

**Resolution of the Board of Directors
Garden Club Homeowners Association, Inc.
Noise Complaint Policy
Adopted on February 24, 2020**

This policy shall serve as a resolution of the Board of Directors of Garden Club Homeowners Association, Inc. for the process for dealing with noise complaints.

RESOLVED, The Board of Directors hereby approves and adopts the following noise complaint process for issues reported to the management company by a home owner.

The following outlines the steps that shall be taken by the management company, owner witnessing the complaint, and Board of Directors for a noise complaint.

1. When an owner reports a noise violation, a complaint form must be completed and sent into the association's community manager.
2. The manager will send a courtesy letter out to the owner within 48 business hours of receiving the completed complaint form as indicated by Garden Clubs Enforcement Policy.
3. After ten (10) days has passed and the noise violation continues, a second complaint form must be submitted by the owner.
4. The manager will send the second violation notice out to the owner and impose a \$ _____ fine within 48 business hours of receiving the second complaint form.
5. After ten (10) more days have passed and the violation continues, a third complaint form must be submitted by the owner.
6. The manager will send the third violation notice out to the owner via certified mail and impose a \$ _____ fine within 48 business hours of receiving the third complaint form and fully notify the board. This letter will indicate that legal action may take place if the noise violation does not stop.
7. After ten (10) more days have passed and the violation continues, a fourth complaint form must be submitted by the owner.
8. The manager will send the fourth violation notice out to the owner via certified mail and impose a \$ _____ fine within 48 business hours of receiving the fourth complaint form. This letter will indicate that legal action will take place if the noise violation does not stop. The manager will also inform the Board of the status of the complaint and potential upcoming legal action if the violation is not corrected.
9. After ten (10) more days have passed and the violation continues, a fifth complaint form must be submitted by the owner.
10. The manager will notify the Board President for turning over the account to the attorney. Upon Board President approval, the manager sends the noise complaint to the attorney.
12. If the violation continues and the owner submits a completed complaint form every ten (10) days, if approved by the board President.
13. The manager will add the status of the noise complaint enforcement letters to the Executive Session.

Date this 24th, Day of February, 2020.

Garden Club Board President