

## Protocol and General Information for Complaints and Alleged Covenants Violations

Queen's Landing is the finest residential condominium community on beautiful Kent Island. We have a Homeowner's Association and a Covenants Committee charged with ensuring that the aesthetic integrity is maintained at the level originally designed for our waterfront community. We also strive to ensure that the general Rules and Regulations, which have been developed to protect the general welfare and safety of the community, are followed by all homeowners.

First and foremost homeowners are expected to respect the rights and property of their neighbors. In situations where there is a disagreement or problem, the first step should always be to try to resolve the issue with your neighbor directly just as you would if you lived outside a private community such as Queen's Landing.

The Covenants Committee will only respond to written complaints about alleged violations by a homeowner submitted either by e-mail, letter, or by submitting an on-line Violation or Complaint Form found on the Covenants page of the Queen's Landing web site. The complainant must include the following information as required by the Maryland Condominium law:

- Date(s) and time(s) of the alleged violation(s)
- Unit address where the alleged violation(s) occurred
- Background circumstances of the alleged violation(s)
- The complainant's concerns and recommended action
- A statement concerning the complainant's willingness to appear for a formal Board Hearing concerning the alleged violation, if necessary
- The complainant's unit address, signature and date

The following protocol addresses enforcement of covenants, general complaints, and issues where a homeowner has witnessed an alleged violation by another Queen's Landing homeowner (or their guest) and it has not or cannot be resolved through personal negotiation.

When a written statement about an alleged violation is received from a Queen's Landing homeowner the following sequence of events will follow:

1. The Management Company will record the alleged violation or complaint and forward it to the Covenants Committee in order to determine the validity and extent of the alleged violation or complaint.

Based on the nature and findings of the issue the Committee will:

- a. Resolve the issue through reasonable application of the By-laws, Rules and Regulations, and all resources available to the committee including the Management Company and other Board Committees or

b. Forward the issue to the Board of Directors for possible action or fines as outlined in Queen's Landing Rule 1.3 and paragraph 11-113, Dispute Settlement Mechanism, of the Maryland Condominium Act.

2. Should the Committee successfully resolve the issue, the submitting homeowner will receive a courtesy notice and the on-site Manager will archive a copy in the homeowner's file. If the issue involves other QL residents, a copy will also be provided and placed each homeowner's file.

3. If the Committee is unsuccessful in resolving a Covenants Violation, the accusation shall be forwarded for resolution in accordance with the procedures set forth in the MCA Dispute Settlement Mechanism Show Cause Hearing.

Please refer to Queen's Landing Rules and Regulations and the MCA (Maryland Condominium Act) for more specific information