

**Fairfax County Federation of Citizen Associations
Committee Report -- Citizen Association Services (Don Hinman, Chair)**

Important announcement from Virginia's Common Interest Community Board (CICB):

***CICB Ombudsman Regulations on Association Complaint Procedures
- Public Comment Period through 3/18/2011***

A draft of the proposed **Ombudsman** Regulations (available at the link below) has been approved by the Governor and posted for public comment. The public comment period began on January 17 and will be open through March 18, 2011. A public hearing will be held in Richmond on March 3, 2011.

<http://www.townhall.virginia.gov/L/viewstage.cfm?stageid=5362&display=documents>

Very important aspects of the proposed regulations are the requirements regarding the **Association Complaint Process**, through which citizens can file complaints against HOAs and Condo Associations. These regulations will likely take effect in Spring of Summer 2011, after which **associations will have 90 days within which to adopt written complaint procedures** that comply with the regulations.

The proposed rule states that if an HOA or Condo Association has adopted a process for handling written complaints (and has filed it with the CICB), then the Office of the Ombudsman will not accept any complaint from a homeowner unless a **final adverse decision** has been issued by an association. If no written complaint procedures are adopted, the Office of the Ombudsman will continue to review **all** complaints against an association.

Residents living in HOAs and Condo Associations are encouraged to review the proposed regulations so that Associations will be prepared to comply once the regulations take effect, and can comment on the proposed rule if they want their views considered.

The CICB general website is: http://www.dpor.virginia.gov/dporweb/cic_main.cfm

The CICB **Ombudsman** website is: http://www.dpor.virginia.gov/dporweb/cic_ombuds.cfm

The following Fairfax County link provides very helpful information to HOAs and Condo Associations: <http://www.fairfaxcounty.gov/consumer/hoa.htm>

***Is your Association facing a particular issue or problem?
The Fairfax Federation can be a resource for problem-solving.***

Contact information for Don Hinman, Committee Chair, Citizen Association Services:
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If your association is not already member of the Fairfax Federation, please consider joining:
<http://www.fairfaxfederation.org>