

## Appendix D. Sample Complaint Letter

A complaint letter should contain the following information:

- The Architectural or Use Restriction standard(s) that have been violated
- The Standard number.
- Date of the violation
- Location of the violation
- Detailed description of the violation
- Signature (optional)

A sample of a complete complaint letter is displayed below:

October 17, 2007

Winterset Homeowners Association  
(Street, City, Suite of current management company)

Subject: Violation of,  
 Use Restriction Standards  
 Architectural Control

Reference: Standard No. 11, Description: Yard Waste  
(Please reference a standard number and description from the Architectural Control and Use Restrictions document)

Complaint/Comment:

I wish to report what I believe to be a violation of the above referenced Standards. On October 16, 2007, bagged grass clippings were placed curbside in front of 1234 Rockdale Lane. The next regularly scheduled yard waste pick-up is not for another seven days (October 22, 2007). I talked with the homeowner about this matter, but he said that he did not care how badly this makes the neighborhood look. He also told me that temporarily storing the clippings out of sight in his garage until they could be disposed of properly was not an option, due to the fact that he pays a mortgage every month for the privilege of junking up the neighborhood, and that sparing five minutes to take the clippings to the public container facility 1 mile down the road was unthinkable, because he is such a busy man.

Sincerely,

(Optional)

Name : \_\_\_\_\_  
Address : \_\_\_\_\_  
City : \_\_\_\_\_  
Phone No. : \_\_\_\_\_  
Email Addr. : \_\_\_\_\_

The letter may be submitted anonymously, but doing so may compromise the Association's ability to resolve the problem. All complaint letters will be treated with complete confidentiality.

----- End of Sample -----

