

**Indian River Farms Homeowners Association  
COMPLAINT FORM**

This Form is available to all Association Owners as required by Section 55-530.E of the Code of Virginia, 1950, as amended (“Virginia Code”). Please complete and return this Form to the Association’s Manager at least fourteen (14) days prior to the next scheduled regular Board of Directors Meeting to insure review at that Meeting. The Board will provide a written response to any submitted Association Complaint Form within seven (7) days of the Board Meeting during which the Complaint is reviewed.

Member Name (Printed): \_\_\_\_\_

Member Name (Signature): \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Please outline and/or address your specific complaint and attach to this Form. Please include copies of all applicable provisions of the Association’s Declaration, Architectural Guidelines, Articles of Incorporation, Bylaws and/or Rules and Regulations to assist the Board in understanding your complaint. Please be sure to identify and/or attach the provisions of all specific provisions of the Virginia Code you believe may apply.

Forward the completed Association Complaint Form and all attachments to:

United Property Associates  
525 S. Independence Blvd. Suite 200  
Virginia Beach, VA 23452  
Telephone: (757)497-5752  
Facsimile: (757)497-9133  
Email: [resolutions@unitedpropertyassociates.com](mailto:resolutions@unitedpropertyassociates.com)

Your signature on this form acknowledges you have received and reviewed the Association’s Complaint Procedures Resolution.

Should you need assistance in understanding your rights and the processes available to common interest community Members, you may contact Virginia’s Office of the Common Interest Community Ombudsman (“CICO”) for assistance. The CICO may be reached:

Department of Professional and Occupational Regulation  
9960 Mayland Drive, Suite 400  
Richmond, Virginia 23233  
Telephone: (804) 367-8510 Email: [cic@dpor.virginia.gov](mailto:cic@dpor.virginia.gov)

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This Block for Association Use Only:

Date Complaint Received by the Association’s Manager: \_\_\_\_\_

Printed Name of Association Manager who received Complaint:  
\_\_\_\_\_

Signature of Association Manager to certify Date Complaint Received:  
\_\_\_\_\_

Date Complaint Reviewed by the Board of Directors: \_\_\_\_\_

Date Final Determination Letter forwarded to Complainant: \_\_\_\_\_

Printed Name of Person who prepared Response:  
\_\_\_\_\_

Signature of Person who prepared Response:  
\_\_\_\_\_

Please attach a copy of the Response to this Association Complaint Form.

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**Complainant’s Rights Description required by Section 55-530-E.2 of the Virginia Code**

In accordance with Section 55-530.F of the Code of Virginia, as amended, an Association Complainant may give notice to Virginia’s Common Interest Community Board (the “Board”) of any final adverse decision in accordance with regulations promulgated by the Board. The notice shall be filed within 30 days of the final adverse decision, shall be in writing on forms prescribed by the Board, shall include copies of all records pertinent to the decision, and shall be accompanied by a \$25 filing fee. The fee shall be collected by the Director of Professional and Occupational Regulation and paid directly into the state treasury and credited to the Common Interest Community Management Information Fund, § 55-530.1. The Board may, for good cause shown, waive or refund the filing fee upon a finding that payment of the filing fee will cause undue financial hardship for the member. The Director shall provide a copy of the written notice to the Association that made the final adverse decision.