

RULES OF CONDUCT

Life in a condominium community requires cooperation and consideration. While the Arbor has enacted policies and rules intended to help residents live in harmony with their neighbors, the best course in dealing with disagreements among neighbors will always be good communication, tolerance, and goodwill.

The Arbor's Rules of Conduct may be found in its Bylaws in Appendix A, specifically at Section 7.

RESIDENT COMPLAINT PROCEDURES

Good fences help make good neighbors, but they are no panacea where 367 family units are situated in just 25 acres. To compound the challenge, Fairlington Arbor attracts residents of all ages and backgrounds, and it is natural that there will be a diversity of expectations and hopes for daily living.

Arbor residents instinctively understand these challenges and have long endeavored to be a friendly community in which disagreements can be managed between neighbors. They recognize that it is up to the community members to encourage and reinforce an accommodating and respectful neighborhood without calling on others to intervene. It is because of this spirit that the vast majority of disagreements should not involve the Arbor management agent or Board of Directors.

The most common disagreements among neighbors in the Arbor, based on past experience, include:

- Dogs off leashes. As the Rules of Conduct make clear, this conduct is absolutely unacceptable at all times. There are *no exceptions*. If residents see dogs off leashes, they should do their best to speak to the dogs' owners. If that effort proves ineffective, the resident should contact the Arbor management office with as much specificity as possible.
- Loud noise. Nobody should expect perfect silence in the Arbor, nor should anybody behave as though neighbors' desire for quiet is irrelevant. The solution to noise challenges with neighbors is nearly always going to be conversation and cooperation. Note that, in practice, noise problems often occur in the evening and after the Arbor's office hours, so management is poorly equipped to deal with individual disputes as they occur. The Arlington County Police will respond to noise complaints where necessary.
- Common area violations (per Rules of Conduct). Most Arbor residents understand that the common areas are to be kept clear of furniture, toys, bicycles, and so forth, but occasionally residents will begin to treat the common areas, especially front porches and foundation bed areas, as

personal space to be used without restriction. If a resident witnesses a continuing violation, contact the Arbor management.

In any of the cases above – or of another violation of the Rules of Conduct or bylaws – the owner should make every effort to resolve the disagreement privately. If that course is unrealistic or proves futile, the following course of action is appropriate.

- Contact the Arbor office and speak to the Management Agent about the situation. At the outset, keep in mind that phone calls or in-person chats are better than e-mails. A conversation provides opportunities for the Management Agent to find a solution.
- Be sure to be prepared to explain at some basic level of specificity what the problem is. (That may require putting something in writing after you have explained the situation to management.)
- Explain what efforts you have made to resolve the issue on your own, or explain why doing so is not practical. It is difficult for the Management Agent to address an off-leash dog, for example, without knowing where the dog's owner resides.
- Do your best to approach the conversation in a cooperative fashion.

If the above informal approach proves inconclusive, then an owner may file a formal, written complaint pursuant to the Arbor's formal complaint procedures, which are available at www.arboronline.org and on file at the Arbor Office.

It bears repeating that owners and renters alike are responsible for adhering to the Rules of Conduct and other bylaws.

DUE PROCESS FOR ADJUDICATIONS

Per the Virginia Condominium Act, the Arbor provides for procedures to ensure that complaints are heard, alleged violators are treated with due fairness, and that all parties receive a fair hearing.