

Dispute Resolution Policy for the Carriage Way Property Owner Association
for disputes between Owner and Board.
Adopted November 21, 2019

Owner must provide a notice, in writing, to the Board stating the issue at large and the required remedies expected by the member, providing as much information as possible as to the reasons for the complaint. Notice should be emailed via the website and/or mailed via the U.S. Postal service to the board's attention. The Board shall respond to the Owner within 30 business days of having received the notice to acknowledge such receipt.

The Board will respond with its determination within 90 days and/or set a time for a meeting with the Board and the Owner to discuss the issue. At the meeting, the Board and the Owner can explore potential resolutions. If a resolution cannot be reached, the Board shall issue its final determination. If the Board did not provide a meeting before issuing its determination and if the Owner desires such a meeting, the Owner may request a meeting before the Board. The meeting shall occur at a date and time specified by the Board in a notice.

If a resolution can be reached prior to a determination of the Board, the resolution shall be memorialized and kept with the minutes. The written memorialization of the resolution shall be initialed and dated by the Owner and the Board.

If a resolution cannot be achieved via an initial meeting, continued Board/Owner meetings can be held to work towards a resolution. A third-party mediator could be requested by either party, but must be agreed to by both, in order to proceed with a selection process. Once the mediator is chosen, mediation should proceed with the goal of achieving a resolution to the dispute.

In the event of no acceptable resolution, the Board's final determination shall be the decision of the Board. If the Owner disagrees with the final determination, the Owner shall notify the Board of the Owner's desire to participate in binding arbitration. The Arbitration shall be conducted through the American Arbitration Association (Chicago Office) before a single arbiter. The parties shall share equally in the costs of the binding Arbitration, except for any costs related to the parties being represented by counsel. The ruling of the arbitrator shall be final and binding.