

## Hollingsworth Park Phase I Homeowners' Association Complaint Procedure

**PURPOSE:** To establish a written procedure for addressing and resolving resident complaints in a consistent manner.

- 1. Who may submit a complaint.** Any property owner of the Hollingsworth Park Phase I Homeowners' Association. Prior to employing the complaint procedure, consider less formal communication of the complaint. If you are a renter, you must contact the property owner to submit a complaint.
- 2. Detailing the complaint.** When completing the complaint, the complaint should provide these elements.
  - a. Detailed description of the complaint
  - b. Reference the provision of Covenant, Bylaws or other basis of the complaint
  - c. State the desired outcome, requested action or resolution sought in the complaint
- 3. How to submit a complaint.** The complaint form must be completed and signed in hardcopy, then submitted via one of the following methods:
  - a. Mailing the hardcopy to the NHE office (PO Box 5539 | Greenville, SC 29606) to the attention of Rebecca Thompson
  - b. Hand delivering a hardcopy to Rebecca Thompson at the NHE Office (5 Legacy Park Road | Suite A | Greenville, SC 29607)
  - c. Emailing a scanned copy to [rthompson@nhe-inc.com](mailto:rthompson@nhe-inc.com) and [hpmematlarge@gmail.com](mailto:hpmematlarge@gmail.com).

**If the complaint form is not used the submittal will be rejected.**

- 4. Processing the complaint.** The association board will discuss in person or by electronic means every complaint within 90 days from the confirmed date of receipt confirmation provided by the board and will take the complaint as an agenda item for the next regularly scheduled board meeting. If the board is not scheduled to meet within the 90 day window, the complaint will be addressed by the board via discussion external to the meeting as coordinated by the President.
  - a. The board will determine additional information required to address the complaint.
  - b. If any additional information is required, the board will provide notice of this information to the complainant observing paragraph 4, Timelines for Confirmation of Receipt. The complainant has thirty days to provide additional information requested by the Board. If the request for information is not received within thirty days, the Board will proceed with final determination.
  - c. The Board's discussion of all complaints will be included in Board meeting minutes until resolution is achieved.
  - d. The association secretary will maintain the record of complaint (i.e. all documents, correspondence, and other materials related to a decision made pursuant to the association complaint procedure).

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5. Notice of final determination will include:
  - a. Original complaint
  - b. Date of initial and any subsequent Board discussions
  - c. Summary of Board action, as one of two status types:
    - i. Concurrence and resolution of the complaint
    - ii. Adverse decision on the complaint
  - d. Rationale for board decision.

**Hollingsworth Park Phase I Homeowners' Association Complaint Form**

*Submittal Address (In person)* – NHE Office (5 Legacy Park Road | Suite A | Greenville, SC 29607)  
*Submittal Address (Mailed)* – NHE Attn: Rebecca Thompson (PO Box 5539 | Greenville, SC 29606)  
*Submittal Email* - [rthompson@nhe-inc.com](mailto:rthompson@nhe-inc.com) and [hpmematlarge@gmail.com](mailto:hpmematlarge@gmail.com)

The Board of Directors of the Hollingsworth Park Phase I Homeowners' Association has established this complaint form for use by persons who wish to file written complaints with the Association regarding the action, inaction or decision by the governing board, managing agent or association inconsistent with applicable laws and regulations.

Legibly describe the complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Please include references to the specific facts and circumstances at issue and the restrictive covenant that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint.

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Sign, date and print your name and address below and submit this completed form to the Association at the address listed above.

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Printed Name	Signature	Date
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Mailing Address

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Lot/Unit Address

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Contact Preference  Phone  Email

Email Address  Phone Number

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Location of violation