

Complaints, Procedures, Fines

2020

1. Complaints must be from homeowners who either were directly involved or witnessed the incident. Each complaint must be in writing and contain the following information: date, time, location, unit number involved, description of incident/concern, and description of your involvement. All complaints should be sent to the ABTS Board of Directors in any of the following ways: email, USPS, or dropped in the office mail slot (located in the Community Room).
2. The Board will then follow up in the following way:
 - A. A confirmation email will be sent to the complainant and it may have some follow up questions to clarify the incident. Please note that any action taken by the ABTS Board of Directors is confidential and will not be shared with other homeowners, including the person(s) who lodged the original complaint.
 - B. The ABTS Board has developed a tracking system of complaints that records unit number, incident, outcome and date.
3. All legitimate complaints received are logged in the ABTS tracking system for a continuous 12-month period. These complaints are responded to in the following manner for each specific type of violation as outlined in the Bylaws/Rules & Regulations.
 - A. The first letter is sent after the first violation is documented to the unit homeowner. This letter is to inform the homeowner that a violation has taken place. Common violation examples include: barking dog(s); loud noise during quiet hours; obnoxious odors, including smoking.
 - B. A second letter is sent after another incident is reported for the same violation to the homeowner. This letter is to remind the homeowner that the violation issues have not been resolved.

- C. A third letter is sent after another violation has occurred. This letter is asking the homeowner to provide the ABTS Board with a plan of correction for the identified violation. It must be sent within 10-days of notification to the ABTS Board.
- D. A fourth letter is sent after the same violation has happened again. This letter states that the ABTS Board is now fining the homeowner in the amount of \$100 and it will be billed to the homeowners ABTS account.
- E. A fifth letter is sent after the same violation occurs again. The ABTS Board is notifying the homeowner that they will be now fined \$200 and it will be billed to their ABTS account.
- F. A sixth letter will be sent after the same violation happens again. In this letter, the ABTS Board is also notifying the homeowner that they are being fined \$300 and it will be billed to their homeowners ABTS account.
- G. Any additional violations, same violation in the same 12 consecutive months, will be fined at the rate of \$300 for each occurrence and billed to their ABTS accounts.