

**CLEARWATER FARMS UNIT III
PROPERTY OWNERS ASSOCIATION, INC.**

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| COMPLAINT POLICY |
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WHEREAS the Declaration of Conditions, Covenants and Restrictions for Clearwater Farms Unit III Property Owners Association, Inc., (the "Association") recorded in docket 84-247947, of the records of Maricopa County, Arizona (the "Declaration") sets forth the legal description of the Property and subjects each owner of a Lot that is part of the Property to certain obligations, easements, restrictions, covenants, and conditions;

WHEREAS the Association wishes to ensure equitable treatment of all property owners;

WHEREAS the Association recognizes the significance of written documentation in responding to and resolving complaints and in providing historical perspective for the Association records;

BE IT RESOLVED that the following policy is hereby adopted by the Clearwater Farms Unit III Property Owners Association, Inc. Board of Directors with respect to receiving and responding to complaints of violations of the Declaration:

1. The complaining Property Owner should attempt to resolve the issue on an individual basis, if feasible.
2. If the issue is not resolved through individual contact or individual contact is not feasible, the complaining Property Owner may submit a complaint to the Association. The complaint must be in writing and signed by a current property owner.
3. The written complaint must specify which restriction or provision of the Association documents is being violated.
4. The complaint should document dates and times of violations and any other information pertinent to the issue.
5. The Board will review the complaint and determine if such complaint is valid.
6. If valid, the Board will notify the offending property owner in writing using a US Postal "Certificate of Mailing" to document the mailing.
7. The offending property owner will be asked to reply in writing to complaint.
8. The Board will resolve the issue in compliance with the documents of the Association and/or the applicable policies.

ADOPTED, this 10th day of June, 1996 by the Clearwater Farms Unit III Property Owners Association, Inc., Board of Directors. This policy will become effective immediately.

ss//Susan Celestian

President

Clearwater Farms Unit III

Property Owners Association, Inc.