

**TRAILER ESTATES PARK AND RECREATION DISTRICT
COMPLAINT FORM/PROCEDURE PP 32**

DATE: _____

COMPLAINT# _____

NATURE OF COMPLAINT:

**TRAILER ESTATES PARK AND RECREATION DISTRICT
COMPLAINT FORM/PROCEDURE PP 32**

COMPLAINANT:

SIGNATURE: _____

ADDRESS: _____

PHONE NUMBER: _____

DO YOU WANT A REPORT ON OUTCOME OF COMPLAINT? ___ YES ___ NO

REFERRED TO TRUSTEE: _____

DISPOSITION OF COMPLAINT:

**TRUSTEE
SIGNATURE:** _____

DATE COMPLETED: _____

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Procedure for Complaints

The Trailer Estates Park and Recreation District is governed by the District's Deed Restrictions, Rules & Regulations, and Policies/Procedures. Residents (owners and renters) and guests are required to comply with all requirements therein.

It is strongly recommended neighbors attempt to work out any disputes in an amicable fashion between themselves prior to trustee involvement. If it is necessary to involve a trustee, the complaint must be submitted in writing to the office using this form.

It may be necessary for the complainant to provide documentation and proof as appropriate to document their claim (for example, on an encroachment, the complainant may need to provide a survey which identifies the encroachment, for underage issues include who, the address and specific dates, etc.). It should be noted, the board may not be able to move forward on the complaint without this documentation.

When a complaint form is received, the Public Relations Trustee assigned to that area will follow the procedure as outlined below:

1. ATTEMPT TO RESOLVE PROBLEMS CONCERNING WRITTEN COMPLAINTS INVOLVING COMPLIANCE OF PROPERTY OWNERS AND/OR RENTERS WITH DEED RESTRICTIONS, DISTRICT RULES & REGULATIONS, AND DISTRICT POLICIES/PROCEDURES.
2. RESPOND TO THE COMPLAINANT, ACKNOWLEDGING RECEIPT OF THE COMPLAINT BY PHONE CALL OR NOTE.
3. REPORT ALL COMPLIANCE PROBLEMS NOT RESOLVED IN A REASONABLE TIME TO THE BOARD OF TRUSTEES FOR REVIEW AND ACTION.

AREAS OF RESPONSIBILITY

- **NORTH TRUSTEE**--NORTH OF FLORIDA BLVD..
- **SOUTH TRUSTEE**-- SOUTH OF FLORIDA BLVD. (INCLUDING SOUTH SIDE OF FLORIDA).