

**FAIR OAKS CHASE HOMEOWNERS ASSOCIATION INC.**

**ADMINISTRATIVE RESOLUTION NO. 2012-01**

(Schedule of Costs and Fees Relating to the Association's Books and Records)

**RECITALS:**

**WHEREAS**, effective July 1, 2012, Va. Code Ann. § 55-510.D as amended (1950) states:

D. (Effective July 1, 2012) Prior to providing copies of any books and records to a member in good standing under this section, the association may impose and collect a charge, reflecting the reasonable costs of materials and labor, not to exceed the actual costs thereof. Charges may be imposed only in accordance with a cost schedule adopted by the board of directors in accordance with this subsection. The cost schedule shall (i) specify the charges for materials and labor, (ii) apply equally to all members in good standing, and (iii) be provided to such requesting member at the time the request is made.

**NOW, THEREFORE**, in accordance with the requirements of the Virginia Property Owners' Association Act, the Board of Directors adopts the following Schedule of Costs and Fees, attached hereto and incorporated herein by reference as **Exhibit A**, relating to a Lot Owner's request for copies of Association books and records in accordance with Va. Code Ann. § 55-510.D, as amended (1950).

The Effective Date of this Administrative Resolution is July 1, 2012.

This Administrative Resolution was duly adopted by the Board of Directors at a duly called meeting of the Board of Directors on this 08 day of October, 2012.

**HOMEOWNERS ASSOCIATION OF BLUEMONT**

By: \_\_\_\_\_

Xihai (Alex), President

By: \_\_\_\_\_

V. K. Kumar  
Venkataraniah Kumar, Secretary

## Exhibit A

### Schedule of Costs and Fees (Books and Records)

#### 1. Copying Charges –

- a. In House Reproduction (B&W) / Managing Agent -- \$0.18 per page
- b. Copy job sent to commercial copying service -- At Cost
- c. In House - Laminating -- \$1.00 per page

#### 2. Mailing Labels & Boxes

- a. Mailing Labels -- \$3.00 per page
- b. Boxes and Shipping Boxes -- At Cost

#### 3. Personnel Charges – Labor

- a. Managing Agent – Property Manager -- \$ 150.00 per hour
- b. Managing Agent – Administrative Staff -- \$ 50.00 per hour

#### 4. Delivery Charges

- a. First Class or Certified Mail (U.S. Postal Service) -- At Cost
- b. Courier (Vendor) -- At Cost
- c. Certified Mail (Managing Agent & U.S. Postal) -- \$20.00 plus cost
- d. Overnight Delivery Service (Vendor) -- At Cost
- e. Facsimile Transmission -- \$.18 per page
- f. Electronic Format (e.g. scanning) -- \$.18 per page

This Schedule of Costs and Fees is effective July 1, 2012.

FAIR OAKS CHASE HOMEOWNERS ASSOCIATION, INC.

ADMINISTRATIVE RESOLUTION NO. 2012- 02

**Procedures for Receiving and Reviewing Complaints**

**WHEREAS**, Article VII, Section 7.14 of the *Fair Oaks Chase Homeowners Association By-Laws* provides that the Board of Directors shall have and exercise all powers and duties necessary for the proper administration of the affairs of the Association; and,

**WHEREAS**, in the exercise of the said authority, the Board of Directors intends to hereby establish policies and procedures for receiving, considering and resolving complaints about actions, inactions or decisions by the Association, the Association Board of Directors or the Association's Management Agent consistent with requirements of 18 VAC 48-70-30.

**NOW, THEREFORE, BE IT RESOLVED THAT** the following complaint policies and procedures.

A. All complaints shall be in writing on the Complaint Form attached hereto as **Exhibit "A"**, the instructions on which are incorporated into and made a part of these complaint policies and procedures and shall be submitted to TWC Association Management, Inc., the Association's Management Agent at 397 Herndon Parkway, Suite 100, Herndon, Virginia 20171, Attention: Community Manager ("Management Agent").

