

Lexington Estates First Homeowners Association

Complaint Procedure

Established September 17, 2012

1. Complaints to the Lexington Estates First Homeowners Association (LEFHOA) must be submitted in writing. There is no form for submitting complaints, but the complaint submission must include complainant contact information and provide specific information as to the nature of the complaint, including the who, what, when, where, why, and how. In addition, to the extent the complainant has knowledge of the law or regulation applicable to the complaint, the complainant shall provide that reference, as well as the requested action or resolution.
2. Complaints must be addressed to one or more of the current members of the LEFHOA board of directors, and delivered either via U.S. mail to: P.O. Box 45, Great Falls, VA 22066, or e-mail (using the e-mail addresses of the LEFHOA board members which are posted on the LEFHOA website (www.lexhoa.org) under "contacts").
3. Complaints will be acknowledged within seven (7) days of receipt, either via U.S. mail or via e-mail.
4. LEFHOA will respond to the complaint within thirty (30) days. However, if additional information is needed from the complainant, then LEFHOA will respond within thirty (30) days of the receipt of the additional information requested by LEFHOA.
5. Notice to the complainant of the date, time, and location of the meeting to discuss the matter will be delivered either via U.S. mail or via e-mail.
6. After final determination of the complaint, written notice of final determination will be delivered either via U.S. mail or via e-mail. The final determination of the complaint will include specific citations to applicable LEFHOA by-laws or covenants that led to the final determination, as well as the registration number of the association.
7. Please note that the complainant has the right to file a Notice of Final Adverse Decision with the Common Interest Community Board via the Common Interest Community Ombudsman, who can be contacted via e-mail at: cicombudsman@dpor.virginia.gov