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HOA FORUM:

The Nuts and Bolts of HOA Complaints

Thank you for
joining us, the
presentation will
begin shortly.



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DISCLAIMER

The information provided during this presentation is for educational purposes only and is not meant to provide, nor should it be construed as, legal advice.



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THE COLORADO HOA INFORMATION & RESOURCE CENTER

Presented By:

- *Nick Altmann, HOA Information Officer*
- *David L. Donnelly, Education, Communication & Policy Manager*
- *Amanda Lopez, Program Assistant*



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WHAT IS THE HOA INFORMATION & RESOURCE CENTER?

What the HOA Information & Resource Center does:

- Provides information to homeowners regarding their basic rights and responsibilities under the Colorado Common Interest Ownership Act (“CCIOA”).
- Gathers, analyzes, and reports information through complaints and HOA registrations.
- Creates resource materials.
- Provides education and forums.
- Provides a website with information for the public.
- Registers HOAs pursuant to §38-33.3-401(1), C.R.S.
- Provides an Annual Report to the Legislature.

What the HOA Information & Resource Center does not do:

- Is **not** a regulatory program.
- Does **not** mediate/arbitrate.
- **Cannot** provide legal advice.
- Does **not** act as an advocate.
- **Cannot** assess fines or penalties.
- Does **not** enforce an HOA's failure to register.



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STATUTORY AUTHORITY

- *C.R.S. § 12-10-801*
- *Provide information and resources for homeowners and board members in Common Interest Communities*
- *Assist the public in understanding their rights and responsibilities under the Colorado Common Interest Ownership Act (“CCIOA”)*
- *Register Common Interest Communities*
- *Track inquiries and complaints and report annually to the Director regarding the number and types of inquiries and complaints received*
 - *No investigative or enforcement capability to address complaints*



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RECEIPT OF COMPLAINTS

- Mail



- Email



- Online



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RECEIPT OF COMPLAINTS

By Mail

- *Physical complaint form*

Mail to: Division of Real Estate

Attn: HOA Information and Resource Center

1560 Broadway, Suite 925

Denver, CO 80202



- *Longer processing time compared to online/email submittal method*

- *Download a copy of the complaint form at the following link:*

https://drive.google.com/file/d/0B1VD36mBqe1ES1V5YmpXbVhsdFE/view?resourcekey=0-EUtgDZwMIAw-cL3KV8m_jQ

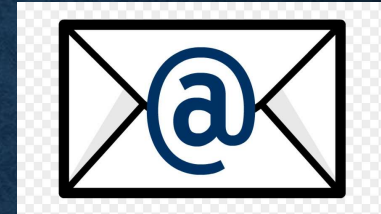


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RECEIPT OF COMPLAINTS

By Email

- *Attach complaint form as PDF and email to:*
- dora_dre_hoainquiries@state.co.us



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RECEIPT OF COMPLAINTS

Online

- *Quickest and most efficient means*
- <https://apps.colorado.gov/dre/licensing/Activities/Complaint.aspx>



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HOW TO COMPLETE THE PHYSICAL COMPLAINT FORM

Section 1: Information about you, the Complainant

- **First/Last Name**
 - *Note: the division also accepts anonymous complaints*
- **Mailing Address**
 - *Not necessarily the subject property of the complaint*
- **Telephone Number**
- **Email Address**
- **Property Address which is the subject of the complaint**
 - *Typically unit # within the HOA being complained about*
- **Owner or tenant?**
 - *Are you the owner, landlord, or the tenant of the subject property?*
 - *Are you a board member? If so, select Owner.*

Please provide requested information (if known) in the spaces provided.

1. Information about you (Complainant):

First Name _____ Middle Initial ____ Last Name _____

Mailing Address _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Phone Number () _____

E-Mail Address _____

Property Address which is the subject of this complaint: _____ (Check here if same as mailing address above)

(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Regarding the property subject to this complaint, are you the: Owner: _____ Tenant: _____



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HOW TO COMPLETE THE PHYSICAL COMPLAINT FORM

Section 2: Information about the HOA which is the subject of this complaint

- *Does a Management Company manage your HOA?*
- *Who is your complaint about? We call this the "Respondent."*
 - *Board Member, Community Association Manager, Declarant?*
- *Name of HOA.*
 - *Complaints tracked by the association name, even if the Respondent is a manager or Declarant*
 - *Preferably as filed with the Colorado Secretary of State*
 - *Search for it here: <https://www.coloradosos.gov/biz/BusinessEntityCriteriaExt.do>*
- *Address of HOA*
- *Telephone Number/Email Address*
 - *The HOA's, not yours (if known)*
- *Type of HOA*
 - *Planned community – usually single-family homes*
 - *Condominium*
 - *Cooperative*
 - *Timeshare*
- *Estimated # of units, lots or homes in your HOA*
- *Note, most of this information can be found by looking up the HOA/Management Company at <https://apps.colorado.gov/dre/licensing/Lookup/LicenseLookup.aspx>*

2. Information about the HOA which is the subject of this complaint:

Does a Management Company manage your HOA? Yes _____ No _____

Who is your complaint about? (Check all that apply) _____ HOA Board _____ Declarant/Developer

Name of HOA: _____

Address of HOA: _____
(Number and Street) (Apt, Suite, Unit) (City) (State) (Zip Code)

Phone Number: (____) _____ Email Address: _____

Type of HOA: Condo _____ Planned Community _____ Cooperative _____ Timeshare _____

The total (or estimated) number of units, lots or homes located in your HOA: _____



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HOW TO COMPLETE THE PHYSICAL COMPLAINT FORM

Section 3: Details about your Complaint

- *Take time to organize your thoughts and information*
- *Explain your issues specifically and thoroughly*
 - *Tip: Include general topics, like “Board communications”, “Records”, or “Assessments” to help us properly track your complaint*
- *State your complaint as clearly as possible*

3. Details about your Complaint:

When filling out this complaint please explain your issues as specifically and thoroughly as possible.

