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DISPUTE RESOLUTION POLICY

STATE OF TEXAS

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KNOW ALL MEN BY THESE PRESENTS:

COUNTY OF COMAL

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WHEREAS, the property encumbered by this NBRC Property Owners Association's Dispute Resolution Policy (the "Dispute Resolution Policy") is the property restricted by the Declaration of Covenants, Conditions and Restrictions for River Chase, various units, recorded as document number 9906010006, 9906027879, 9906031628, 200106021818, 200106021817, 200206017405, 200206017406, 200206039259, 200206039260, 200406019014, 200406019015, 200506016924, 200506020156, 200606019897, 200706001411, Official Public Records of Real Property of Comal County, Texas, (hereinafter called the "Declaration"), as same may be amended from time to time, and any other property which has been or may be annexed thereto and made subject to the authority of the NBRC Property Owners Association (the "Association");

WHEREAS, reference is hereby made to the Declaration for all purposes, and any and all capitalized terms used herein shall have the meanings set forth in the Declaration, unless otherwise specified herein;

WHEREAS, pursuant to Chapter 209 of the Texas Property Code, the Board of Directors (the "Board") of the Association hereby adopts this policy for the purposes of establishing a uniform and systematic procedure to govern the Association, its Board of Directors, and POA Members in general; and

NOW, THEREFORE, BE IT RESOLVED THAT the Association does hereby adopts the **DISPUTE RESOLUTION POLICY** as follows:

DISPUTE RESOLUTION POLICY

1.0 Purpose. The purpose of this policy is to establish a committee and a procedure whereby Owners who have an issue with the Association, the Board of Directors, or any committee can have their issue recognized, investigated, and, hopefully, resolved in a mutually acceptable and non-confrontational manner. These issues can include, but are not limited to violations, ACC disputes, and disagreements with Association rulings or actions.

2.0 Homeowners Resolution Committee. At its first regularly scheduled Board of Directors meeting, following the Annual Meeting the Board of Directors shall appoint at least three (3) but not more than five (5) POA Members of the Association to a committee referred to as the Homeowners Resolution Committee (HR). The Committee Members will serve for one (1) year, but they can be reappointed to the position for up to five (5) times.

2.1 Duties. The HR will have numerous duties:

2.1.1 To enhance communication between the POA Members and the Board of Directors and share the POA Members perspective with other parties.

2.1.2 Review and confirm any reported violations identified by either the Management Company or POA members with reasoning and explanations based upon the DCCRs, and initiate actions specified in the approved violation procedures.

2.1.3 Review/recommend policies and procedures, such as the Fine Policy, Collection Policy, ADR process, as directed by the Board of Directors, and recommend action, if any, to the Board of Directors for consideration.

2.1.4 Review issues of disputed violations, ACC denials of applications, or other issues that POA Members have with the POA,

2.1.5 Resolve all issues if possible, or recommend action, if any, to the BOD for consideration, and inform the POA Members of their right to appeal (as described in paragraphs 3.0 & 4.0 below).

3.0 Review Process.

3.1 The POA Member may **submit a written request** stating the facts and reasoning for review of the disputed violations, ACC denials of applications, or other issues to the HR.

3.2 The HR shall **review** all associated documents, including the POA Members written appeal, **and confer** with POA Member to understand all aspects of the issue.

3.3 The HR, using sound judgment, common sense, and consideration of the community and the appealing POA Member, shall, within thirty (30) days, **render a decision** or make a recommendation to the BOD for final resolution.

3.4 If agreement between the HR and POA Member is not reached after this Review process, the POA Member may submit an **appeal directly to the BOD** within ten (10) days. The BOD shall provide a final a decision on the matter within twenty (20) days.

4.0 Mediation: If the HR, ACC, and the BOD fail to produce a settlement agreement with a POA Member, then an independent Mediator will be engaged to help resolve the issue.

