

## Neighborhood Problem Solving

The Board has established procedures in response to issues presented by residents seeking CPCA resolution assistance. The Board will do its best to address all issues, but residents must be aware that certain areas are out of CPCA authority, which is controlled by the bylaws and restrictive covenants. Based on the Board's experience, there are four types of expressed concerns, to which the Board recommends the following remedial action:

- **Community Concern** – a subject that concerns the resident and could impact other residents, but is not a civil, criminal, or C&R violation (e.g., parking in the street, clogging storm drains with yard debris, storm damage, and vermin). This type of item will be reviewed by the Board to determine what can be done to improve the situation or resolve the issue.
- **Unlawful Issue** – An item that is a violation of law (e.g., trespassing, roaming dogs, disturbing the peace, solicitation and peddling). This type of item is out of the scope of the CPCA's authority and accordingly not in the Board's jurisdiction. Residents should make formal complaint to the appropriate legal authority – municipal agency, police, or state attorney.
- **C&R Violation** – Breaking a C&R rule. This type of issue will be addressed by the Board in a stepwise remediation process, in concert with an Ombudsman, if requested by the Owner.
- **Personal Issue** – This type of item may be an irritant or personal in nature (e.g., tree fallen over a property line, personal confrontations, privacy concerns) and will not be addressed by the Board.

**Review Process:** The Board will address community concerns and C&R Violations as follows:

1. The Board will make a decision as to its jurisdiction, the category, and seriousness of the complaint, and will review the C&R and CPCA bylaws for appropriate action.
2. When action is deemed appropriate, the Board will make informal contact with the Owner or tenant, as appropriate to discuss resolution of the issue.
3. If the situation remains unresolved, a demand letter will be sent. If the situation continues without resolution, a second letter may be sent. If the situation continues further unresolved, the Board will commence stronger legal measures (lien, fines, or judicial action).

During the notification process and prior to the institution of any litigation, an owner may request the intervention of an Ombudsman, who may be selected by the Owner from a list of non-Board member owners of other Charter Point properties appointed by the CPCA president. The Ombudsman process is non-adversarial, intended to provide the Owner with an interpretive listener with knowledge of the C&R. The Ombudsman will counsel the Owner and report the concerns to the Board with the goal of resolving the matter amicably.