

Brandermill Community Association Property Management Department

Enforcement Actions and Activities

Property Management Staffing

- Two full time positions
 - Department Director
 - Property Management Senior Specialist
- Three part time positions
 - Two Property Management Specialists (28 hrs ea)
 - One Administrative Assistant (24hrs)

Property Management Activities

- Five types of reviews
 - 1) Reactive – respond to concern
 - 2) Proactive – planned neighborhood review
 - 3) Disclosure requests – time of sale/ property transfer
 - 4) Tree removal request – greater than 6” at 2’ off the ground
 - 5) ARB follow up approvals – 6 months after ARB action

Property Management Enforcement Activities,

- Two types of written communications or “notices”
 - 1) Friendly reminder (reserved for less severe or less impactful violations)
 - 2) Violation Notice (legally necessary before proceeding to Hearing Panel)

Property Management Activities, Reactive Review

- Reactive Review
 - Goal - respond within one work day of receipt of information
 - If possible acknowledge receipt and let member know we will investigate
 - Actions to be taken:
 - No violation, no further action necessary
 - Violation(s) exists, notify member in writing, provide time frame for corrective action
 - Re-inspect property after conclusion of time to address
 - Violation corrected, case closed, no further action
 - Violation(s) remains:
 - Refer to Hearing Panel (HP) or
 - Issue 2nd notice new time frame, if still out of compliance after 2nd notice refer to HP,

Property Management Activities, Proactive Review

- Proactive Reviews
 - “Unannounced” neighborhood drive through
 - Scheduled “360” feet on the ground reviews (staff walk the entire property, if necessary, identifying compliance issues)
- Unannounced- staff routinely drive through looking for streetscape issues such as:
 - unkempt mailboxes, trash receptacles at curb side,
 - trailers, boats, un licensed vehicles not properly screened.
 - Condition of yard, siding, roof, etc..

Property Management Activities, Proactive Review

- Scheduled “360 degree” feet on the ground reviews
- Notify owners in selected neighborhood(s)
 - usually 30/45 days in advance (see attached)
 - provide literature to assist members in preparing for the site visit (see attached)
 - follow steps outlined on re active reviews regarding owner notification of violations, timelines etc..

Property Management Hearing Panel Process

- HP held 4th Thursday of every month
- POA requires 14 day written notice via certified letter announcing referral to Hearing Panel (HP), date and time of HP, nature of violations, right to have legal counsel.
 - ☐ HP determines:
 1. does violation exist,
 2. extenuating circumstances (sickness, financial hardship, etc)
 3. timeline to bring property into compliance,
 4. assessed charges retroactive to HP date if property not in compliance by deadline,
 5. charges may not exceed \$10 per day for total of 90 days, (\$900) or \$50 for on again/off again offense.

Property Management Hearing Panel Process, cont

- After hearing owner notified in writing via certified letter within 7 days of HP the results.
- BCA staff monitor/re inspect property regularly.
- Owner given updated financial statement when HP timeline has lapsed indicating that charges have begun to be assessed.
- If at end of 90 days property still not in compliance, decision made by CAM to seek judicial intervention.

Property Management

Post Hearing Panel Process

- Most severe or significant that seriously impact property values are referred to counsel.
- BCA staff continue to visit property regularly and work with counsel in preparing case for court.
- BCA staff report monthly on status of property and judicial proceedings.

Property Management

Post HP Activity, Self Help

- Board policy June 4th 2012 authority to approve up to \$1,500 single occurrence, for removal/repair:
 1. Remove fallen trees, branches ,etc.
 2. Remove trash/liter.
 3. Remove weeds, grass from driveways, shrub beds, sidewalks.
 4. Repaint or replace mailboxes.
 5. Remove, dead trees, shrubs, and, leaves

Property Management

Post HP Activity, Self Help, con't

6. Mowing and weed eating, reseeding of yard.

7. Replace mulch.

8. Remove piles of debris, mulch, top soil, gravel.

9. Fence repair.

10. Remove seasonal holiday decorations.

- The Board may proceed prior to HP determination.
- BCA staff presents properties that are candidates for this program.