

Grand Pointe Meadows  
Single – Family Detached Homes  
Homeowner’s Association – (GPMHA)  
September 18th, 2018 Meeting Minutes

**Roll Call:** At 7:00 PM on September 18th, 2018. Members present: Becky Carnes, John Budnyk, Paul Bertone, Christopher Nelson and Tony Caceres.

**Approval of the minutes:** Approval of minutes from the May 8<sup>th</sup>, 2018: Tony motions to approve. John seconds the motion. Motion carried. Minutes approved

**President and Board Comments:**

Paul Bertone: Complaints from people about residence storing materials around the house. An example being landscaping materials piled up on the side of houses instead of being stored. Letter will be sent.

Tony Caceres: none.

Becky Carnes: None

Chris: None

John: What would be the process of getting a stop sign at the corner of Ash and Walnut? Chris stated he would ask the village.

**Public Comments:**

None

**Old Business:**

Becky: Signatures for the square footage requirements for the vacant lots are needed. Replace Rose bushes near the Huntly entrance. We will get an estimate from Bonkoski Lawn Care, Inc. Welcome packets for new residence. Don had stated that packets are presented at closing.

Chris: Entryway stones are still in need of being cleaned and we are currently looking into cleaning option and products to clean the stone.

**New Business:**

Becky: Mulching the entire subdivision next year at a price of \$3000 to \$5000. The project will go up for bid soon.

**Items in Review:**

Sheds: Tony, John and Paul would like to proceed. We will ask residence at the December meeting to see if we should move forward with signatures.

**ARC update:** None

**Next Meeting:** December 11<sup>th</sup>, 2018 at 7pm.

**Motion for adjournment:** Chris motioned, Tony second. Motion carried.

***Grand Pointe Meadows Single Family Detached Homes  
Homeowner's Association (GPMHA)***

***Annual Meeting Agenda***

December 11, 2018

7:00 pm – Dundee Firehouse #2

- I. Call to order
- II. Roll call
- III. Approval of minutes
- IV. Board Comments
- V. Public Comments
- VI. Old business – Holiday Decorations
- VII. New business
  - A. Approval of Annual Report and 2019 Budget
    1. Additions: Mulch, Decorations and Powerwashing
  - B. Approval of State Required Dispute Policy (attachments)
- VIII. Items in Review- None
- IX. Adjournment

# GRAND POINTE MEADOWS HOMEOWNERS ASSOCIATION

Single-Family

West Dundee, Kane County, Illinois

## **POLICY AND PROCEDURE FOR RESOLVING COMPLAINTS**

Pursuant to (765 ILCS 615/35) of the IL Condominium & CICA Ombudsperson Act.

Resolving complaints to avoid litigation is encouraged by the Board and includes an emphasis on negotiation and mediation. The following procedure shall be followed by Unit Owners for resolving complaints. This Policy shall be available to a Unit Owner upon request of Property Management.

NOTE: This procedure shall not be applicable and cannot be used, where (i) the unit owner is delinquent in the payment of assessments or fees due the Association, unless the assessments or fees are the basis or main element of the unit owner's Complaint; or (ii) where there is a pending legal action or complaint in court, or pending arbitration or other alternative dispute resolution is pending or previously occurred, which is the subject matter of the Complaining Unit Owner's Complaint, or (iii) where there was a notice of violation of rules for which the Board can assess a fine, as that is governed by an existing procedure.

1. Unit Owners are first encouraged to contact the Association's Property Manager and openly discuss their complaint with him in order that, if possible, a resolution may be reached before going further.

2. Required Complaint Resolution Procedure. A complaining unit owner, prior to seeking assistance from the Ombudsperson under 765 ILCS 615/40 or initiating litigation against the Association or the Board, must first:

A. Complete an Owner Complaint Form detailing the complaint or grievance. The Owner, in such written request, should make a good faith effort to explain the complaint to the Board in detail. The Owner Complaint Form is attached. To obtain additional Owner Complaint Forms please contact the Property Manager.

B. The Unit Owner's Complaint must be hand delivered in person or sent by certified mail to the Association's Property Management Office (Rage Property Mgt., Inc.) at 1450 Plymouth Lane, Elgin, IL 60123.

C. Request for Hearing with the Board. Any such Complaint may include, but does not require, a request for a "Meet and Confer Hearing" with the Board in an attempt to resolve the complaint in an amicable fashion, and shall give the Board a reasonable opportunity to address the owner's complaint. If you requested a hearing, the Board shall notify you of the date, time and place of the hearing. The hearing date shall be not less

than 10 or more than 30 days from the date of receipt of the written Complaint, or as agreed upon by the Parties. The Complainant shall include with the Complaint, any written information, documentation, or exhibits the Complainant wishes the Board to consider and review at the complaint resolution hearing. Should the complaint pertain to property issues, each party will be granted the right to inspect the alleged defects or problems at a time convenient to everyone involved. If both parties are able to come to an agreement during the complaint resolution hearing, this agreement will be put in writing and signed by each party to acknowledge that the complaint has been resolved. A fully executed resolution agreement with the Board shall be judicially enforceable, as long as the agreement is not in conflict with law or the governing documents of the association; and the agreement is either consistent with the authority granted by the Board or the agreement is ratified by the Board. Any such agreement shall be marked clearly and conspicuously as "Final"

D. Where no agreement is reached during the "meet and confer" hearing, the Board shall then meet in executive session, review further the Complaining Unit Owner's Complaint and make a Final Determination in response to the Complaint within a reasonable time after the complaint resolution hearing. In any event, the Board shall issue a Final Determination, in writing, within 180 after the association first received the unit owner's Complaint, which Final Determination shall be marked clearly and conspicuously as "Final".