B. The Management Agent shall hand deliver a written acknowledgement of receipt of each properly completed and submitted Complaint Form to the complainant at the time of receipt or by certified or registered mail not later than seven (7) days of receipt of the Complaint Form.

C. Promptly upon receipt, the Management Agent shall review each Complaint Form and attachments received to determine if they contain sufficient information to evaluate and act upon the complaint. In the event that the Complaint Form, together with any attached documents, is insufficient to evaluate and act upon, the Management Agent shall request of the complainant, within seven (7) days of receipt of the Complaint Form, such additional information or documentation as is necessary in order to do so.

D. If the complainant fails to provide such additional requested information or documentation within fifteen (15) days of the Management Agent's request, the Board of Directors, in its sole discretion, may either address the complaint on the basis of the available information or consider the complaint resolved and the complaint process shall be closed. In the event the complaint is deemed resolved under the provisions of this paragraph, the Management Agent shall mail to the complainant by certified mail within seven (7) days of the Board's decision notice of that decision and that the complaint process with respect to the complaint has been closed.

E. When the Complaint Form, together with any attached documents and any requested additional information is complete and provides sufficient information to process the complaint, the complaint shall be considered by the Board of Directors at the next regular or special meeting that is convened at least two (2) weeks thereafter. Written notice of the time, date and location of the Board meeting at which the complaint will be considered shall be provided to the complainant by hand delivery, certified mail or electronic means, provided the Management Agent retains sufficient proof of electronic delivery within a reasonable period of time prior to the Board meeting.

F. The Board of Directors shall dispose of the complaint by taking such action as the Board deems appropriate to grant the relief sought, including without limitation issuing sanctions, modifying practices or dismissing the complaint. Within seven (7) days after the Board of Directors makes a final determination with respect to the disposition of the complaint, the Management Agent shall provide written notice of the final determination to the complainant by hand delivery, certified mail or electronic means, provided the Management Agent retains sufficient proof of electronic delivery.

G. 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 and shall include the registration number of the Association and the license number of the common interest community manager. The notice of final determination shall include a statement that the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Ombudsman and that the Ombudsman may be contacted at (804) 367-2941 or [cicombudsman@dpor.virginia.gov](mailto:cicombudsman@dpor.virginia.gov).

H. The Management Agent shall maintain a record of each complaint received and the disposition of the same for one (1) year from and after the date of issuance of the notice of final determination.

I. The policies and procedures set forth in this Resolution shall apply to all complaints received after the date of adoption hereof.

This Administrative Resolution was duly adopted by the Board of Directors at a duly called meeting of the Board of Directors on this 28 day of September, 2012.

**FAIR OAKS CHASE HOMEOWNERS  
ASSOCIATION, INC.**

By: 

Xihai (Alex) Hu, President

By: 

Venkataraniah Kumar, Secretary

EXHIBIT "A"  
FAIR OAKS CHASE HOMEOWNERS ASSOCIATION, INC.  
c/o TWC Association Management, Inc.  
Attention: Community Manager  
397 Herndon Parkway, Suite 100, Herndon, Virginia 20171  
(703) 437-5800

ASSOCIATION COMPLAINT FORM

INSTRUCTIONS

This complaint form is for use by persons who wish to file written complaints with the FAIR OAKS CHASE HOMEOWNERS ASSOCIATION, INC. ("Association") regarding the action, inaction or decision by the Association, its Board of Directors or Management Agent believed to be 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 provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, please attach a separate sheet of paper to this complaint form. Please attach any supporting documents, correspondence and other materials related to the complaint.