If it is necessary to submit additional documentation, or you would like to supplement your complaint, you may provide a **separate written narrative explanation** of the details surrounding your complaint or additional documentation if necessary. You can mail, fax or email your complaint to the Center.

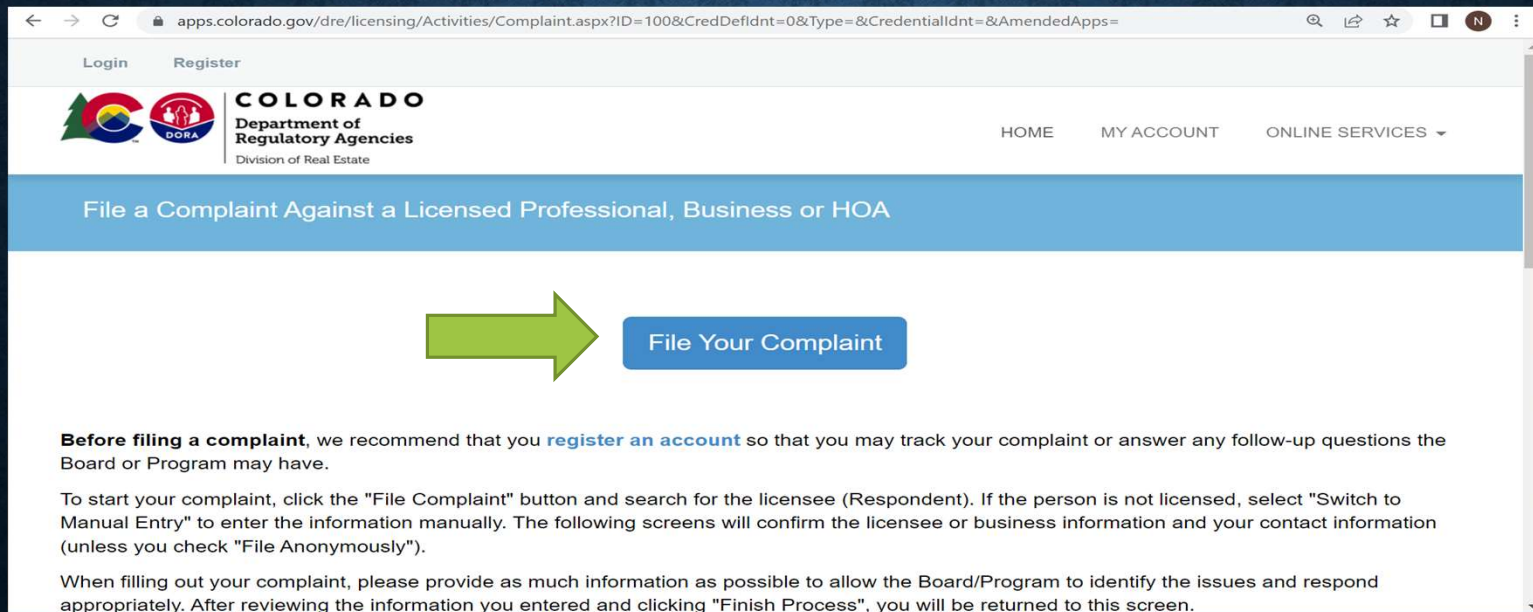


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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 1: Visit

<https://apps.colorado.gov/dre/licensing/Activities/Complaint.aspx>



The screenshot shows a web browser window with the URL apps.colorado.gov/dre/licensing/Activities/Complaint.aspx?ID=100&CredDefIdnt=0&Type=&CredentialIdnt=&AmendedApps=. The page header includes the Colorado Department of Regulatory Agencies (DORA) logo and navigation links: HOME, MY ACCOUNT, and ONLINE SERVICES. A blue banner reads "File a Complaint Against a Licensed Professional, Business or HOA". Below this, a large green arrow points to a blue button labeled "File Your Complaint".

Before filing a complaint, we recommend that you [register an account](#) so that you may track your complaint or answer any follow-up questions the Board or Program may have.

To start your complaint, click the "File Complaint" button and search for the licensee (Respondent). If the person is not licensed, select "Switch to Manual Entry" to enter the information manually. The following screens will confirm the licensee or business information and your contact information (unless you check "File Anonymously").

When filling out your complaint, please provide as much information as possible to allow the Board/Program to identify the issues and respond appropriately. After reviewing the information you entered and clicking "Finish Process", you will be returned to this screen.

