

**Encore of McLean, A Condominium Unit Owners Association
Policy Resolution 98-3**

**Regarding Complaints Concerning Association Employees
and Service and Supply Vendors**

Whereas, Article 3, Section 3.1 of the Bylaws of the Encore of McLean Condominium Unit Owners Association ("Association") assigns the Board of Directors all of the powers and duties necessary for the administration of the affairs of the Association;

Whereas, Article 3, Section 3.1 (d) of the Bylaws assigns the Board of Directors the power to designate, hire and dismiss personnel necessary for the maintenance, operation, repair and replacement of the common elements and provide services for the Condominium;

Whereas, Article 3, Section 3.1 (f) of the Bylaws assigns the Board of Directors the power to adopt and amend rules and regulations; and

Whereas, the Board of Directors has determined it to be in the best interest of the Association to adopt a standard procedure for the processing of comments, complaints and concerns with regard to the conduct and performance of resident Association employees and service and supply vendors;

Now Therefore, Be It Resolved that the following procedures are adopted by the Board of Directors of Encore of McLean, A Condominium Unit Owners Association:

1. The Board of Directors affirms that business of the Association shall be conducted solely through the Board, employees of the Association and the General Manager, in accordance with assigned duties.
2. The Association President and the General Manager, solely, may give direction to Association employees and service and supply vendors. Residents and owners are not authorized to do so.
3. Residents and owners shall not curse or abuse an employee or service or supply vendor or use any violent abusive language calculated to provoke a breach of peace.
4. Owners shall not approach Association employees or service and supply vendors directly on matters of assigned duties, or to comment or complain or discuss concerns regarding the conduct and performance of Board members, residents, Association employees and service and supply vendors
5. Residents or owners who have comments, complaints or concerns regarding the performance of any Association employee or any service or supply vendor may submit their comments, complaints or concerns in writing to the General Manager (the

"Complaint"). Board Members who receive a Complaint should forward the Complaint directly to the General Manager. The Complaints shall be reviewed and handled as determined by the General Manager, in his discretion and in consultation with the Board president, as appropriate.

6. Decisions of the General Manager may be appealed to the Board of Directors.

7. Residents or owners who have Complaints regarding the performance of the General Manager may submit their Complaints in writing to any Board Member.

8. Complaints or appeals of Complaints shall be reviewed and discussed by the Board of Directors in closed, executive session pursuant to Section 55-79.75 B of the Virginia Condominium Act.

9. Records concerning personnel matters or matters which are otherwise identified as matters which may be withheld from examination and copying, in accordance with Section 55-79.74:1 of the Virginia Condominium Act, shall not be made available for review or copying by unit owners and contract purchasers.

**ENCORE OF McLEAN, A CONDOMINIUM UNIT OWNERS ASSOCIATION
RESOLUTIONS ACTION RECORDED**

Resolution Type: Policy, No. 98-3

Pertaining to: Complaints Concerning Association Employees and Service and Supply Vendors

Duly adopted at a meeting of the Board of Directors held January 20, 1998.

Motion by: Gravallese, Seconded by: Willow

	VOTE:			
	YES	NO	ABSTAIN	ABSENT
<u><i>Judy Graham</i></u> Judy Graham, President	<u>X</u>	_____	_____	_____
<u><i>Cynthia Bartholomew</i></u> Cynthia Bartholomew, Vice President	<u>X</u>	_____	_____	_____
<u><i>Vincent Lee Thorp</i></u> Vincent Lee Thorp, Treasurer	_____	_____	<u>X</u>	_____
<u><i>Garnet Willow</i></u> Garnet Willow, Secretary	<u>X</u>	_____	_____	_____
<u><i>Patricia Gravallese</i></u> Patricia Gravallese, Board Member	<u>X</u>	_____	_____	_____
<u><i>Ferry Kearney</i></u> Ferry Kearney, Board Member	_____	_____	_____	<u>X</u>
<u><i>Julie Thomas</i></u> Julie Thomas, Board Member	<u>X</u>	_____	_____	_____

ATTEST:
Garnet Willow
Secretary

9 February, 1998
Date

FILE:

Book of Minutes - 1998
Book of Resolutions:

Resolution effective: February 1, 1998