E. Where a written Complaint without a request for a hearing is received by the Board, the Board within 30 days of receipt of the Complaint, shall meet in executive session to review the Complaint. The Board upon review may make a Final Determination or prior thereto may request from the Complaining unit owner additional documentation, information or exhibits before responding to the Complaint. The Complaining Unit Owner shall cooperate with the Board request and shall deliver any such requested documentation, information or exhibits, by certified mail or hand deliver same (within ten (10) days) to Rage Property Management, Inc., at 1450 Plymouth Lane, Elgin, IL 60123. The Complaining Unit Owner may include any new supplemental information for the Board's consideration.

F. Within thirty (30) days after receipt of any additional documentation, information or exhibits requested above the Board shall complete its investigation and meet in executive session to make a Final Determination in response to the Complaining Unit Owner's Complaint. Notwithstanding any agreements between the parties regarding extending time limitations, a final determination by the Board on behalf of the Association shall be made in writing, within 180 days after the Association first received the unit owner's complaint; and marked clearly and conspicuously as "final". The written Final Determination of the Board shall be mailed to the Complainant within fourteen (14) days after the date the Board approves it.

G. The decision to approve the written Final Determination in response to a Complaining Unit Owner's Complaint shall be made at an Open Board Meeting, however the details of the Complaint shall remain confidential.

Effective January 1, 2019

Grand Pointe Meadows Homeowners Single-Family Association

Board of Directors

End.

**GRAND POINTE MEADOWS HOMEOWNERS ASSOCIATION**

(Single-Family)

**BOARD RESOLUTION TO ADOPT A WRITTEN POLICY FOR RESOLVING COMPLAINTS MADE BY OWNERS**

WHEREAS: In accordance with the Illinois Condominium and Common Interest Community Ombudsperson Act (765 ILCS 615) Section 35, which requires the Board adopt a written policy for resolving complaints made by Unit Owners; and

WHEREAS: Grand Pointe Meadows Single-Family Homeowners Association is governed by provisions of the Declaration & Bylaws and the IL Common Interest Community Association; and

WHEREAS: The Board seeks to resolve complaints and issues that may arise within the Association in a non-judicial manner and to adopt a Complaint Resolution Policy for resolving complaints; and a Complaint form on which a unit owner may make a complaint to the Association.

NOW THEREFORE: This Motion to adopt the Complaint Resolution Policy and Complaint Form attached hereto having been made and seconded at a Meeting of the Board held on \_\_\_\_\_, 2018 at West Dundee, Illinois.

Vote Recorded: For \_\_\_\_\_

Against \_\_\_\_\_

Abstain \_\_\_\_\_

**GRAND POINTE MEADOWS SINGLE-FAMILY HOMEOWNERS  
ASSOCIATION**

West Dundee, Illinois

**UNIT OWNER COMPLAINT FORM**

Name: \_\_\_\_\_ (Must be a Member of the Assn.)

Date: \_\_\_\_\_ Unit Address \_\_\_\_\_.

Phone: \_\_\_\_\_ E-Mail \_\_\_\_\_.

**Complaint Information:** Describe event(s) in the order they occurred, including time, dates, location, names, witnesses, documents, photos, if any, and a full description of the event or issue that is the basis of your complaint. If needed, you may attach additional pages to your Complaint:

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The following documents are attached concerning the incident:

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Names and Contact Information for Witness(es) (if applicable):

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Do you want a Meet and Confer Hearing with the Board regarding your complaint?

\_\_\_\_\_ **Yes I wish to have a Hearing with the Board:** This is an opportunity for the parties (Unit Owner & Board) to meet in good faith to resolve amicably the Complaint. The proceedings at the Hearing will be confidential. Legal counsel is not permitted except with prior written consent of all parties. Please contact the Property Manager for the date, time, and place of the Hearing. Refer to the Complaint Policy & Procedure for further details.

\_\_\_\_\_ **No I do not wish to have a Hearing with the Board.** I just want a written response from the Board.

Note: This Complaint must be sent via certified mail or delivered to the office of Rage Property Management, Inc., 1450 Plymouth Lane, Elgin, IL 60123. THIS COMPLAINT WAS RECEIVED \_\_\_\_\_ (Date).

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Complainant Signature

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Date