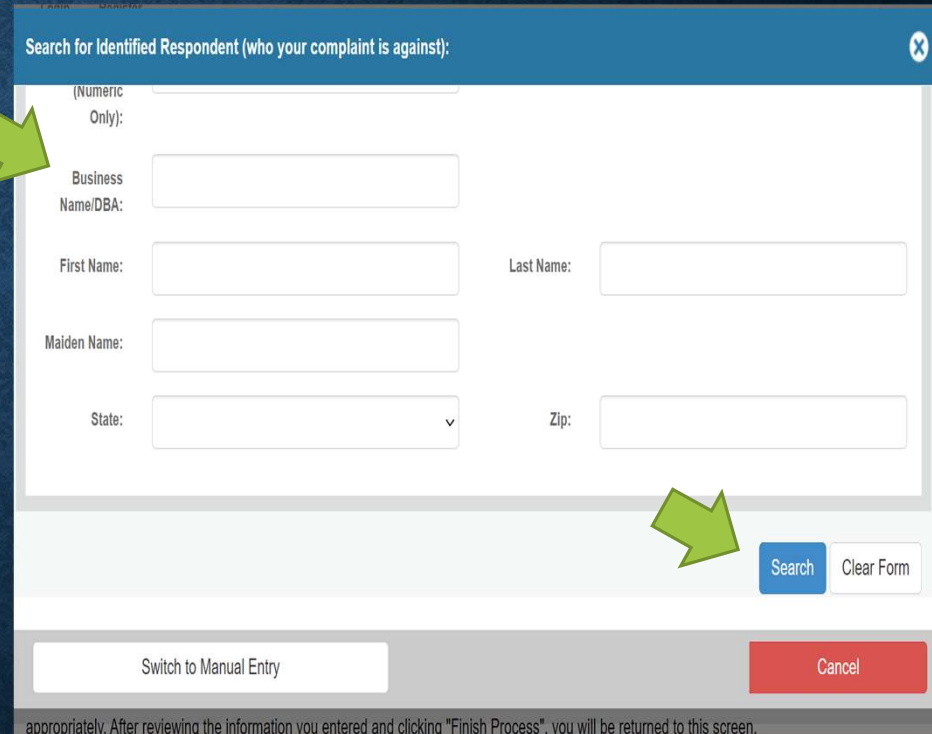


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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 2: Search for Identified Respondent

- **Business Name/DBA:** type in HOA legal name and click “Search”
 - Locate the legal name of the HOA as shown on the Colorado Secretary of State records OR on the HOA-specific Declaration/Covenants, Conditions, and Restrictions (CC&Rs). This is probably how it will show in our system.
 - You can use only keywords, such as “Nicks” in “NicksIncredibleHOA”, and the system will still pick it up
 - If your complaint is against your property/community association manager, search for the name of the management company instead of the HOA
- Click “Search”



Search for Identified Respondent (who your complaint is against):

(Numeric Only):

Business Name/DBA:

First Name: Last Name:

Maiden Name:

State: Zip:

Search Clear Form

Switch to Manual Entry Cancel

appropriately. After reviewing the information you entered and clicking "Finish Process", you will be returned to this screen.



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 3

- Once found, Click "Detail"



	Name	DBA	Credential	License Level	Company/Responsible Party	Address	City	State	Zip Code	Phone	Status
Detail Add	NicksIncredibleHOA		HOA56452	Home Owner's Association	Nick Altmann	1560 Broadway	Denver	CO	80202-6000	(303) 894-2518	Active



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 3 (continued)

- *What if the HOA is not registered or I can't find it in the system?*
- *Click "Switch to Manual Entry" and enter as much information as you know! The HOA Center should be able to locate your HOA.*



Name	DBA	Credential	License Level	Company/Responsible Party	Address	City	State	Zip Code	Phone	Status
No records found for the criteria entered.										

Search for Identified Respondent (who your complaint is against):

Please Note: Mortgage company registrations are located by searching the NMLS Consumer Access Site.

** Indicates a value is required.

License # (Numeric Only):

Business Name/DBA:

First Name: Last Name:

Maiden Name:

State: Zip:



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 4

- *Review HOA details*
- *Confirm*
- *Click “File Complaint”*


License Details

Contact Details

Name	Address	County	Phone	Secretary of State ID
NicksIncredibleHOA	1560 Broadway Denver, CO 80202-6000		(303) 894-2518	19999991111

License Details

# Units	HOA Type	Registration	Initial Registraton	License Expires	Status	Designated Agent	DA Address	Management Company
50	Planned Communities	HOA.000056452	04/07/2023	04/07/2024	Active	Nick Altmann	1560 Broadway Denver, CO 80202-6000	



[File Complaint](#) [Print](#) [Close](#)

4/19/2023 11:18:38 AM



HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 5

- Click the *License Number*, in this case, *HOA.000056452*



File a Complaint against NicksIncredibleHOA

Click on a License Number to start your complaint

License Number	Board Description/Online Alias
HOA.000056452	HOME OWNERS ASSOCIATION



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 6: File a Complaint Against A Licensed Professional, Business or HOA

- *Verify the information listed on this page matches the HOA you are filing a complaint against*
 - *Pro Tip: The 'Respondent' is the person/entity you are filing a complaint against*
- *Click "Next"*

The screenshot shows a web browser window with the title "Identified Respondent (who your complaint is against): NicksIncredibleHOA". The main heading is "File a Complaint Against a Licensed Professional, Business or HOA". Below this, a note states "Fields marked with an asterisk * are required." The form is divided into sections: "Account Information" and "Address". Under "Account Information", there are radio buttons for "Business:" and "Individual:". The "Business:" option is selected, and the "Business Name" field contains "NicksIncredibleHOA". Under "Address", there are fields for "First Name", "Last Name", "Address Line 1", and "Address Line 2". At the bottom of the form, there are "Previous" and "Next" buttons. A footer note reads: "appropriately. After reviewing the information you entered and clicking 'Finish Process', you will be returned to this screen."



