



# BRIARDALE SQUARE HOMEOWNERS ASSOCIATION

Box 471  
Ames, IA 50010  
(515) 233-1439  
Website: [www.briardalesquare.org](http://www.briardalesquare.org)

## INCIDENT REPORT POLICY

In an effort to systemize and create a fair, unbiased reporting and communication system for all owners and residents at Briardale Square, the following policy and processes are in place to handle, track and communicate resident concerns, complaints, HOA violations, grievances and other issues or incidents within the complex.

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- 1) For concerns, complaints or violations that are not specifically covered by the Briardale Square articles of incorporation, covenants or bylaws, the police (or other governing agency) should be called by the concerned or complaining resident, not the board. The board will not get involved in ruling, governing or warning residents for issues or incidences that are not specifically detailed in the HOA covenants or bylaws.
  
- 2) For concerns, complaints or violations that are specifically identified in the Briardale Square articles of incorporation, covenants or bylaws, the complainant should file a written, documentable "Incident Report". An "Incident Report" is available to any resident to complete that has an issue or incident they want to report. The "Incident Report" is available from the HOA manager, any board member and is also available on the HOA website. Completed "Incident Reports" may be given to the HOA manager or any board member.
  
- 3) To fairly regulate a broken HOA policy, a majority of the board must review the "Incident Report" and approve moving forward with communicating and governing the issue to the resident/owner. In moving forward, a copy of the "Incident Report" will be provided to the violating resident/owner. The written "Incident Report" will list and identify the specific article of incorporation, covenant or bylaw broken and the specific resolution(s); listing on the "Incident Report" the exact article of incorporation, covenant or bylaw that has been broken and the resolution(s). The manager or board will not discuss or make direct comments about an incident or ruling verbally. Only written "Incident Reports" are used.
  
- 4) The completed original "Incident Report" will be photocopied two (2) times with the original kept by the HOA manager and copies provided to both the concerned resident and the resident to whom the incident report is issued. The person delivering the "Incident Report" will sign and date the "Incident Report". The resident/owner will also be asked to sign the report or acceptance of receiving the report delivered via certified mail. If they refuse to sign the report, the person delivering the document should simply write – "Delivered at time on date to resident name and state on the document that they refused to sign".
  
- 5) The HOA manager and board members will follow this written policy and not override or get personally involved or interfere with this written reporting process. This policy, the "Incident Report" and the HOA articles of incorporation, covenants and bylaws will be followed for equal and fair treatment of all residents.



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## INCIDENT REPORT

### CONCERNED RESIDENT:

Name of Complainant: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone # \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time: (if applicable) \_\_\_\_\_

**<<<< PLEASE REMEMBER NOT TO INCLUDE ANY PERSONAL COMMENTS, OPINIONS OR FEELINGS ABOUT THE INCIDENT; LIST ONLY THE FACTUAL INFORMATION >>>>**

### INCIDENT DETAILS: *(specify the incident facts and details only)*

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### RESIDENT(S) TO WHOM THE INCIDENT REPORT IS ISSUED: *(identify all residents or participants named in report; use the back for additional participants)*

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

### HOA ARTICLES OF INCORPORATION, COVENANTS OR BYLAW BROKEN: *(list exactly what was broken)*

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**<<<<< ONCE THE ABOVE IS FULLY COMPLETED --- DELIVER THIS REPORT TO THE HOA MANAGER OR ANY BOARD MEMBER >>>>>**

### RESOLUTION: *(to be completed by the HOA manager or board member; listing specific document resolution for the incident)*

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Presented by the Briardale Square Board of Directors:

Board Official Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I have read and received a copy of this report.

Resident/Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_