

Rocky Creek Maintenance Corporation

(Rocky Creek Ranch Property Owners Association)

Complaints to the Board

Effective May 16, 2016

Affidavit

The following process has been adopted by the Board of Directors (“Board”) of the Rocky Creek Ranch Property Owners Association (“Association”) for official complaints to the Board concerning violations of the Rocky Creek Ranch Declaration of Covenants, Conditions and Restrictions (“DCCRs”), also known as the deed restrictions and other complaints concerning members to other Committees.

Submission of complaints will be handled as follows:

- Any owner submitting an official complaint to the Board must send the complaint, in writing, to Rocky Creek Maintenance Corporation, Attention: _(specify)_ committee, 2005 Rocky Ridge Loop, Canyon Lake, TX 78133. This may be done through the U S Mail or by e-mail to rcmc@rockycreektexas.org.
- The request must state the name and address of the individual registering a complaint and provide full details of the nature of the complaint. **Include photos where appropriate.**
- When the complaint concerns a perceived deed restriction violation, please include the following:
 - A citation of the specific portion of the deed restrictions believed to have been violated, as well as,
 - Any other relevant information which the complainant wishes to be considered, as applicable.
- The request must include any and all actions taken by the complainant to resolve the matter, such as contacting the member to work out a solution.
- The Secretary will deliver the complaint to the appropriate Chairperson for review.

The respective Committee shall review the request and, if it is deemed appropriate, shall initiate appropriate actions. In any event, the complainant will receive a written response within about 14 days stating the respective Committee’s decision, giving the rationale for the decision and any further action to be taken.

If these actions do not satisfactorily address the complaint, then the complainant may file an appeal in accordance with existing procedures published on our website, rockycreektexas.org and on file in the Comal County Courthouse.

Complaint Form

Name of Complainant: _____

Phone Nr. Or e-mail address: _____

Address of Complainant: _____
Street or PO Box State Zip

Complaint: (briefly state complaint)

Facts supporting Complaint: (please include photos if appropriate)

Did you contact member? If so, when _____

If not, why not _____

Results of your contact with member:

Name of member: _____

Address of member: _____
Street or PO Box State Zip