

Vida Del Mar Complaint Policy and Procedure

The quiet and restful atmosphere of the Vida Del Mar community is occasionally confronted with unwanted disruptions, among them: construction noises; loud music and partying noise; inappropriate pool department; pet misbehavior; parking irregularities; infrastructure problems; and so on. These conditions lead to complaints. To facilitate the processing of complaints, the Board of Directors has established the following owner and staff responsibilities and procedures.

Procedures for Submission and Logging of Owner Complaints

Submission: Vida Owner Responsibilities

1. Immediately call or visit the office and identify the nature of the disturbance prompting the complaint.
2. If the complaint is of a serious nature requiring General Manager and Board of Directors involvement, provide a written and signed description of the incident.

Notification: Vida Owner/Renter Responsibilities

1. If a renter commits an infraction leading to a complaint from a Vida owner, a collect call will be made by the Vida Office to the owner of record, requesting that she or he immediately take the necessary action to address and correct the problem.

Logging and Tracking: Vida Office Staff Responsibilities

1. Log in the complaint (both oral and written) and, where possible, immediately investigate the disturbance, resolving the issue as quickly as possible.
2. Write up the incident, including its resolution. If it is a recurring problem, note that in the report.
3. Where situations warrant, follow up with written letter(s) and fines as prescribed by the Condominium Regulations under the section "Penalties". The prescribed procedure includes:
 - a. For the first violation, the Manager or the Board of Directors may give a warning notice in writing, and/or a fine not exceeding \$1,000 pesos.
 - b. For a second violation, the Board of Directors may give a second warning notice in writing and/or a fine not exceeding \$5,000 pesos.
 - c. For three or more violations, the Board of Directors may give additional warning notices in writing and/or levy a fine not exceeding \$10,000 pesos.

- d. For serious or repeated violations the offending owner's condominium may be sold at auction as provided in Article Seventy-Three of the Condominium Regulations.
4. The General Manager is required to report all complaints and follow up actions to the Board of Directors until final resolution is reached.

Oral and Witten Complaints

Two types of complaint responses are recognized: oral and written. Oral complaints are those that can be resolved immediately in compliance with current practices; written complaints may be more complicated and involve special consideration by the staff and Board.

An **oral complaint** may be registered with a call or visit to the office. Typical examples are: excessive pool noise after hours; disruptive party noise; temporary abuse of parking regulations; and disturbances from remodeling projects.

A disturbance necessitating a **written complaint** is more complex in nature and must be reported in writing, sealed in an envelope addressed to the General Manager, and delivered to the office. Email reports to the GM are also acceptable. While the complaint must identify the owner bringing the complaint, it will be treated anonymously throughout the resolution process. Examples of disruptions leading to required written complaints are: pet irregularities such as biting incidents, continual barking, lack of policing pet droppings, etc.; continuous abuse of parking regulations; and repetitive domestic disturbances.

The importance of submitting a report in writing cannot be overstated. During a past season, two dog bites occurred, but only one was reported in writing. The written incident resulted in the owner removing the dog from Vida. Without a written complaint, the staff and Board could not take appropriate action on the other dog bite, and the dog remained on the grounds.

In all complaint cases, the General Manager--in consultation with the Board--has the authority to request written documentation of the disturbance leading to the complaint. Board members can be copied on complaints but will only become involved if the office does not respond to the owner's satisfaction. Where potential conflicts exist in interpreting the nature of a rules violation, the Condominium Regulations shall always prevail. All owners are urged to review the "Regulations" posted on the website.