

Oak Springs Plantation Bylaws and Covenant Violation Process

The Oak Springs Plantation HOA Board has developed a new bylaws and covenants violation complaint process. Our goal is to provide a process whereby all bylaw and covenant violation complaints are handled in a timely, consistent manner in order to promote the highest level of compliance possible. The new process takes into account two significant enforcement limitations. First, the Board does not have the authority to fine residents for bylaw and covenant violations so persuasion is our primary enforcement tool. Second, changing a covenant requires approval of 75% of the subdivisions property owners, a very high threshold that is difficult to achieve.

The process described below will take effect immediately.

OSP Bylaw and Covenant Violation Complaint Process

Step 1. Requested but not required: talk to your neighbor before submitting a formal complaint to the OSP HOA Board. Remember that persuasion is our strongest tool.

Step 2. If you can't resolve the issue with your neighbor directly, submit a written complaint using the "OSP Bylaw and Covenant Violation Complaint Form" (attached to this newsletter). **All** fields on the complaint form must be filled out and all complaints must be submitted to an active Board member. Verbal complaints or incomplete complaint forms will not be investigated.

Step 3. All complaint forms submitted to the Board will be turned over to the OSP HOA Secretary for review and investigation. The results of the investigation will then be provided to the OSP HOA President for confirmation of status.

(a) If the complaint is confirmed to be a bylaw or covenant violation a letter from the Board will be sent to the violator requesting compliance. A second and final complaint notification letter will be sent out if after 45 days the violation has not been brought into compliance. The complainant will be notified each time a letter is sent out and of the final outcome of the Boards attempt to resolve the issue.

(b) If the complaint is deemed not to be a bylaw or covenant violation a letter from the Board will be sent to the complainant notifying them of the Boards decision and no further action will be taken.

Step 4. The OSP HOA Secretary will keep a log of all complaints.

Note 1: Only complaints submitted by subdivision residents will be investigated. The Board will not routinely conduct "ride - by's" to look for violations.

Note 2: Complainants names will not be provided to violators.

Oak Springs Plantation Bylaw and Covenant Violation Complaint Form

Date of complaint

Address and/or lot number where bylaw / covenant violation exists

Brief description of bylaw / covenant violation

Specific section of OSP bylaws / covenants being violated

Complainant Information (Required)

Name:

Address:

Email address:

Have you talked to your neighbor about this issue?

YES

NO

Other relevant information:

Note: complaint will not be processed unless all information fields are completed.