



## COMPLAINT FORM

Date \_\_\_\_\_

Complaint regarding:

Property Street Address \_\_\_\_\_

Property Owner (if known) \_\_\_\_\_

Nature of Complaint (please be as specific and detailed as possible):

Reston Association (RA) will not automatically provide your name and contact information to the property owner who is the object of this complaint. However, if asked, we will provide the property owner with a copy of this form. You may also contribute without including your name. Procedures are on the back of this form.

Your Name \_\_\_\_\_  
(Must be a member of RA or a representative of a cluster or condominium association board)

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone - Home: \_\_\_\_\_ Work: \_\_\_\_\_

Signature: \_\_\_\_\_

12001 Sunrise Valley Drive  
Reston, VA 20191

703- 435-6530  
FAX 703- 435-6516

## PROCEDURES:

- Forms must include the complaint property address and information detailing the nature of the complaint.
- A complaint may be submitted anonymously by leaving your name and contact information blank. (RA will not automatically provide your name and contact information to the property owner who is the object of this complaint. However, if asked, we will provide the property owner with a copy of this form.)
- Anonymous complainants relinquish their rights as complainant which include the following on maintenance conditions: the right to request a determination by the Covenants Committee; receipt of copies of all correspondence sent to the property owner; the right to be heard at the Covenants Committee meeting; and the right to appeal the Committee's decision.
- The Covenants Committee does not review design conditions. For design items, complainants (if not anonymous) will receive notification of the inspection only.
- Within seven (7) business days of receiving a written complaint, RA will notify the property owner that a complaint has been received and its nature, and that the property will be inspected to determine the validity of the complaint and whether other violations exist.
- After fourteen (14) days from the date of sending the complaint received letter, RA will inspect the property and send a certified letter (written notice) detailing the findings of the inspection to the owner and complainant (if not anonymous).
- If, in the opinion of RA, the complaint is valid for maintenance conditions, those items will be set for a hearing before the RA Covenants Committee no less than 15 days after the date of written notice. The written notice will contain the date of the hearing and both the owner and complainant are encouraged to attend.
- If, in the opinion of RA, the complaint is not valid, the complainant (if not anonymous) will be given the opportunity to object and request a determination by the Covenants Committee for maintenance conditions.
- If the matter is set for a hearing, the Covenants Committee may:
  1. Find that no violation of the covenants exists and dismiss the complaint; or
  2. Request further information and defer further consideration to a specific date; or
  3. Find that a violation of the covenants does exist and decide appropriate steps to correct or eliminate the condition found to be in violation including revocation of RA privileges; or
  4. Find that a violation of the covenants exists and grant by a two-thirds vote a temporary exception permit for a specified period of time and for specifically specified reasons.
- If the Covenants Committee finds a violation, it will set a date by which the violation should be corrected.
- Each party will be mailed the Covenants Committee's decision as soon as practicable following the meeting, and has the right to appeal the Committee's decision.