

RESOLUTION OF DISPUTES- ASSESSMENT COLLECTION

In cases where a member of this association feels that there is a discrepancy involving the Association's assessment collection, the following procedure for resolution shall apply:

- A. The member may request to meet and confer in an effort to resolve the dispute. The request shall be in writing and shall include the following:
 - 1) The name, address, and telephone number of the party requesting resolution.
 - 2) A description of the dispute, and of a possible resolution.
 - 3) Three proposed dates and times when the member would be available to meet.
- B. The Association shall respond to the request within 15 days of receipt with a selected date, time, and location of the meeting, or should that not be possible, proposal of other dates and or times. Locations specified shall be in close proximity to the Keys development unless other arrangements are agreeable to both the Association and the affected member. The date and time of this meeting shall be no later than 30 days after receipt of the request unless otherwise agreed to by both the Association and the Member. Further actions by the Association to lien or to foreclose shall be suspended until the resolution process is complete as exhibited by the written resolution signed by the parties.
- C. The Association's Membership chairperson and Treasurer, or their designees, shall meet and confer with the member at the agreed to date, time, and place. The decisions the Membership Chair and Treasurer (or designees) can make are limited to adjustment of late fees, fines, and assessments due in the following situations:
 - 1) Based on reasonable evidence that payment was made, such as a bank statement with a gap where the alleged check made out to the Association should be COUPLED WITH a check register that shows that particular check made out to the Association (or a cancelled check).
 - 2) Based on reasonable evidence that all prior notification was sent to an incorrect address. Such addresses can only be deemed incorrect for these purposes if they differ from the records of the Assessor of the County of Lake.
 - 3) All other matters must be submitted to the Board of Directors for resolution.
- D. A resolution of the dispute agreed to by the parties shall be memorialized in writing and signed by the parties, including the Membership Chair and Treasurer (or their designees) on behalf of the Association.
- E. If any provision contained in the resolution requires payment from the member, such payment shall be completed within five (5) days, or by another date agreed to by the member and the association's representatives that is documented in the resolution. Should such payment not be completed within the allotted time, all original and any additional accrued fees and fines shall be re-instated.
- F. Members of the Association will not be charged a fee to participate in this process.