



Cottonwood Square & Commons

Cottonwood Square & Commons COMMUNITY VIOLATIONS

Updated JULY 2023

The **purpose** of every homeowners association is to establish rules for the neighborhood, maintain common areas, enforce the CCRs, and manage community repairs, improvements, or emergencies. The **goal** of every HOA should be to support rules that protect property home values and create a cohesive atmosphere that encourages neighborly living in a safe & welcoming manner.

The process by which the HOA enforces these efforts is to establish a workflow of communications to notify homeowners of the violation. Written letters are sent to the homeowners to clarify the issue and start a dialog for satisfying the violation. When a violation is satisfied, no further communications are mailed. There may be overlap if letters were mailed before the HOA was made aware the violation has been satisfied.

Below are details to clarify how violations are managed between the HOA and HOAMCO.

- Contact with the homeowner is attempted if phone or email information is available to address the violation before a formal letter is mailed
- Violations are any exterior or visible incidents not in alignment with the CCRs or that may present a safety hazard
- Onsite community tours are completed regularly by the Community Administrator to identify new violations & confirm satisfied violations
- Homeowners receive a violation letter via mail - tenants are not notified
- If the violation remains outstanding during the pool season, access to the pool & clubhouse area is disabled until the violation is satisfied
- Homeowners have 14 days after receipt of the violation letter to contact the board or satisfy the violation - *it's recommended to communicate with us with a photo to confirm the violation has been satisfied to avoid additional letters and to efficiently reinstate access to the pool & clubhouse*
- All violations are reviewed by board members before submission to avoid sending violation letters in error
- Homeowners can receive up to 3 letters before the violation is escalated
- If the violation is not satisfied within 45-60 days and no communication with the board has been made by the homeowner, the issue is then escalated to the Kinney Management legal team and legal fees will be incurred - *these fees are the responsibility of the homeowner and will be added to HOA assessment statements*
- Unpaid HOA assessments, fees, or collections will result in loss of access to the pool & clubhouse areas
- Escalated violations give homeowners 30 days to satisfy the issue before additional legal action may be taken
- In severe cases, legal action may require filing with the courts