



Base Hill Cooperative

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Grievance Policy

Base Hill Cooperative Inc. is committed to maintaining the quality of residents' life and the appearance of Base Hill Estates. Members have developed Park Rules for this purpose.

General Policies:

1. For the good of all, residents shall commit to the park rules established by Base Hill Cooperative membership.
2. The Board of Directors shall review any violation of these rules and refer the matter to the Cooperative's grievance committee for mediation.
3. The Board of Directors shall address all health and safety issues.
4. Repeated violation of park rules or failure to correct the violation may result in the initiation of eviction proceedings.

"Residents may be evicted for not following the rules of this park if:

- The rules are reasonable,
- You have been given written notice of your failure to follow the rules,
- And you then continue to break the rules."

Procedures for Reporting and Responding to Rule Violations

To report a Rules Violation:

1. Park residents are encouraged to speak to each other and try to work on solving problem.
2. If the rule violation cannot be resolved between residents either resident may request a Rules Violation Form from any member of the Cooperative's Grievance Committee.
3. Completed and signed rule violation forms may be given to the Board of Directors or to a member of the Cooperative's Grievance committee.

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Upon written notification of a rules violation, The Board of Directors or its designee, The Grievance Committee, shall:

1. Review all rules violation forms submitted by residents to verify if a park rule has been broken
2. *If no rule violation has occurred:*
3. The Chairperson shall document the committee's decision and rationale, and notify the resident who submitted the initial complaint of the finding.

A. If a Rule Violation has occurred:

- Initial Notification of Rule Violation:
- Two Committee representatives will call or visit the resident in violation of a rule to:
- Notify them of the need to come into compliance with the park rules
- Agree upon a date by which the matter will be resolved.
- Two representatives of the Grievance Committee will deliver a written rule reminder form to the resident, who is in violation of Park Rules, at the time of the initial contact.
- To assure that all actions taken to resolve the issue are documented both committee representatives shall sign t the Rule Reminder form.
- One copy is to be given to membership Committee and one copy is to be filed in the resident's permanent file with the Cooperative Secretary.

B. In the event that the residents fail to remedy the noted violation by the agreed upon date:

- The Grievance Committee shall issue a second written rule reminder giving 10 days for the issue to be resolved.
- This notice shall be hand-delivered and sent by first class mail

C. In the event that a residents fails to comply with the second notice within 10 days:

- The Grievance Committee shall notify the resident via certified mail that their failure to comply with prior requests to resolve the issue has been forwarded to the Board of Directors.

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- The Board of Directors shall decide the next step.

The Grievance committee shall notify the Board of Directors at its next monthly meeting of all complaints filed and the action taken by submitting a written committee meeting report.