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 7: Complainant (This is you)

- *Individual: enter your name*
 - *Pro tip: you might select “Business” if you are an HOA board complaining about your manager*
- *Address: enter the property address that is the subject of the complaint*
 - *Enter the address of the complainant*
- *Email Address: enter your own email address*
- *Click “Next”*

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complainant (This is you.) Information

Fields marked with an asterisk * are required.

Account Information

☐ File Anonymously

☐ Business: Business Name

☒ Individual: First Name Last Name

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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 8: Complainant License Information

1. *Not Applicable/Not Required*
2. *Not Applicable/Not Required*

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complainant License Information

If you are currently Licensed with the Colorado Division of Real Estate indicate below the license held, and number.

1. Select One

- select one -

2. Registration/License Number

Previous Next

appropriately. After reviewing the information you entered and clicking "Finish Process" you will be returned to this screen.



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 9: Complaint Information – Summary and Details

- *5. Enter the details of your complaint here. You do not need to include witnesses at this time.*

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complainant (This is you.) Information

Complainant License Information

Complainant License Information

Complaint Information - Summary and Details

Complaint Information - Summary and Details

Please complete the information below regarding the Licensee you are complaining about.

5. Prior to describing your complaint, please remember the following:

- *Take time to organize your thoughts and all information regarding your complaint.
- *State your complaint as clearly as possible and in chronological order.
- *Include all details of the events that occurred, including witnesses and their involvement in the transaction.

Enter the details of your complaint here:

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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 9: Complaint Information – Summary and Details (continued)

- 6. Upload any documentation you feel would be helpful to the HOA Information Office in understanding the issues surrounding your complaint.
- 7. Enter your telephone number (optional).

Identified Respondent (who your complaint is against): NicksIncredibleHOA

6. Upload any documentation, or additional information you feel would be helpful to the Division in understanding the issues surrounding this matter.

Select the Browse button and locate your document, then click on the *Upload Document* button. The Uploaded File will display above the box. Repeat these steps to upload additional documents.

No document(s) uploaded for this question.

Select a document to upload:

Choose File No file chosen

File types accepted: bmp, doc, docx, eml, gif, jpeg, jpg, pdf, png, rtf, tif, tiff, txt, xls, xlsx, zip

Upload Document

7. Please give a phone number where we can contact you.
(Note: Your phone number will become part of this record, even if you file anonymously. Please do not provide a phone number if

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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 9: Complaint Information – Summary and Details (continued)

- 8. Enter “Yes” or “No”
- 9. Enter “Yes” or “No”
- 10. Enter “Yes” or “No”

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complaint Legal Information

Fields marked with an asterisk * are required.

8. Have you filed a lawsuit related to this complaint?
* ☐ Yes ☐ No

9. Has any lawsuit relating to this complaint been dismissed?
* ☐ Yes ☐ No

10. Do you have a valid judgment against the person named in this complaint?
* ☐ Yes ☐ No

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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 9: Complaint Information – Summary and Details (continued)

- **11. Enter “Yes” or “No”**
 - *Even though #'s 8-11 above are required fields, the answer you select will have no bearing on the tracking of your complaint*
- **12. Not Applicable/Not Required**
- **13. Not Applicable/Not Required**

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complainant License Information

Complainant License Information

Complaint Information - Summary Details

Complaint Legal Information

11. Have you participated in mediation, arbitration or a settlement agreement in a civil case?

* ☐ Yes ☐ No

12. If yes, explain below what happened. If you have further information such as, the written arbitration findings, settlement agreement or other relevant documents please upload them below the explanation box.

13. Upload Document(s) Here

No document(s) uploaded for this question.

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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 10: Complaint Participants

- *14. Not Applicable/Not Required*

Identified Respondent (who your complaint is against): NicksIncredibleHOA

Complaint Participants

14. If you have an Attorney, witnesses, or other persons with knowledge of this complaint please list them in the grid below.

Select Add, enter the information (remember a field with an * is required, then select OK. Repeat this process to add additional persons.)

Action	Participant Type	Full Name	Mailing Address - Street	Mailing Address - City	Mailing Address - State	Mailing Address - Zip	Phone	Mobile	Fax	Email
No Records Found										

Add

Previous Next

appropriately. After reviewing the information you entered and clicking "Finish Process", you will be returned to this screen.



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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 11: Review

- *Review all the information you submitted for accuracy*
 - *You may click "Previous" if you need to go back and make a correction*

The screenshot shows a web browser window with multiple tabs open. The active tab is displaying the 'Review' page of an online complaint form. The URL in the address bar is apps.colorado.gov/dre/licensing/Activities/Complaint.aspx?cid=314692&name=NicksIncredibleHOA#&&lYV9PMAKE0u25qMDpRtnXO9GXXSr1xfKO.... The page title is 'Identified Respondent (who your complaint is against): NicksIncredibleHOA'. On the left, there is a sidebar menu with options: 'Complainant License Information', 'Complaint Information - Summary and Details', 'Complaint Legal Information', 'Complaint Participants', and 'Review' (which is currently selected). The main content area is titled 'Review' and includes a 'Print Review' button. Below this, there is a section titled 'File a Complaint Against a Licensed Professional, Business or HOA'. The form fields are as follows: 'Profession:' with 'Home Owners Association' and a checked 'Business' option; 'Name:' with 'NicksIncredibleHOA'; 'Company:' with 'NicksIncredibleHOA'; and 'License:' with 'HOA.000056452'. There is an 'Address' section with the following details: '1560 Broadway', 'Denver CO 80202-6000', 'Home Phone:', and 'Work Phone: (303) 894-2518'. At the bottom of the form, there are 'Previous' and 'Next' buttons. Below the form, a note states: 'appropriately. After reviewing the information you entered and clicking "Finish Process", you will be returned to this screen.'



