

HOW TO FILE A COMPLAINT

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The purpose of this document is to inform Monterra property owners how to present a perceived violation of the MHA Covenants, or Bylaws, Rules & Regulations to the MHA Board. Valid complaint issues are important to the community. By the same token frivolous complaints promote community discord.

It is preferred that issues that are not related to MHA owned property (Common Property) be handled directly between complaining and offending parties. If involved property owners are unable to resolve the issue(s) themselves, please follow the below listed steps.

1. Property owner must submit a signed written complaint via letter or email to their Division Representative. Anonymous complaints, phone calls or verbal complaints will not be considered by the Board. The written complaint should contain the following information:
 - a. Name and address of the person making the complaint. Anonymous complaints will not be considered. ***However, the name of the complaining party will not be disclosed to the offending party.***
 - b. State and describe the covenant violation. Please provide documentation or pictures to support the perceived violation.
 - c. Describe any attempt to resolve the issue with offending property owner.
2. Division Representative will review the complaint and confer with the complaining party and the offending party and other persons as needed.
3. The representative will deliver the complaint to the MHA Board, and report to the Board the results of their investigation. The Board will discuss in a Board meeting. Decisions by the Board will be reflected in the Board Meeting Minutes.
4. The Board will send a letter to all parties, informing them of the investigation results and any Board decisions.

NOTE: Only the Board makes decisions; individual Board members cannot make decisions for the Board. Verbal assurances from individual Board members are not representations of the Board.

Monterra Homeowners Association Executive Board