

## INFORMAL POLICY AND PROCEDURE FOR RESIDENT INQUIRIES/COMPLAINTS

[Adopted April 22, 2014, Revised 2/26/20]

The following policies and procedures apply to all resident or property owner inquiries or complaints relating to services provided by the River Ridge Community Development District (“District” or “River Ridge”) or concerning the operation or maintenance of facilities of the District operated or maintained by the Pelican Sound Golf and River Club (“the “Club”).

1. The concerned resident or property owner should first contact their Neighborhood Association President (NVR) detailing their concern. The concerned resident has the right to bring their concern directly to the District; however, it is much more effective to get help and information from their NVR.
2. The NVR may want, at this point, to talk to the Pelican Sound GRC General Manager to determine if it is a Club or District issue.
3. If the NVR believes that River Ridge is the proper party, the NVR can then contact the Assistant District Manager, Cleo Adams by telephone, (239) 498-9020 (O); (239) 989-2939 (M) or email, cleo.adams@whhassociates.com.
4. The District Manager will ascertain the nature of the complaint/inquiry.
5. The District Manager will then bring the issue forward at the next River Ridge meeting for discussion with the River Ridge Board of Supervisors. If possible, a resolution will be reached with planned action, if appropriate. The concerned resident and NVR should attend this meeting. There may need to be further investigation requiring more discussion at a subsequent River Ridge meeting.
6. The District Manager, in coordination with the Club manager and relevant NVR, will then communicate the resolution of the complaint/inquiry to the resident or property owner.
7. If the District Manager believes that the complaint/inquiry involves legal matters, the District Manager will also communicate the matter to the District Counsel, as appropriate.
8. Resident or property owner inquiries or complaints should not be made to any vendor of the District or the Club.