

## SUMMERLIN NORTH COMMUNITY ASSOCIATION COMPLIANCE RESOLUTION PROCEDURES

If a violation of the Summerlin North Community Association Rules, which we have all agreed to abide by, is suspected, the steps available to achieve resolution are:

1. Most of these matters can be quickly and easily resolved by friendly neighbor-to-neighbor contact. If such contact is unproductive, deemed to be unwise, or inappropriate, then:
2. Violations must be reported in writing. A "Homeowner Complaint Form" can be obtained at the Summerlin North Community Association office at 2120 Snow Trail, the Trails Community Center at 1910 Spring Gate and on the [www.summerlink.com](http://www.summerlink.com) website.
3. If the violation is verified, a Courtesy Letter will be sent to the violator.
4. If the violation cannot be verified (as in the case of dog barking or noise from a party) then a courtesy letter is sent out based on the complainant information.
5. If the violation is repeated or uncorrected within ten (10) days of receipt of the Courtesy Letter, a First Warning Letter is sent to the violator.
6. In the case of an unverifiable complaint (i.e. dog barking) the *complainant* must again contact the association with a complaint form for the association to further the process with a First Warning Letter. In addition, the association will conduct a verification process at this time by which the association will attempt to determine if other homeowners can verify that there is a compliance issue.
7. If the violation is repeated, uncorrected 10 days after the mailing of the First Warning or at least two verification forms are returned the matter is referred to those Summerlin residents who serve on the Compliance Advisory Committee.
8. The Compliance Advisory Committee will schedule a hearing and invite the violator to attend and present his/her response.
9. If the Compliance Advisory Committee is satisfied with the response, it may decide to drop the matter entirely.
10. If the Compliance Advisory Committee is not satisfied with the response, it may assess a monetary penalty as allowed pursuant to NRS 116.31031.
11. If the violator is assessed a monetary penalty, the decision may be appealed to the Board of Directors, whose decision is final.