



CERTIFICATE

I, the undersigned, hereby certify that I am the duly elected, qualified and acting Secretary of Coves of Harbor Springs Condominium Association ("Association"), an Illinois not-for-profit corporation; that I am the custodian of the records of the corporation and that the attached is a true, correct, and accurate copy of the Resolution of the Board of Directors.

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_.

COVES OF HARBOR SPRINGS CONDOMINIUM ASSOCIATION

By: \_\_\_\_\_  
Its Secretary

## **DISPUTE RESOLUTION BETWEEN OWNERS AND THE ASSOCIATION**

**EFFECTIVE DATE:** January 1, 2019

**OBJECTIVE/PURPOSE:** This policy is created and in compliance with Section 35 of the Condominium and Common Interest Community Ombudsperson Act (the "Act") (765 ILCS 615/et. al). This policy is adopted by the Board of Directors of the Coves of Harbor Springs Condominium Association ("Association") and shall be the procedure referred to as "Internal Dispute Resolution" in the Association's Rules and Regulations.

This policy shall provide Owners with the procedure to file disputes against the Association.

This policy is applicable to any and all disputes an Owner may have with the Association. The policy applies to disputes including, but not limited to, (1) violations of governing documents; (2) misconduct regarding duties, powers, and/or authority; (3) failure to satisfy and/or complete responsibilities; and (4) any other reasonable grievances an Owner may have with the Association. This policy shall not apply to disputes between Owners.

This policy is available to all Owners upon request from the Association.

**RESPONSIBILITY:** The Board of Directors for the Association, at the time of the dispute, shall be responsible for resolving all Owners' disputes. The Association President shall be responsible for implementing this policy. The Association President, or any other executive Board Member, shall be responsible for forwarding misaddressed disputes to the Board of Directors for the Association in a timely manner.

### **POLICY:**

Unless otherwise defined herein, terms used in the Procedure shall have the meaning as defined in the Amended and Restated Declaration of Covenants, Conditions and Restrictions of Coves of Harbor Springs Condominium Association as amended from time to time.

### **PROCEDURE**

Owners who have a dispute with the Association and wish to initiate a formal dispute resolution must prepare a written complaint of the dispute or grievance and submit the complaint to the proper responsible party.

Any Owner who has a dispute with the Association shall do as follows:

1. Fill out the Complaint (attached hereto as Exhibit 1) and provide a detailed description of the dispute and/or grievance.
2. Mail Complaint to the Association at the following address:  
EPI Management Company LLC.  
14032 S. Kostner Avenue, Suite M  
Crestwood, Illinois 60418
3. Provide a return address and/or electronic mailing address to receive the Board of Directors final determination of the Complaint.

Once the Complaint has been received by Association's Board of Directors, the Complaint will be reviewed. The Board of Directors will investigate the merits of the dispute and/or grievance set forth in the Complaint. The Board of Directors will consult with Management or other relevant individuals, if necessary. Within one hundred and eighty (180) days of receiving the Complaint, the Board of Directors will complete its investigation and prepare a written final determination. The Board of Directors determination shall be marked clearly and conspicuously as "FINAL." The Board of Directors will provide copies of the final determination to the Owner, Association, and all other relevant parties.

Please be advised that if the dispute occurs on or after July 1, 2020, and the Owner disagrees with or finds the Board of Director's determination unsatisfactory, then the Owner may request assistance from the Ombudsperson, pursuant to Section 40 of the Act, within thirty (30) days of receiving the Board of Directors

final determination. If the Owner fails to receive a determination marked clearly and conspicuously as "FINAL," then after ninety (90) days of filing the original Complaint, the Owner may request assistance, pursuant to Section 40 of the Act, from the Ombudsperson. Assistance is available to Owners only who are current in assessments, fees, or funds to the Association and who have attempted to resolve the dispute through the Association's Procedure described above.

**COVES OF HARBOR SPRINGS CONDOMINIUM ASSOCIATION**

Complaint – Exhibit 1

OWNER'S NAME: \_\_\_\_\_

UNIT ADDRESS: \_\_\_\_\_

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DESCRIPTION OF DISPUTE: \_\_\_\_\_

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DATED: \_\_\_\_\_

SIGNED: \_\_\_\_\_

RETURN FORM TO:  
EPI MANAGEMENT COMPANY LLC  
14032 S. Kostner Avenue, Suite M  
Crestwood, Illinois 60418