Community Manager's Complaint Policy

Please refer to the community rules and regulations first, especially regarding noise or nuisance issues, as specific policies and procedures require documentation and note that Anonymous complaints are not taken seriously.

Any violation complaint must be in writing and signed by the owner or tenant, and must include their home address, and the address of the perpetrator(s) (if known) causing this violation, to the attention of the Community Manager. Currently the Community Manager is Marilyn Lalley, ARM (mlalley@naisummit.com).

This can be done via the Manager's e-mail, 1st class mail, or in person. If it is submitted to the Community Manager with these items, the author's identity will be protected as the Community Manager will move forward with the appropriate measures to correct the violation matter about which She/He was notified, generally with a violation notice or letter of complaint from the Community Manager, without revealing the author's identity.

A person receiving a violation notice or letter of complaint against them is only entitled to know that the letter was sent by the Community Manager, with every attempt to maintain confidentiality of the identity of the original author of the complaint.

If the Community Manager receives a response that requires further contact with the original complaint's author, they will be notified of these details for further investigation. (Example; The person who receives a violation letter insists it isn't them causing this violation.)

If the Community Manager must re-approach the author for further clarification, the author then has the ability to either agree to share further documentation and/or their identity with the individual(s) against whom their complaint was made or rescind their original complaint and remain anonymous to them on this now-closed matter.

Anyone not willing to reveal their identity to the Community Manager under these circumstances will have the only alternative; to submit their complaint to a member of their Executive Board directly or to the Principal at NAI Summit. The supervisor at NAI Summit is Kelly Berfield (kberfield@naisummit.com) for your property.

Before submitting a written complaint against another resident, we encourage everyone to refer to the community rules and regulations first, especially regarding noise or nuisance issues, as specific policies and procedures require documentation.