



COOLIDGE HOMEOWNERS' ASSOCIATION

PO Box 1086

Lincoln, NH 03251

PROCEDURES for COOLIDGE FALLS HOMEOWNER COMPLAINTS

CHA Answering Service: 800-695-0386

A homeowner with a complaint about a neighbor has four options when an incident occurs. The Answering Service will be available on a 24/7 basis. Although it is primarily for “after hours” a homeowner may call the Answering Service at any time if that is the preferred method of contact. The 4 options are as follows:

1. Call or email the neighbor directly.
2. Call the Lincoln Police Department if it is a matter that requires a police report.
3. Call the CHA office during office hours, 7:30am to 4:00 pm, Monday through Friday, if it is a minor issue that can be addressed at a later date.
4. Call the Answering Service.

In any instance, if one of the first two options are used, the homeowner must notify the CHA office of the violation. Whenever possible, photos, videos, etc. should be obtained to document the violation.

If a homeowner contacts the Answering Service, the following procedures should be followed.

- A: When calling the Answering Service, the homeowner must provide the offending homeowner's house number and name of street
- B: The Answering Service should document the date, time and who is calling, nature of the call and the actions taken.
- C: the Answering Service should ask the caller if they want the Answering Service to contact the offending homeowner or the Lincoln Police Department
- D: The Answering Service should document the results of the call to the offending homeowner or the police.
- E: The Answering Service should forward the information on every call to the CHA office the following day.