

Procedure for Filing a Complaint

The Architectural Control Committee (ACC), after board approval, publish the Architectural Design Standards (ADS) updates. The file can be found on the Eagle's Point Property Owners' Association website under documents (<https://eaglespointepoa.com>).

If any homeowner finds another homeowner clearly not within these guidelines, they should feel free to execute the following process so the situation can be investigated and handled properly.

- Individuals need to send the info to Bundy Management via eaglespointe@bundyinc.com email. All submittals must go through Bundy Management detailing the situation and if possible, including a picture of what is in question (if possible, a time stamped photo is preferred).
- Homeowners submitting info are never indicated by Bundy Management to any committee; these submissions are highly confidential.
- Bundy Management will forward to the appropriate committee based on the individual issue.
- The ACC will review the submission and address it once it has been determined that the situation is not within the ADS guidelines. Depending upon the issue this may warrant a visit to speak to the homeowner or just a letter being sent explaining the issue and what needs to be done to rectify so it is within the guidelines. If it is determined not to be an issue, Bundy Management will be notified so they can reply to the original submitter with an explanation of why it is within guidelines.
- Each situation will be monitored and may result in a reminder letter if not taken care of within the timeframe originally indicated.
- If the situation is still not taken care of, it will be forwarded to the board who will determine if a violation letter with a fine will be issued.

Thank you
ACC Committee