



## **Neighborhood Standards Committee Policies and Procedures**

### **Duties of the Committee:**

#### **A. Receive violation calls or letters from homeowners. Use the following procedure:**

1. Log in the call or letter on the Neighborhood Standards Complaint Log In Form;
2. Review Neighborhood Standards and Design Guidelines to determine if this is a complaint that requires action. If no action is required, inform the person issuing the complaint and file the paperwork under the address of the alleged violation;
3. If complaint requires action, the first action should be to discuss the complaint with the committee;
4. If committee agrees, send first letter. Note violation on Discrepancy/Violation Activity Sheet;
5. After 30 days, investigate property to see if violation is resolved. If violation is resolved, file all letters and forms by address, and remove issue from Discrepancy/Violation Activity Sheet;
6. If violation is still apparent, send second letter. Update entry on Discrepancy/Violation Activity Sheet.
7. After 15 days, investigate property again. If problem is resolved, file all papers in the appropriate address's folder. Remove issue from Discrepancy/Violation Activity Sheet;
8. If problem is not resolved, send third letter. Send a copy of this letter to the Carriage Park Board of Directors. Update Discrepancy/Violation Activity Sheet;
9. The Board of Directors will send a letter requesting compliance. If the violation continues, the Board will send a demand letter and the homeowner will have 10 days to correct the situation without sanction;
10. When the matter is closed, all paperwork should be filed in the appropriate address's folder.

#### **B. Neighborhood Review**

Conduct two neighborhood walkthroughs. One walkthrough should be conducted in the Spring and one in the Fall. All issues noted should be brought to the homeowner's attention via letter. Homeowners should be allowed 30 days to correct the matter or explain the circumstances. If the matter is not resolved after 30 days, the Committee has the authority to issue a \$250.00 violation fine and demand the matter be resolved. If the matter is resolved, the \$250.00 fine may be returned to the homeowner. If the matter is not resolved, it should be brought to the attention of the Board of Directors.

**C. Process Requests for Modification Review Forms**

1. If there is a pressing time concern, the Review Form should be copied and circulated to all members' mailboxes immediately. Members will either sign off on the request or note their concerns and return them to the Chairman. Committee members should make sure that adjacent neighbors have signed the Review Form and that no Covenants or Design Guidelines have been violated.
2. All other Review Forms should be handled at committee meetings
  - a. Forms will only be processed when adjacent homeowners have signed the acknowledgement section. The adjacent homeowner signatures are for committee consideration only.
  - b. Committee members will discuss request and make sure it follows established Covenants and Design Guidelines.
  - c. Request for further information from homeowner must be in writing and sent within 60 days. Committee requests for adjacent homeowner's signatures must also be in writing.
  - d. After the committee receives the requested additional information, then the clock starts again and the committee has 60 days to approve or disapprove the Request for Modification.
  - e. Committee members will vote on Request for Modification.
  - f. Homeowner may be notified of approval by phone, but final notification should be in writing using the Approval Letter for Request for Modification Review Form.
3. The original Request for Modification will stay on file with the Committee. The request will be filed under the respective address when completed.

**D. Homeowner Letters and Newsletter Articles**

1. Send periodic letters to homeowners if there are multiple violations or issues that continue to be a problem.
2. Inform all homeowners of committee activities when appropriate via the community newsletter.

**E. Design Guideline Maintenance**

1. Periodically review the Carriage Park Standards and Design Guidelines for updates, changes, or additions.
2. Recommended changes should be submitted to the Board of Directors for approval.