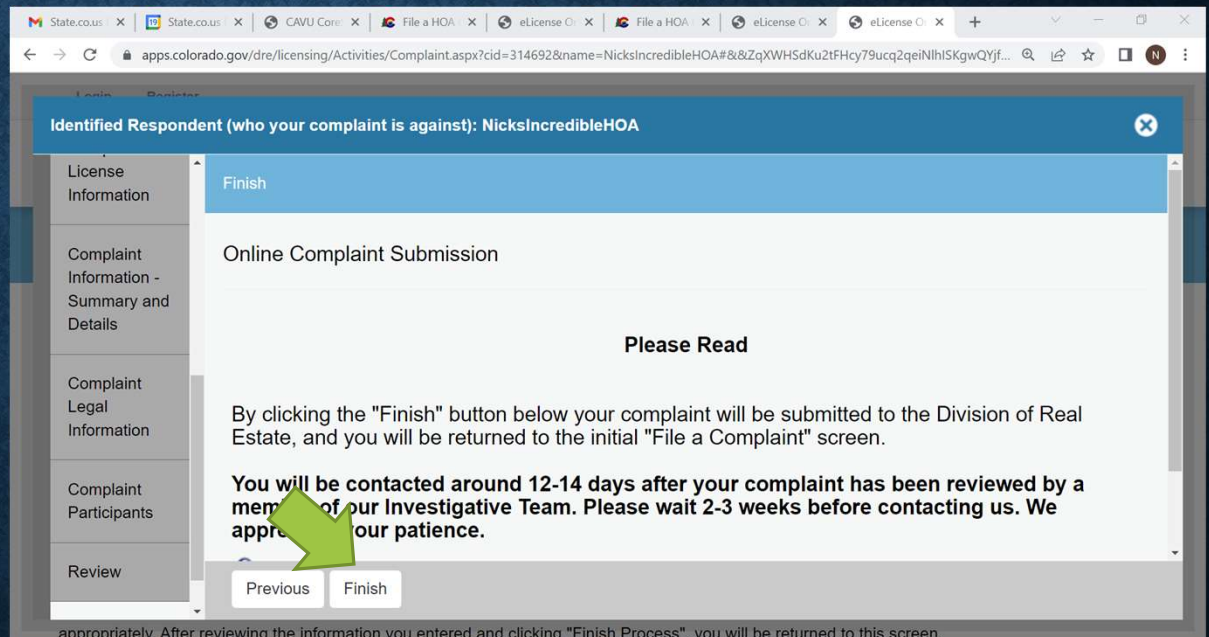
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HOW TO COMPLETE THE ONLINE COMPLAINT FORM

Step 11: Review (continued)

- **Click “Finish”**

➤ *The HOA Information Center tries to contact all complainants around 12-14 days after submittal.*



The screenshot shows a web browser window with multiple tabs open. The active tab is titled "apps.colorado.gov/dre/licensing/Activities/Complaint.aspx?cid=314692&name=NicksIncredibleHOA#&&ZqXWHsdKu2tFHcy79ucq2qeiNlhSKgwQYjf...". The page content is titled "Identified Respondent (who your complaint is against): NicksIncredibleHOA". On the left, there is a sidebar menu with options: "License Information", "Complaint Information - Summary and Details", "Complaint Legal Information", "Complaint Participants", and "Review". The "Review" option is selected. The main content area is titled "Finish" and "Online Complaint Submission". It contains a "Please Read" section with the following text: "By clicking the 'Finish' button below your complaint will be submitted to the Division of Real Estate, and you will be returned to the initial 'File a Complaint' screen. You will be contacted around 12-14 days after your complaint has been reviewed by a member of our Investigative Team. Please wait 2-3 weeks before contacting us. We appreciate your patience." A green arrow points to the "Finish" button at the bottom right of the page. Below the "Finish" button, there is a "Previous" button. At the very bottom of the page, there is a small line of text: "appropriately. After reviewing the information you entered and clicking 'Finish Process', you will be returned to this screen."



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PROCESSING OF COMPLAINTS



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HOW DOES THE HOA CENTER PROCESS YOUR COMPLAINT?

