Vactor Ranch Complaint Procedures

Adopted by Board: 11/12/19

Complaints may be filed with the Vactor Ranch Management Company (as of this date, Pinehurst Properties) by any Board member and by any Resident. The procedures to be followed and the Management Company response will vary according to the guidelines below.

Board members may file a complaint directly and unilaterally, except for Full House Painting or major renovations (see below). Such complaints MUST include the following criteria, at a minimum:

Lot number or property address or both, owner name if known or description of violator
Provision of the community documents that has allegedly been violated
Date of violation or date violation observed
Immediacy of request to resolve, reason(s) and expected resolution date
First and Last name of person observing violation although this shall not be released
Documentation and description identifying the violation, preferably including photo

Management Company shall either depend on photo or perform its own inspection. At that point, Management Company adopts complaint as its own. Original complainant shall never be disclosed without prior permission of complainant. Management Company shall then, if justified, send Friendly Reminder and/or additional notification per Notice Timing procedures.

Resident complaints shall include the same criteria, above, but shall include always include a photo or an additional witness contact and shall be reviewed by Management Company for authenticity and relevance. If approved, complaint with all criteria submitted shall be forwarded to Board President for approval or referral to the entire Board before further action is taken.

If full house painting or major renovation is to be requested, at least 3 Board members must concur, in writing. Complainant may be one of the three.

Note that Management Company shall take ownership of all complaints including creating their own via the Violation Log, available to Board members upon request and prior to each Board meeting. Full house painting or major renovation Notices still require Board approval as noted, above. Moving forward, Management Company shall send Friendly Reminders (which will be deemed First Notice if they include the criteria above) and Second Notice, if required per the Notice Timing Procedures, explaining that the next notice will be for a hearing. Before sending Notice of Hearing, Board must be consulted and a day shall be chosen when a Board Quorum (currently at least 3 Board members) can be present. Per VRCA Rules, only the Board can assess fines and penalties, although subsequent to Board approval, Management Company can take enforcement action approved by the Board.