

Complaints & Questions

Swiss Village is truly a wonderful place to live but even here there can and will be issues that need to be addressed by the Community. After two years of being on the Board it has been my experience that many issues come down to a misunderstanding between neighbors that generally is best handled by a friendly conversation. However, other times an issue will need to be addressed through the CCRs that we all accepted when we became owners of property here in Swiss Village. On the other hand, perhaps the issue is due to actions taken by a vendor that has been hired by the Association. If you have an issue that you believe needs to be addressed by your Board of Directors then that issue should be communicated to the Board in writing either through our email at poaswissvillage@gmail.com or by U.S. Mail at PO Box 233 Little Switzerland, NC 28749. In your written complaint you should provide a full description of the issue along with any documentation such as photographs that will help the Board better understand the issue.

A written complaint is the best and quickest way to get the Board involved but perhaps you are unsure if your issue is something that the Board has purview to deal with. If this is the case then you can reach out to a Board member to discuss the issue. However, no Board Member can take unilateral action. What a Board Member can do is listen and give you advise on how to proceed.

What should you do if you are not directly involved in the issue but a fellow owner discusses an issue with you? Gossip is a poison that can destroy trust quickly. You should ask your fellow owner if they have voiced their issue with the Board. If not, you should encourage them to do so. If they say that they have voiced their issue but the Board has not acted feel free to send a written inquiry to the Board either through email or U.S. Mail as described above and the Board will respond to you.