**CC&R’s/ACC GUIDELINES COMPLAINTS/VIOLATION PROTOCOL**

Per the CC&R’s the Board of Directors have the ability to set a schedule of fines to be assessed for chronic violations of the Glenbrook CC&R’s and ACC Guidelines. As the CC&R’s are established to maintain the integrity of the Association and provide for protecting the values of our properties.

**COMPLAINTS:**

DS Property Management receives the complaint and it must be in writing:

Within 24 hours DS will vet the complaint. Once confirmed DS will attempt a warning phone call. If there is no response and or resolve, then a formal violation notice will be issued:

Should DS receive a phone complaint they will notify the person making the complaint and ask for it in writing if it is not received in writing then no action will be taken.

Once the violation is confirmed: An official violation notice will be sent to and or delivered to the owner of the property where the complaint was noted. Owners will be given a date certain to rectify the complaint.

**VIOLATIONS:**

DS Property Management is required per the management contract to do random monthly property inspections, should a violation be noted then the following will apply:

DS will send the list of violations to the Board for review. Once reviewed and confirmed DS will attempt a warning phone call. If there is no response and or resolve, then a formal violation will be issued:

Following is the fee schedule for repeat offenders of the CC&R’s:

1st Warning letter in writing

2nd Violation letter and a $75.00 fee assessed

3rd Violation letter and a $150.00 fee assessed

Should a 4th violation be warranted it could result in a meeting with the Board of Directors and or the Association taking such actions as described in Section 2.