

Desert Shores Community Association Homeowner Concern Form

LOCATION OF VIOLATION:

Address: _____

Subdivision: _____

First Complaint Second Complaint Third Complaint

NATURE OF VIOLATION(S)	
_____ Landscape Maintenance	_____ Improvements
_____ Vehicles	_____ Exterior Maintenance
_____ Animals	_____ Unsightly Articles
_____ Basketball Equipment	_____ Irrigation Practices
_____ Trash	_____ Other

Additional Information: _____

Submitted By:

Name: _____ Phone: _____

Please Print

Address: _____

Signature: _____ Date: _____

<p>I prefer that this communication be kept confidential. YES _____ NO _____</p> <p style="font-size: small;">I understand, however, that the Association may be legally compelled to disclose the information contained in this form.</p> <p>I have spoken with my neighbor about this matter. YES _____ NO _____</p>
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Please return to: Desert Shores Community Association Fax (702) 254-1345
2500 Regatta Drive, Las Vegas, NV 89128 Phone (702) 254-1020

HOW DUE PROCESS WORKS

DUE PROCESS TAKES TIME, and that's as it should be. This is not a police state and your Association is not a civil authority. Anyone accused of any violation has the right to have his or her point of view heard before any punitive measure is taken. This is in fact a community of neighbors – people who live together in harmony under CC&R's that are governed by local and federal laws that guarantee certain personal liberties – one of which is due process. The procedure for due process is outlined below.

1. Member Concerns

- Must be received in the office in writing for documentation.
- Homeowner Concern Forms can be obtained on-line, or mailed or faxed upon request.
- Noise and pet nuisance issues require **three signatures** on the Concern Form.
- Staff conducts observation drives monthly.

2. Homeowner Notification

- A Courtesy Notice is sent to the owner (and tenant if unit is rented).
- For Nuisances, RV's and Maintenance issues, owners are given ten days to correct the problems and/or respond to the letter.
- Architectural Non-submittals are given 30 days to comply.

3. Hearing Process

- If the situation is not resolved within the time frame indicated above, a formal Notice of Violation Complaint and Notice of Hearing is sent out via first class and certified mail.
- The respondent is given the opportunity to meet with the Community Relations Committee for a hearing, or to respond in writing.
- The issue is placed on the Community Relations Committee's agenda for their review or hearing and they make recommendations for the Board to review.

4. Resolution of Situation

- Based on their review and the respondent's statements, the Community Relations Committee may set a specific date for the situation to be corrected before imposing a violation assessment, or decide to impose the violation assessment immediately.
- The Board, as part of their Bi-Monthly Agenda, reviews the minutes of the Committee's meetings.
- The Committee will continue to monitor and review the situation on a monthly basis until the violation is completely resolved.

Depending on the situation, agreements are often worked out with cooperative homeowners who request more time to resolve the problem. In the case, the situation may appear to be delayed for a lengthy period of time when actually it is being resolved in a neighborly manner. The "wheels" of the Association move on a careful, steady and legal path dictated by the CC&R's. The key to compliance is a policy of consistent and fair administration.