



The Chatuge Village Community Association, Inc.

P.O. Box 738

Hayesville, North Carolina 28904

Procedure for Complaints (General)

A written complaint triggers the process

- Must be a verifiable **written** complaint
- Must be submitted by a resident to the Board. The best method to contact the Board is via email at cvcaboard@chatugevillage.org.
- Should include:
 - Description of complaint or Chatuge Village Covenants & Restrictions violation
 - Optional audio/video evidence

1st Notice (Courtesy Notice)

If the Chatuge Village Board of Directors determines that the complaint is Covenants & Restrictions violation the member will be notified of the complaint. The notification should include:

- Description of complaint
- Cite the C&R section(s) that applies
- Request to resolve within a set timeframe (7-10 days)
- If the member is notified by telephone the call should be followed-up by written communication (email or letter)

2nd Notice (Formal Violation)

If violation continues, a formal violation notice via USPS and certified mail is sent.

- Describe the specific violation (complaint)
- Cite the C&R section(s) that applies
- Outline the required corrective action
- Offer opportunity to be heard during a hearing with the Board –at least a 10-day notice will be given

Due Process Hearing

A due process hearing with the Chatuge Village Community Association Board of Directors

- Must be sent at least 10 days in advance
- The member has the right to present evidence or explanations
- The Board will deliberate in executive session to decide if a violation actually occurred
- The Board will send a written notice of the decision to the member within a reasonable timeframe (5–7 days after the hearing)

Fines

If the Board finds the owner in violation and the violation persists:

- Fines of up to \$100 per day may be imposed for each subsequent documented violation

Approved by the CVCA Board of Directors during the 04 May 2026 meeting