

# **2019 EXTERIOR MAINTENANCE INSPECTIONS**

Inspection of homeowner lots occur annually to help maintain the overall appearance of the community by notifying residents of exterior maintenance items associated with home ownership: fencing, wood rot, siding, brick mortar, mold and mildew, shutters, railings, roofing, tree pruning, etc. In the past, this process was handled by the Management staff. Unfortunately, this task could not be effectively completed by Management due to the lack of resources and time required for the labor-intensive inspection process.

Due to the increased number of resident complaints regarding homeowner maintenance, Management suggested outsourcing the process to an independent 3<sup>rd</sup> party vendor to provide more consistent inspections and follow-up. In the June 19, 2019 Board meeting, the Board voted to utilize services of Community Inspection Services (CIS). The decision was published in the Manager's Corner of the Chronicle in the July/August edition. A letter was also sent via U.S. mail to all addresses in mid to late July regarding the inspections prior to starting the first inspections.

## **NEW PROCESS**

As with any change or new process, there will undoubtedly be feedback. Based on feedback, adjustments will be made. This year's inspection period was compressed into a short period of time to report maintenance items on over 1300 homes, so there has been lag time between collecting the data, compiling the data, processing the data and sending notices.

During this initial startup period, there likely will be more instances where a homeowner may have corrected the item by the time the notice was received. This is due to the complete inspection (including taking pictures) of all properties at one time. If your items were corrected prior to receiving the notice, you can disregard the notice and it will be verified during the follow-up inspections. These lag times will reduce as adjustments are made and everyone becomes more familiar with the process. In the future, inspections will occur over a longer period to reduce the timing delays.

## **DRIVEWAYS**

Feedback regarding findings related to driveway sealants have been heard regarding the timing of corrections (due to weather constraints) and necessity. The Board will review necessary information and address the matter as needed. Currently, all driveway maintenance items will have until the end of 2020 to be

# 2019 EXTERIOR MAINTENANCE INSPECTIONS

completed. Additional communications regarding driveway maintenance will be sent via Management.

## **GENERAL PROCESS**

The general inspection process has remained the same: inspections are performed, a 1<sup>st</sup> notice is sent to the identified home to report the findings and a timeline for correction (currently 45 days from the date of the letter), a follow-up inspection will be performed, if there are outstanding items, a 2<sup>nd</sup> notice will be sent with a timeline for correction (currently 30 days from the date of the letter), another follow-up inspection will be performed, and then a final notice will be sent with a timeline for correction (currently 15-30 days) before a complaint is filed and a hearing scheduled. Extensions do not need to be requested until the final notice has been issued.

Management has access to and reviews the information reported by the vendor. As this is the first time the vendor is performing inspections at King Farm, there are likely to be errors related to boundaries (which is something that occurs even when cited by Management due to the intricacy of the lot lines). However, it is important to allow the process to continue. Any outstanding items considered to be out of compliance will be forwarded to the Board of Code Compliance (BOCC) for a hearing. The BOCC committee will decide cases based on the findings reported and information presented by Management and the homeowner.

## **INSPECTION FINDINGS AND ADDITIONAL INFO**

To see larger color pictures and obtain additional information, go to **[portal.hoainspectionsservices.com](http://portal.hoainspectionsservices.com)** and log on using the pin provided on the notice received.

To request an extension or contest the findings, go to **[hoainspectionsservices.com](http://hoainspectionsservices.com)**. Please note that extensions do not need to be requested until the final notice is issued. If contesting, you will have the option to select from: change of address/ownership, incorrect home or location cited, issue addressed but received a notice, or not warranted – should not have been cited. There is also space provided to write specific details.