

General Complaint Process

The goal of the Glencannon Homeowners Association (HOA) is to ensure that the collective rights and interests of homeowners are respected and preserved; to provide services and amenities to residents, enhance property values, and meet the established expectations of homeowners. As Board leaders, we seek to be reasonable and flexible in establishing an effective balance between the preferences of individual residents and the collective rights of homeowners. Association leaders also have a legal and ethical obligation to adhere to the association's governing documents and abide by all applicable laws.

The HOA encourages an open and transparent community dialog. We strongly encourage early discussion between the HOA and homeowners regarding any differences of opinions or complaints so that all parties may find an adequate and agreeable compromise. However, there may be occasions when disagreement with a final decision made by the HOA remains unresolved. In such cases, the State of Virginia offers a complaints process through the Common Interest Community Ombudsman established for the State of Virginia to handle complaints from community members regarding HOA adverse decisions. Their complaint process is outlined at:

<http://www.dpor.virginia.gov/cic-ombudsman/> The Ombudsman's role in receiving complaints is to assist homeowners in understanding their rights and the processes available to them according to the laws and regulations governing common interest communities and provide referrals to public and private agencies offering alternative dispute resolution services, with a goal of reducing and resolving conflicts among associations and their members.

Office of the Common Interest Community Ombudsman requires that you must first submit the complaint to the HOA before filing a complaint with the Ombudsman. If the HOA either does not respond to your complaint or if the HOA's response is a final decision that is disagreeable, then you are eligible to file a Notice of Final Adverse Decision (NFAD) with the Ombudman, which must be accompanied by a \$25 filing fee or waiver request form. The NFAD form and instructions are located at:<http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/FormsandApplications/F701-COMPFRM.pdf>