

## **Guidelines for Consequences of Non-Compliance**

**Purpose:** To provide structure so that consequences of non-compliance are applied in an organized, systematic, consistent way. To be used alongside **Guidelines for Handling Complaints (Rev.11/29/2016)** if residents fail to comply with Covenants, Bylaws and/or Rules and Regulations of Lakeside Hills Estates Association, Inc.

### **First Warning – Delivered at First Meeting**

1. The owner will be given reasonable time (up to 30 days) to correct the situation to the satisfaction of the Association.
2. Compliance will be monitored and reported by appropriate Block Captain and/or appropriate Board member.
3. A follow-up letter signed by the Advisory Council Chair may be mailed out to the owner within 72 hours of the first meeting: It shall outline points discussed and the exact deadline for compliance.

### **Second Warning**

1. Failure by the owner to correct the situation in order to comply with Covenants, Bylaws, Rules and Regulations of LHEA on or before the deadline will result in a second warning.
2. During the second warning meeting the owner will be given notice of a specific deadline for turning the case over to the LHEA attorney for legal follow-up.
3. Compliance will be monitored and reported by appropriate Block Captain and/or appropriate Board member.
4. A warning letter signed by the President of the Board of Directors shall be mailed out to the owner within 72 hours of the second warning meeting: It shall outline points discussed and the exact deadline after which the case will be turned over to the LHEA attorney for follow-up.

### **Third Warning**

1. Failure by the owner to correct the situation in order to comply with Covenants, Bylaws, Rules and regulations of LHEA within the specific deadline outlined in the second warning letter will result in a third and final warning meeting.
2. The Board President and one other Board member will present the third and final warning.
3. The owner is notified that the case will be turned over to the LHEA attorney for appropriate legal consequences by the President of the Board of Directors.
4. The LHEA attorney will communicate with the President regarding resolution of the case.

## Notification of Complaint and Consequences of Non-Compliance

Complaint Form Process	Required Action
<b>Form Submitted</b>	<b>Block Captain</b> <ul style="list-style-type: none"> <li>• Is it signed and dated?</li> <li>• Is it completed with specific details, photos?</li> </ul>
<b>First Warning</b>	<b>Usually Block Captain + 1 other</b> <ul style="list-style-type: none"> <li>• Friendly initial meeting</li> <li>• Nature of situation &amp; violation explained</li> <li>• Up to 30 days given for resolution</li> </ul>
<b>72 hrs after First Warning</b>	<b>Advisory Chair</b> <ul style="list-style-type: none"> <li>• First warning letter</li> </ul>
<b>30 days after First Warning</b>	<b>Compliance Reported</b> <ul style="list-style-type: none"> <li>• If yes, complaint is RESOLVED</li> <li>• If no, next step is Second Warning &amp; discussion of the matter with the Board of Directors</li> </ul>
<b>Second Warning</b>	<b>Usually Block Captain + 1 Board Member</b> <ul style="list-style-type: none"> <li>• Time specified for compliance</li> <li>• Notification of date case to be turned over to legal if non-compliance</li> </ul>
<b>72 hrs after Second Warning</b>	<b>Board President</b> <ul style="list-style-type: none"> <li>• Second warning letter</li> </ul>
<b>Specified Time after Second Warning</b>	<b>Compliance Reported</b> <ul style="list-style-type: none"> <li>• If yes, complaint is RESOLVED</li> <li>• If no, next step is Third Warning</li> </ul>
<b>Third Warning FINAL</b>	<b>Board President + 1 other Board member</b> <ul style="list-style-type: none"> <li>• With approval of Board of Directors Case turned over to legal</li> <li>• Date consistent with second warning letter</li> </ul>
	<b>Board President submits case to attorney for appropriate legal consequences</b> <ul style="list-style-type: none"> <li>• Attorney communicated resolution of case</li> </ul>