- We read every complaint!
- Complaint is “dissected” into various category types
- Tracked and analyzed for trends and patterns
- Overall complaint data is presented to the Division Director and State General Assembly

annually through our Annual Reports (which are posted on our website)



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22 DIFFERENT CATEGORY TYPES (OR “ISSUES”)

1. Communication with Homeowners/Board
2. Elections & Voting
3. Reserves
4. Liens
5. Insurance
6. Nuisance
7. Conflicts of Interest
8. Xeriscaping/Landscaping
9. Parking
10. Miscellaneous (Green Energy (-), Pets (2), Pools (-),...
11. Diversion/Theft/Fraud/Misappropriation/Deception
12. Discrimination
13. Meetings
14. Harassment/Retaliation/Intimidation
15. Failure to Produce Records
16. Not Following Governing Documents
17. Excessive Assessments or Fees
18. Accounting/Finances
19. Improper/Selective Enforcement of Covenants
20. Regulatory Compliance, Registration & Health and Safety
21. Not Performing Repairs/Maintenance
22. Declarant



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#1 - COMMUNICATION WITH HOMEOWNERS/BOARD



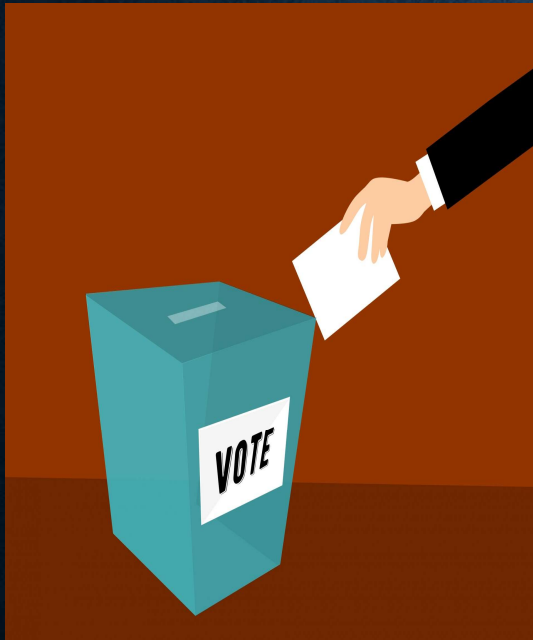
Examples:

- “My board/HOA never responds to my questions/concerns”
- “The board never informs us residents when they hold meetings”
- “I am trying to pay my assessments, but I have no idea who to send the payment to”



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#2 – ELECTIONS & VOTING



Examples:

- “The board held a ‘secret election’ which they never informed the homeowners of”
- “The HOA hasn’t held an election in four years”
- The secretary is not honoring proxies”



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#3 - RESERVES



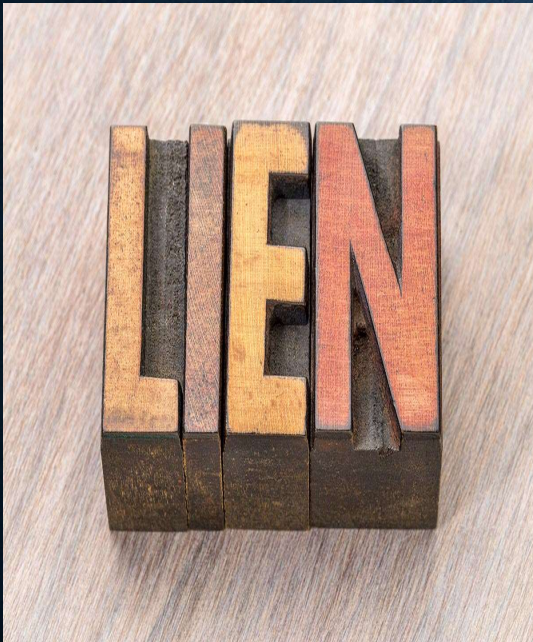
Examples:

- “The HOA/board is not properly funding the reserve account”
- “The President is using monies from the reserve account to pay for personal expenses”
- “The board borrows from the reserve account without homeowner approval”



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#4 - LIENS



Examples:

- Question: “What happens if an HOA fails to register with the HOA Office?”
- Answer: “The HOA’s ability to enforce a lien is suspended until they register”



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#5 - INSURANCE



Examples:

- “My unit flooded, and my HOA is refusing to cover repairs”
- “My HOA is refusing to provide a copy of their insurance policy”

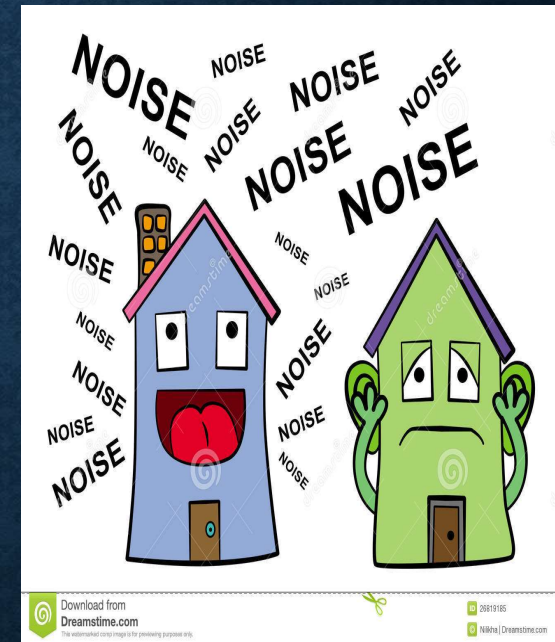


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#6 – NUISANCE

Examples:

- “The renters next door play music loudly late in the night”
- “The neighbor’s basketball game is too loud”
- “The smell of marijuana smoke constantly enters my condo”

