

COMPLAINT COMMITTEE MEETING MINUTES January 9, 2019

The meeting commenced at 7:10 pm.

Present: Jerry Ladewig, Chair and Newman Brozovsky. Absent was committee member Ron Price and Ombudsmen, Linda Ulrich & Miriam Barker.

Attending via phone conference were landowners Charlene Murphy, Debbie Newby and Claudette Dirkers.

As there was quorum we proceeded with the meeting. The purpose of this meeting is introductory and organizational.

1. Introduction of 2 present committee members. Jerry expressed that committee members need to commit time and email use, and that we need more community members to participate who can bring some skills.
2. Jerry shared how a local neighbor's 2 violations were resolved without a formal complaint.
3. Need to establish a mission. Newman suggested the goal is to respond to the complaints in a timely manner and provide a resolution.
4. Neither Newman nor Jerry identified any conflict of interest with any of the presented complaints.
5. Jerry pledged to endeavor to remain objective & independent and Newman agreed.
6. A revised draft complaint form was reviewed & discussed. It will be sent to the BOD for review and to make available to the landowners at the January 14, 2019 meeting.
7. Jerry summarized acknowledgment notices to the complainants received to date, that 2 are resolved and 1 responded to, the 2nd pending approval by the BOD; and that 30 day notices of status need to be sent to the complainant until resolved. Jerry will do this.
8. Jerry raised the question of confidentiality and will ask the BOD for guidance on this.
9. Debbie asked that the complaints be on the Board agenda. There will be a standard committee report wherein a summary status will be given.
10. Jerry summarized actions taken to date on the 6 complaints received, and their status was discussed with Newman.
11. It was discussed that we need a numbering system to identify them such as 2019-1, etc.
12. Jerry asked Charlene what is the time requirement for document request responses and she replied the only one with a short time frame is the member list, which is 5 days.
13. We discussed the website instructions and Newman & Jerry agreed to review this and consider modifications.

The meeting ended at 8 pm.

We did not discuss the next meeting date during the meeting but it was agreed it would be February 6, 2019 at 7:30 pm at Jerry's house at 17 Hesperus Lane.