



**Violation Handling Process:**

**Objective: to achieve resolution.**

**1. Unit Inspections & 2. Complaints**

**1. Unit Inspections:**

Sources may include Observation, Inspection (visual)

All inspections are handled by the R&R committee and/or Park Manager

Steps	Action Required	Prime	Outcome
1	Courtesy: Door hanger or chat	R&R Committee	End of step if resolved.  If unresolved then move to the next step.
2	Courtesy: Chat	R&R Committee	
3	Courtesy: Email or letter- attempt to resolve- advising of concern & next BOD meeting date	Park Manager	
4	Notice to BOD- 1 <sup>st</sup> official letter sent*	BOD	
5	Notice to BOD- on agenda for motions/decision	BOD	
6	Hearing Notice to HO* (14 days)	Park Manager	
7	Hearing*	Compliance Committee	
8	Decision provided to HO * & Park manager	Compliance Committee	
9	Appeal- optional*	Homeowner	



**Sea Horse Park Homeowners Association  
Violations Process**

**2. Complaint Handling:**

Sources may include Concern/Issue Form received (no signature), Verbal complaint, Written Complaint (signature).

All complaints are handled by the R&R committee 1<sup>st</sup> and do require a form, with emphasis on resolution.

<b>Steps</b>	<b>Action Required</b>	<b>Prime</b>	<b>Outcome</b>
1	Courtesy: Chat with all parties involved- focus to resolve	R&R Committee	End of step if resolved.
2	Courtesy: Chat with all parties again- focus to resolve	R&R Committee	
3	Courtesy: Email or letter- attempt to resolve- advising of concern, details & next BOD meeting date	Park Manager	
4	Notice to BOD- 1 <sup>st</sup> official letter sent*	BOD	Originator of complaint will be notified.
5	Notice to BOD- on agenda for motions/decision	BOD	
6	Hearing Notice to HO* (14 days)	Park Manager	If unresolved then move to the next step.
7	Hearing*	Compliance Committee	
8	Decision provided to HO * & Park manager	Compliance Committee	
9	Appeal- optional*	Homeowner	

**Footnotes**

- HO- homeowner.
- BOD- Board of Directors
- R&R- Rules & Regulations Committee
- Email or letter-email used if HO approved to Park Office, letter sent only if no email is on file- letter is sent to Sea Horse Park address only.
- \*Indicates in line with Florida law process
- Note Changed “fines “committee to compliance committee due to Florida process