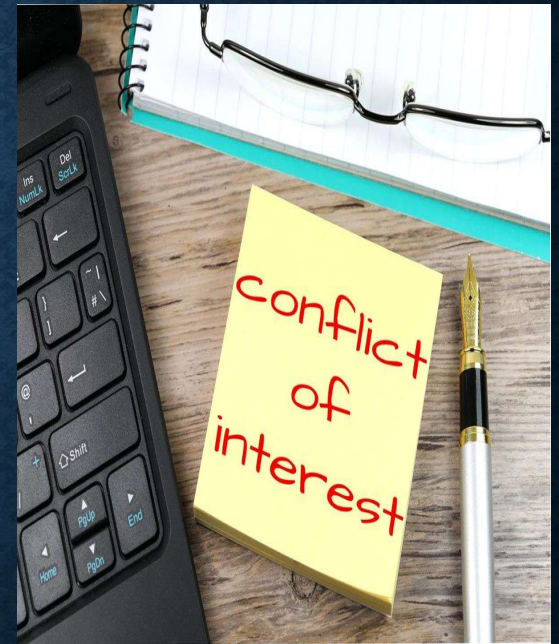


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#7 – CONFLICTS OF INTEREST

Examples:

- “The husband and wife of ‘Unit X’ are on the board together. This is a huge conflict of interest”
- “The Treasurer of the HOA hired his brother’s company to perform landscaping services for the community”



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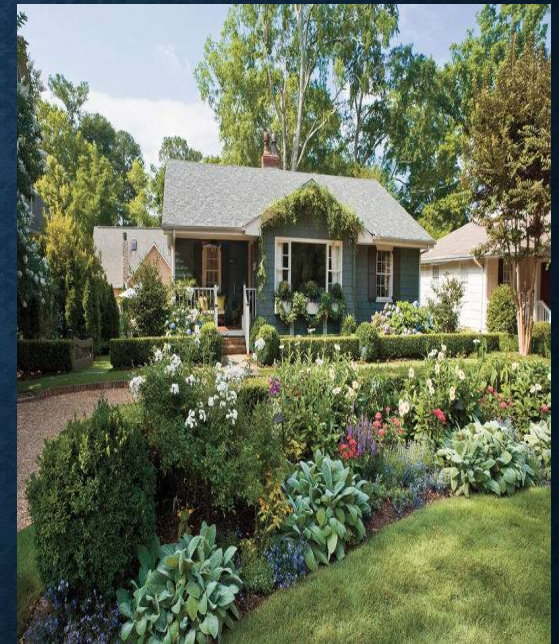


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#8 - LANDSCAPING

Examples:

- “The HOA said I can’t have garden gnomes out front”
- “The grass is dead in the park and hasn’t been watered all summer”
- “The manager hired a landscaper who cut my cherry tree down on purpose”



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#9 - PARKING

Examples:

- “The HOA towed my vehicle”
- “The same abandoned car has been sitting outside on the street for the past 12 months”
- “I have a disability and the HOA will refuse to give me a parking space close to my unit”



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#10 – MISCELLANEOUS (GREEN ENERGY, PETS, POOLS, ETC.)

Examples:

- “I was fined for installing solar panels on the roof”
- “The HOA denied my application for solar panels”
- “There is dog poop all around the community that is never picked up”
- “The swimming pool is filthy”



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#11 – DIVERSION/THEFT/FRAUD/MISAPPROPRIATION



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Examples:

- “The previous management company owes the HOA money”
- “The HOA is not performing services that I am paying dues for”



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#12 - DISCRIMINATION



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Examples:

- HOA refusing to provide services for a certain protected class or excluding a protected class from a certain benefit
- Landlord in violation of fair housing laws



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#13 - MEETINGS



Examples:

- “The HOA is not allowing people to speak prior to voting on a particular issue”
- “The HOA is holding secret meetings”
- “There is never any meeting notices sent out to the community”
- “During board meetings, homeowners are rude, belligerent, and disrespectful of others”



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#14 – HARASSMENT



Examples:

- “The board President thinks he can do whatever he wants without any repercussion”
- “The HOA intimidates the homeowners by having the attorney present at annual meetings”
- “Every time I drive by my neighbors house, they snarl at me/give me nasty looks”



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#15 – FAILURE TO PRODUCE RECORDS



Examples:

- “I do not know how to find my HOA governing documents”
- “I’ve asked for a copy of the contract with the snow plow company but never receive anything”
- “The management company sends terrible invoices with no contact information or breakdown of dues owed”



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#16 – NOT FOLLOWING GOVERNING DOCUMENTS



Examples:

- “The board is not following their own governing documents...the Declaration says the board has to take a unit owner vote to raise assessments, but they did not”



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#17 – EXCESSIVE ASSESSMENTS OR FEES

Examples:

- “The HOA fined me for a completely arbitrary reason”
- “I was fined hundreds of dollars just to provide a status letter to the buyer”
- “Excessive attorney fees”



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#18 – ACCOUNTING/FINANCES

Examples:

- “The HOA’s balance sheet looks suspicious”
- “Out of no where, I was charged a special assessment”
- “An audit has not been conducted in years”

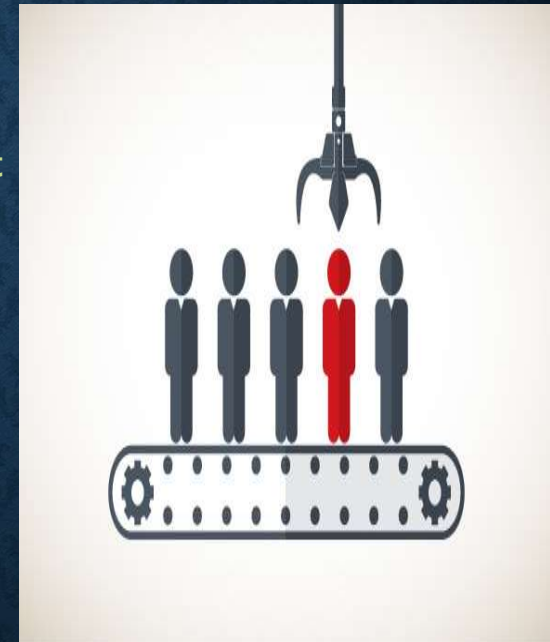


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#19 – IMPROPER/SELECTIVE ENFORCEMENT OF COVENANTS

Examples:

