer to it as necessary. Thank you for your cooperation.

- Step 1: A written complaint is lodged with the property manager who conveys the information to the Board of Directors concerning a covenant violation. The complaint must be signed. In an emergency situation only, the complaint may be phoned in and the caller must identify themselves to the property manager.
- Step 2: The property manager or a Board member reviews the complaint for validity within 10 days. If the complaint has no merit in the reviewer's opinion, it is dismissed and the claimant is notified in writing.
- Step 3: Board sends a gentle reminder letter to the violator sighting the Article and Section of the Covenants that are in violation. Action by the violator must be taken within 2 weeks. If matter is resolved, Board action ends. If matter remains unresolved Board proceeds to step 4.
- Step 4: Board sends a stern letter to violator. Action by the violator must be taken within 1 week. If matter is resolved, Board action ends. If matter remains unresolved Board proceeds to step 5.
- Step 5: Certified letter sent to violator. Action by violator must be taken within 1 week. At this time, violator is informed that matter will be turned over to an attorney at the end of the 1 week time period. Homeowner then becomes responsible for correcting violation, and all legal fees associated with action. If matter is resolved, Board action ends. If matter remains unresolved Board proceeds to step 6.
- Step 6: Attorney is requested to send out letters weekly (along with an ever increasing legal bill) until all payments and covenant violation are handled to Board's satisfaction.
- Step 7: If necessary, Board will pay attorney's fees and LIEN property. Depending on the amount owed and time frame for delinquency late payments only, the Board may exercise option of foreclosure to collect delinquent assessments.

Repeated Violation of the Copperfield Homeowner Association Covenants

If a resident has previously received a written notice of violation delivered by certified mail from either the Property Owners Association management company OR the Property Owners Association attorney and a repeated violation of The Covenants occurs, the notice of violation procedures will be revised as follows:

The violator may be advised by certified mail that he/she is again in violation of The Covenants. The violator will have 10 days from the postmark date to comply. Failure to take corrective action within this time will result in immediate referral of the violation to the Property Owners Association attorney. All legal expenses incurred are the responsibility of the property owner.

Delinquent Homeowners Assessments

The procedure for delinquent Homeowners Assessments is initiated by the Board and begins with step 3 when a payment is 30 days late. If the matter is still unresolved by step 6, the attorney will file the property lien at that time. The Board has the right to impose an 18% late fee in addition to the homeowner assessment and all legal fees will be added to the assessments due.