

EXHIBIT A
(POLICY RESOLUTION NO. ___: "ASSOCIATION COMPLAINT PROCEDURES")
THE UNIT OWNERS ASSOCIATION OF MARKET STREET AT TOWN CENTER CONDOMINIUM

Mailing/Delivery: c/o Community Manager, 12001 Market Street, Reston, Virginia 20190

Phone #: (703) 435-7912

ASSOCIATION COMPLAINT FORM
(for Complaints Against Association, Board or Managing Agent)

Pursuant to Section 55-530(E) of the Code of Virginia, 1950, as amended, the Board of Directors ("Board") of The Unit Owners Association of Market Street at Town Center Condominium (the "Association") has established this complaint form for use by persons who wish to register written complaints with the Association regarding the action, inaction or decision by the Association or its Board or managing agent inconsistent with applicable laws and regulations.

1. Legibly describe your complaint in the area provided below, as well as the requested action or resolution of the issues described in the complaint. Include references to the specific facts and circumstances at issue and the provisions of Virginia laws and regulations that support the complaint. If there is insufficient space, attach a separate sheet of paper to this complaint form. Also, attach any supporting documents, correspondence and other materials related to the complaint (not including copies of laws, regulations or the Association's governing documents):

2. Sign, date & print your name and address below and submit this completed form to the Association at the above address.

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|---|---|---|
| <hr/> <p style="text-align: center;">Printed Name</p> | <hr/> <p style="text-align: center;">Signature</p> | <hr/> <p style="text-align: center;">Date</p> |
| <hr/> <p style="text-align: center;">Mailing Address</p> | | |
| <hr/> <p style="text-align: center;">Lot/Unit Address</p> | | |
| <hr/> <p style="text-align: center;">E-mail Address</p> | <hr/> <p style="text-align: center;">Phone Number</p> | Contact Preference <input type="checkbox"/> Phone <input type="checkbox"/> E-mail <input type="checkbox"/> Other _____ |

If, after the Board's consideration and review of the complaint, the Board issues a final decision adverse to the complaint, you have the right to file a notice of final adverse decision with the Common Interest Community Board (CICB) in accordance with the regulations promulgated by the CICB. The notice shall be filed within 30 days of the date of the final adverse decision, shall be in writing on forms provided by the Office of the Common Interest Community Ombudsman (Ombudsman), shall include copies of any supporting documents, correspondence and other materials related to the decision, and shall be accompanied by a \$25 filing fee. The Ombudsman may be contacted at:

Office of the Common Interest Community Ombudsman
Department of Professional and Occupational Regulation
9960 Mayland Drive, Suite 400
Richmond, VA 23233
804/367-2941
CICOmbudsman@dpor.virginia.gov