- “I was fined for having weeds when my neighbor down the street has weeds bigger than mine, and he wasn’t fined”
- “I am not allowed to have a shed while ‘Ms. X’ down the street is allowed to have one”



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#20 – REGULATORY COMPLIANCE

Examples:

- “The HOA refuses to provide the records that I am entitled to as a homeowner under state law”
- “The association is not registered with the Colorado Division of Real Estate.”



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#21 – NOT PERFORMING REPAIRS/MAINTENANCE

Examples:

- “The common-area laundry room has been closed for 6 months now with no notification of when it will be fixed”
- “The snow is never plowed in my neighborhood”



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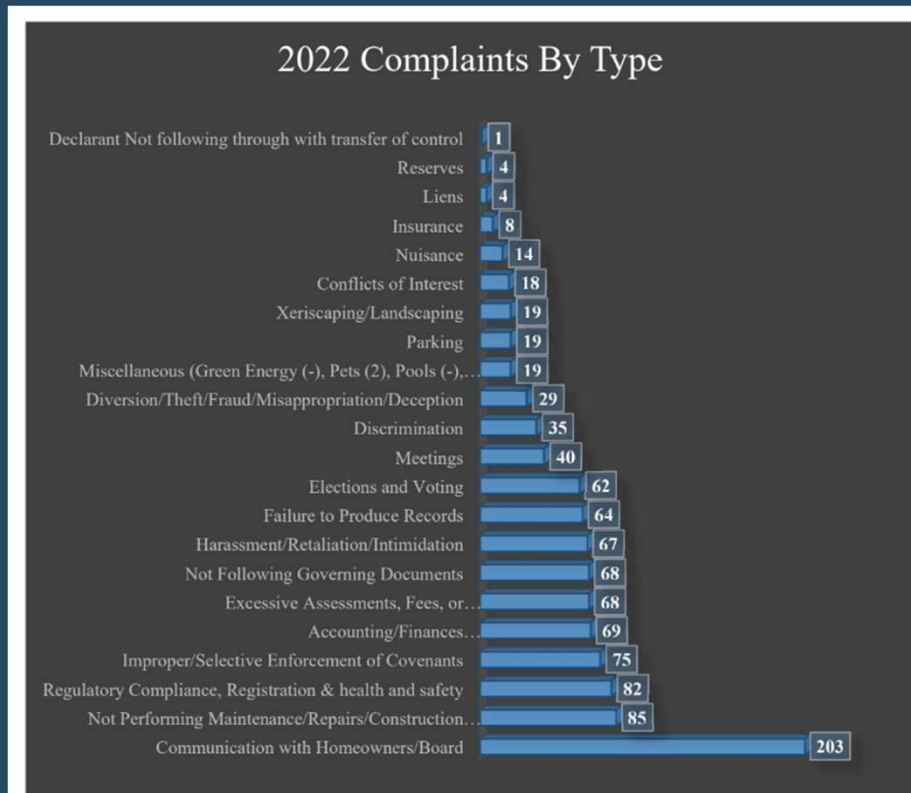
#22 - DECLARANT

Examples:

- “We are Pre-CCIOA and the developer did not finish constructing the community”
- “More than half the homes have been sold in the community but the Declarant still appoints all the board positions”



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2022 COMPLAINT STATISTICS



Figure 6.7 2022 Complaints By Respondent Type

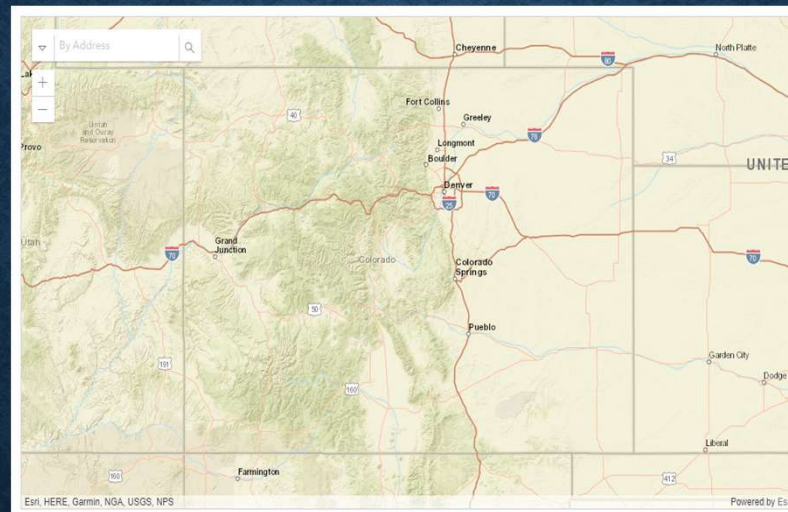
2022 COMPLAINT TYPE STATISTICS



Figure 6.6 2022 Complaints By Management Arrangement

2022 COMPLAINT TYPE STATISTICS

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