

CONFLICT/DISPUTE RESOLUTION

The following steps have been adopted for conflict/dispute resolution within the HLOA. Approved by the Board, April 23, 2004

- Any owner who feels aggrieved by any other owner is expected to communicate with that owner in a respectful manner to try to arrive at a resolution of the problem.
- If the problem persists in spite of efforts to resolve it, the aggrieved owner will write a letter to the board of directors describing the problem and the steps taken to date to resolve it.
- Upon receipt of such a letter a member of the board will discuss the situation with the owner against whom the complaint has been registered.
- If the problem continues to exist the aggrieved owner needs to notify the board again.
- At this point a formal letter should be sent to the offending owner describing the complaint, the sections of the CC&Rs and Bylaws that have been violated, the steps taken to resolve the problem, and potential consequences if the owner does not correct the problem.
- If the problem is still not corrected, the board needs to notify both owners that a fair hearing to examine all sides of the issue will be scheduled at the convenience of all parties.
- After hearing all the concerns, the board will advise those involved when to expect a decision.
- After a decision is made all parties need to be notified in writing as to the determination of the board.