

River Place North Housing Corporation Complaint Procedure

OVERVIEW

River Place North Housing Corporation (RPNHC) has established a process for resolving shareholder and resident complaints. It conforms with the requirements of § 54.1-2354.4 of the Code of Virginia, the Common Interest Community Ombudsman Regulations (CICOR), and RPNHC governing documents. In case of conflict with the governing documents, the Code of Virginia and CICOR take precedence.

COMPLAINT PROCEDURE

1. The complaint must be in writing. No specific complaint form is required.
2. The complaint must include:
 - Complainant name
 - Complainant mailing address
 - Narrative of the complaint with as many specifics and as much supporting information as possible – dates, descriptions, photographs, video, names, and other relevant information
 - A request for specific action or resolution by RPNHC
3. Complaints may be delivered to RPNHC via email at rpnmgr@aol.com or via hand delivery, USPS, or other delivery service at:

River Place North Housing Corporation
1121 Arlington Blvd. Suite L1
Arlington, VA 22209

4. RPNHC will acknowledge complaint receipt in writing to the complainant, at the address provided within seven days of receipt. Acknowledgement will be via hand delivery, registered mail, certified mail, return receipt requested, or via email if the complaint was received via email, with evidence of delivery.
5. Complainants are hereby notified of the locations of the RPNHC governing documents, CICOR, and § 54.1-2354.4 of the Code of Virginia. All are available to the public free of charge as follows.

The RPNHC governing documents are available to the public online at the following address:

www.riverplacenorth.org/owners

The CICOR is available to the public online at the following address:

https://www.dpor.virginia.gov/sites/default/files/CIC_Ombudsman/CIC%20Ombudsman%20regulations.pdf

§ 54.1-2354.4 of the Code of Virginia is available to the public online at the following address:

<https://law.lis.virginia.gov/vacode/title54.1/chapter23.3/section54.1-2354.4/#:~:text=Common%20Interest%20Communities,%C2%A7%2054.1%2D2354.4.,complaint%20procedures%3B%20final%20adverse%20decisions.&text=The%20Board%20shall%20establish%20by,the%20association%20and%20other%20citizens>

Complainant shall reference the applicable law(s) or regulation(s), to the extent the complainant has knowledge of it/them. RPNHC will refer to this governance when considering complaints.

6. Per the CICOR, RPNHC will use a reasonable, efficient, and timely method for identifying and requesting additional information.

- RPNHC will review the complaint and request any clarifications necessary to necessary for the complainant to provide to continue processing it within 10 business days of the date of the acknowledgement.
- The complainant will have 10 business days to clarify or request additional response time. If no complainant response is received within the 10 days, the complaint will be considered resolved.

If additional clarifications are required, complainant may clarify in writing or address the RPNHC Board of Directors at a regular meeting. Meetings are generally the third Tuesday evening of each month at 5:30 PM (electronic) or 6:00 PM (in person). There are no regular meetings in March or December. The March meeting date is reserved for the annual shareholder meeting. There is generally no regular meeting in December in observance of national holidays.

- Once a complaint is received, and clarified as necessary, RPNHC will place it on the agenda of the next regular board meeting following the current month (i.e. if a complaint is received in August and clarified in September, it will be placed on the October regular board meeting agenda). On complainant request, RPNHC will defer consideration to a later meeting. Complainants are encouraged to attend the board meeting and discuss the complaint, potential resolutions, and provide additional information.

The board may approve the requested resolution or a modified resolution, deny the requested resolution, or request more information. When a request is approved, the board shall establish a reasonable resolution timeframe and notify the complainant in writing.

When more information is requested, the board may invite complainant to the next regular board meeting. Complainant may request a call or meeting with at least 2 board members in lieu, and the board members will present information gathered at the next meeting to resolve. If complainant does not respond to a written invitation to meet with board members within 10 business days, the complaint will be considered resolved.

7. RPNHC will notify complainant of the date, time, and location (electronic or physical) the matter will be considered by the board at the address provided via hand delivery, registered mail, certified mail, return receipt requested, or via email if the complaint was received via email, with evidence of delivery. The notice will be provided when the complaint is placed on the agenda.

8. After the final determination is made, RPNHC will notify complainant of the disposition within 10 business days at the address provided via hand delivery, registered mail, certified mail, return receipt requested, or via email if the complaint was received via email, with evidence of delivery.

The notice of final determination shall be dated as of the date of issuance and include specific citations to applicable association governing documents, laws, or regulations that led to the final determination, as well as the RPNHC registration number:

02241446

If applicable, the name and license number of the common interest community manager shall also be provided.

10. The notice of final determination shall include the complainant's right to file a Notice of Final Adverse Decision (NFAD) with the Common Interest Community Board via the Common Interest Community Ombudsman and the applicable contact information, currently:

Department of Professional and Occupational Regulation
ATTN: Common Interest Community Ombudsman
9960 Mayland Drive
Suite 400
Richmond VA 23233-1485

(804) 367-2941

CICOmbudsman@dpor.virginia.gov

Information about the appeal process is also available to the public at the following address:

<https://www.dpor.virginia.gov/CIC-Ombudsman>

SUMMARY

The process and applicable dates are summarized below, starting on the date a complaint is received:

- A) 10 business days: RPNHC sends acknowledgement and request for clarifications (as necessary)
- B) 10 business days: Complainant sends clarifications, requests extension, or complaint is resolved
- C) 10 business days: RPNHC notifies complainant the complaint will be considered at the regular board meeting following the month of the clarified complaint (i.e. a complaint received and clarified in Jan is considered in Feb). Complainant may request deferral until a future meeting
- D) At regular board meeting, complainant may discuss with board and board may:
 - a. approve requested or modified resolution
 - b. deny requested resolution
 - c. invite an absent complainant to meet with board members, preferably at a meeting
- E) 10 business days: When RPNHC invites complainant to meet, written notice of invitation is provided. If there is no response to a meeting request within 10 business days, the complaint is resolved. If complainant meets with board, repeat step D above to reach either D.a or D.b
- F) 10 business days: Once a resolution is reached, RPNHC will notify complainant of resolution