ADOPTED at the meeting of the NBRC Property Owners Association held on February^{21st} 2020.
Thus, executed this 24 day of March 2020

NBRC PROPERTY OWNERS ASSOCIATION

[Signature]

President NBRCPOA

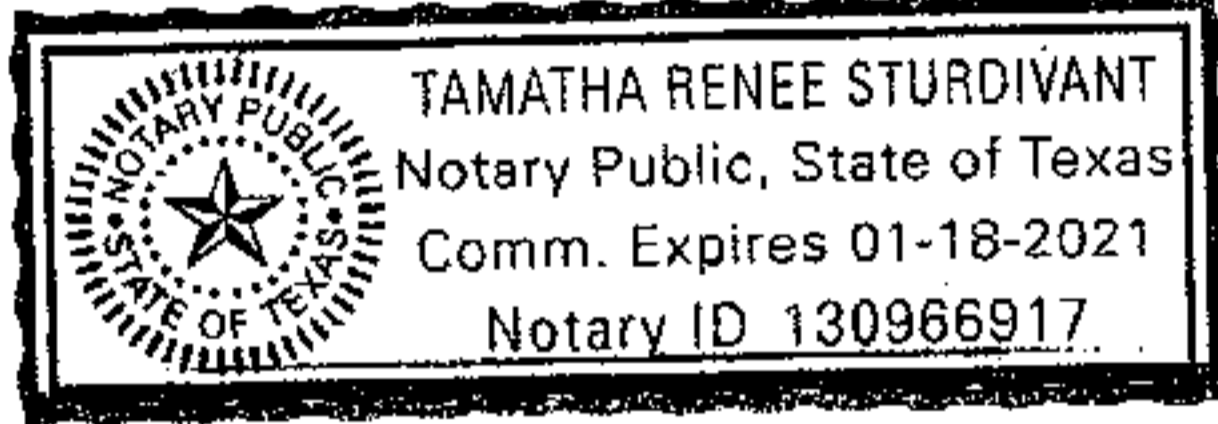
Attested:

By [Signature]

Secretary

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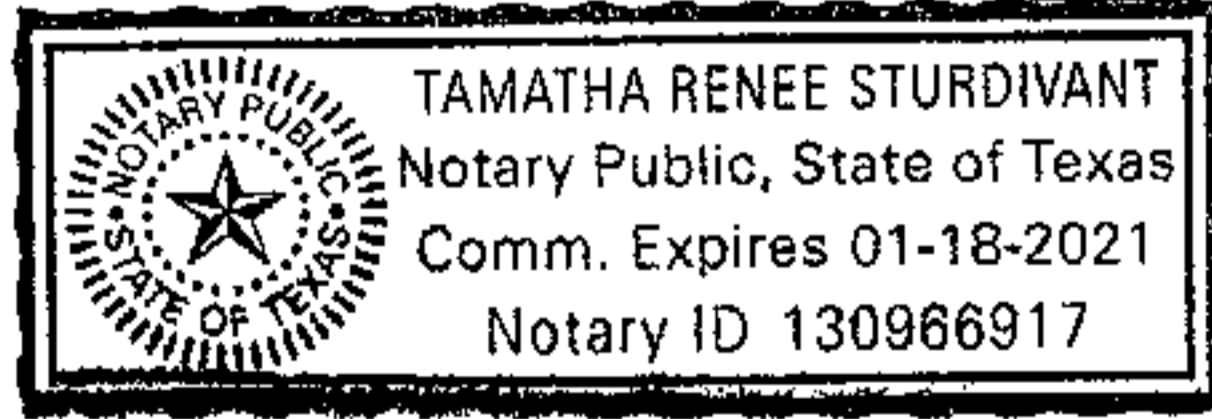
I hereby certify that the foregoing instrument was acknowledged before me, the undersigned Notary Tracy McGrath-White, President, NBRC Property Owners Association, on the date of execution set forth above.
Given under my hand and seal of office on the 24 day of March, 2020.



[Signature]
Notary Public, State of Texas

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I hereby certify that the foregoing instrument was acknowledged before me, the undersigned Notary William R. Goveat, Secretary, NBRC Property Owners Association, on the date of execution set forth above.
Given under my hand and seal of office on the 24 day of March, 2020.



[Signature]
Notary Public, State of Texas

Filed and Recorded
Official Public Records
Bobbie Koepf, County Clerk
Comal County, Texas
05/29/2020 01:03:42 PM
CHRISTY 3 Page(s)
202006019880



Bobbie Koepf