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

COMPLAINT

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Printed Name	Signature	Date
Mailing Address	Unit Address	E-mail Address
		Phone Number

Contact Preferences:    ☐ Phone                      ☐ E-mail                      ☐ Other

If, after the Association's consideration and review of the complaint, the Board of Directors issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within thirty (30) days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman  
Department of Professional and Occupational Regulation  
9960 Mayland Drive, Suite 400, Richmond, VA 23233  
804/367-2941 - [CICombudsman@dpor.virginia.gov](mailto:CICombudsman@dpor.virginia.gov)

*For Association Use Only: Received by: \_\_\_\_\_ Date: \_\_\_\_\_*

**RESOLUTION OF THE BOARD OF DIRECTORS OF  
FAIR OAKS CHASE HOMEOWNERS ASSOCIATION.**

**RESOLUTION # 2013-01**

(Policies and Procedures Regarding the Collection of Assessments)

WHEREAS, Section 7 of the Declaration personally obligates each Owner to pay annual and special assessments to fund the common expenses of the Association; and

WHEREAS, the Board of Directors deems it necessary and in the best interests of the Association to establish orderly procedures for the collection of past due assessments.

NOW, THEREFORE, BE IT RESOLVED THAT the following procedures regarding the collection of assessments shall be adopted.

**I. ROUTINE COLLECTIONS**

- A. All quarterly installments of the annual assessments shall be due and payable on the first day of the applicable month ("Due Date").
- B. The Association will mail a notice to every Owner which will inform the Owner of the amount of the quarterly installment; however, no Owner will be excused of the obligation to pay the assessment if a notice is not received. Each Owner is under a legal duty to seek out information about the assessment if a notice is not received.
- C. Non-resident Owners must furnish the Association with an address and telephone number where they can be contacted; otherwise, all notices shall be sent to the property address and the Owners shall be responsible for the information contained therein.
- D. Questions regarding assessments should be directed to the Association's management company.

**II. REMEDIES FOR NON-PAYMENT OF ASSESSMENTS**


- A. Late Charge - Any quarterly installment of the annual assessment not paid to Association within (60) days after the due date shall be considered delinquent, and a late charge of no more than five (5) percent of the missed assessment installment will be added to the account.
- B. Returned Check Charge - If the Association receives a check from an Owner which fails to clear the Owner's account, an administrative charge of thirty-five dollars (\$35.00) shall be charged to the Owner and posted to the Owner's account.

- C. Acceleration of Assessments - If any quarterly installment of the annual assessment is not paid within one hundred-twenty (120) days of the due date, the entire balance of the annual assessment shall be accelerated and due in full.
- D. Suspension of Privileges - If any assessments owed by an Owner are more than sixty (60) days past due, the Association may suspend an Owner's right to use facilities or services, which may include the denial recreational facility privileges. Before a suspension of privileges may be imposed, the Owner shall be given an opportunity to be heard and to be represented by counsel before the board of directors. Notice of a hearing, including the sanctions that may be imposed, shall be hand-delivered or mailed by registered or certified mail, return receipt requested, to the owner at the address of record with the Association at least fourteen (14) days prior to the hearing.
- E. Notice - If any quarterly installment of the annual assessment is not paid within thirty (30) days of the due date, the Association will send a letter or notice of the delinquency to the Owner advising the Owner that an installment has not been paid. The Association may send such other letters and notices to owners with delinquent accounts as the Board of Directors may deem appropriate.
- F. Attorney's Fees - If any quarterly installment of the annual assessment is not paid within sixty (60) days of the due date, the Association will employ an attorney to collect the past due balance. The Owner will responsible for the payment of any costs and attorney's fees incurred by the Association to collect a past due balance.
- G. Foreclosure - If quarterly installments of the annual assessment remain unpaid for twelve (12) months, the Association may employ an attorney to foreclose on the lot against which the assessments remain unpaid. The Owner will responsible for the payment of any costs and attorney's fees incurred by the Association to pursue the foreclosure.
- H. Method of Crediting Payments - Payments received by the Association from a delinquent Owner shall be credited in the following order of priority:
- (1) Any attorney's fees, court costs and other costs of collection;
  - (2) Late charges
  - (3) Interest;
  - (4) Charges assessed against an Owner resulting from a violations of the governing documents;
  - (5) Any Special Assessments; and
  - (6) quarterly Installments

The effective date of this Resolution is July 1, 2013.

This resolution was duly adopted by the Board of Directors this 23<sup>rd</sup> day of September, 2013.

Fair Oaks Chase Homeowners Association

By:   
Alex Hu, President