

Process and procedures for Making a Complaint:

Be it advised that there are appropriate and proper procedures when it comes to reporting a complaint, report of damage within the Starboard Light community.

- 1) Must notify the property manager in writing of the concern/violation.
- 2) The unit owner who is experiencing the concern or repair issue (leak, mold, smells) has the responsibility of investigating the cause. The unit owner has the responsibility for acquiring and paying for the professional to conduct an inspection.
- 3) If the concern is deemed an Association matter skip to #6. If the concern is deemed to be between two unit owners and or not an Association liability please follow the following steps.
- 4) The Complainant unit owner shall reach out to the pertinent owner to deal with the concern. If the damage causing unit owner fails to respond due to the property being vacant the Association shall be provided access only for the purposes to ensure that the problem is not spreading to association property.
- 5) It is the Complainant unit owner who has the responsibility in this matter to mitigate the matter and hire their own representation is necessary. The board and property manager shall not be involved in the conflict between any owners when the association is not responsible for any repairs.
- 6) If the matter concerns property of the association. The owner shall notify the property manager and/or president of the association in writing. Unless the damage or issue concerns association property the board and property manager will not enter a dispute between individual owners.
- 7) The property manager and/or president of the association will be hereby explicitly provided the right to investigate the matter, including but not limited to, accessing the property for inspection purposes only and to determine the property following steps in accordance with Florida Law and the governing documents.