

MONUMENT HILL PROPERTY OWNERS ASSOCIATION DEED RESTRICTIONS VIOLATION/COMPLAINT PROTOCOL

1. Complete and submit Deed Restrictions Violation/Complaint Form to the Fayette County WCID-Monument Hill office at 100 Country Club Drive, La Grange, Texas, 78945.
NOTE: Deed Restriction Violations/Complaints may be reported by phone call to the MHPOA office, in which case the form will be completed by office staff, and state "Per Verbal"
2. Once the complaint has been investigated by a Board member and deemed a deed violation, the following action will be taken (if not a deed violation the Complainant will be notified):
 - a. The 1st documented violation/complaint: MHPOA staff will call the property owner. Fourteen (14) days will be allowed to correct the problem or to submit a "Plan of Correction Action" on how the problem will be resolved and the time frame needed to resolve the problem.
 - i. 2nd and/or subsequent violation/complaint of the same nature by the same property owner will begin with step (b) below.
 - b. If fourteen (14) days have passed and there is no attempt or progress to correct the problem, a letter will be sent to the property owner on day 15.
 - c. If after thirty (30) days, satisfactory actions to correct the violation have not occurred, a legal letter from the MHPOA attorney will be sent by certified mail to the property owner. This letter should include language to the effect that if the violation is not resolved, it will be rectified at the property owner's expense by the MHPOA plus any applicable surcharge, and if not paid in a timely manner, other legal actions may be taken or a lien will be placed on the property.
 - d. After sixty (60) days, or as stated in the letter from the attorney, if violation remains it will be rectified by the MHPOA at the property owner's expense (plus any applicable surcharge). If after 90 days all expenses are not paid, the actions stipulated in the letter from the attorney will be taken.
3. All steps taken will be recorded/documented on the original complaint form, to be kept at the MHPOA office.

If circumstances warrant the timeline for the stages of protocol to be altered, it may be done so at the Board's discretion.