

The Carillon House Association

COMPLAINT PROCEDURE

1. Complaints against anyone violating the rules must be submitted to the Management Company in writing and must contain the date, signature, address and telephone number of the individual filing the complaint.
2. The Management Company will, in most instances, contact in writing the alleged responsible owner after receipt of each complaint, and a reasonable effort will be made to gain the owner's agreement to cease the violation.
3. If the reasonable efforts to gain compliance are unsuccessful, the unit owner may be subject to a sanction in accordance with the penalty provisions contained in the Enforcement Procedure.

In order to insure compliance with the rules and regulations in those rare instances when a friendly reminder does not work, the Board has instituted the following schedule of fines for repeated violations of the same offense.

First Offense	letter in writing
Second Offense	\$50.00
Third Offense	\$100.00
Fourth Offense	\$200.00

ENFORCEMENT PROCEDURE

The owner shall be responsible for any violation of the Declaration, Bylaws or Rules by the owner, guests, or the occupants, including tenants, of his/her home.

Notwithstanding anything contained in these Rules, the Board shall have the right to proceed, immediately or otherwise, with legal action for any violation of the Association's governing documents, as the Board, in its sole discretion may determine. The entire cost of effectuating a legal remedy to impose compliance, including court costs and attorney fees, shall be added to the account of the responsible owner.

All costs for extra cleaning and/or repairs stemming from any violation will also be added to the responsible owner's account.

In addition to any other action and in accordance with the procedure outlined in Section E below, actual damages and/or an enforcement assessment of up to but not exceeding \$50.00 per occurrence, or if the violation is of an ongoing nature, per day, MAY be levied by the Board against an owner in violation. Prior to the imposition for an enforcement assessment for a violation, the following procedure will be followed:

Written notice(s) will be served upon the alleged responsible owner specifying:

- a. If applicable, a reasonable date by which the owner must cure the violation to avoid the proposed charge or assessment; and
- b. A description of the property damage or violation; and
- c. The amount of the proposed charge and/or enforcement assessment; and
- d. A statement that the owner has a right to, and the procedures to request, a hearing before the Board to contest the proposed charge and/or enforcement assessment

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To request a hearing, the owner must mail or deliver a written "Request for a Hearing" notice which must be received by the Board not later than the tenth day after receiving the notice required by Item E-1 above.

If an owner requests a hearing, at least seven days prior to the hearing the Board shall provide the owner with a written notice that includes the date, time, and location of the hearing. If the owner fails to make a timely request for a hearing, the right to that hearing is waived, and the charge for damages and/or an enforcement assessment will be immediately imposed.

At the hearing, the Board and alleged responsible owner will have the right to present any evidence. This hearing will be held in Executive Session and proof of hearing, evidence or written notice to the owner to abate action, and intent to impose an enforcement assessment shall become a part of the hearing minutes. The owner will then receive notice of the Board's decision and any enforcement assessment imposed within thirty (30) days of the hearing.

The Association may file a lien for an enforcement assessment and/or damage charges which remains unpaid for more than ten (10) days.