

## CITATION RESOLUTION PROCESS

The steps listed below is what you can expect if you receive a citation regarding your property.

**Step 1: Citation Issued.** Homeowners will receive a written notice and be requested to complete the needed repairs and/or corrections within 30 days.

**Note:** Tenants aren't responsible for addressing or resolving a citation. This is the sole responsibility of the home owner. If the person receiving the citation is a tenant please notify the office as soon as possible.

**Step 2: Re-Inspection.** The homeowner's property will be re-inspected 30 days from the date of the notice. If not resolved at that time the homeowner will be given another 30 days to rectify the problem. If no response was received from a homeowner and it was determined during the re-inspection the maintenance work was completed satisfactorily, then no additional correspondence or action is needed and the homeowner will be notified about the decision.

**Step 3: Due Process Hearing.** If still unresolved at end of the second 30 day period the homeowner will be scheduled for a due process (DP) hearing with the BoD. The DP hearing provides the homeowner the opportunity to present their case and hopefully arrive at an amicable resolution.

During the DP hearing one of three things can occur; 1) the homeowner can be allotted more time to resolve the issue; 2) depending on the circumstances, the citation or parts of it can be dismissed; 3) it is determined that the homeowner has no intentions of resolving the issue, therefore fines of \$10 a day, up to 90 days, will be levied against the homeowner beginning the day after the DP hearing.

If determined the homeowner intends to comply, the homeowners can be allotted an additional 30 days after the DP hearing to resolve the issue. If a homeowner plans to complete the repairs, but they won't be completed within the time allowed, then they should provide a plan and timetable for resolution.

Failure to attend the DP hearing will result in fines being assessed beginning the day following the scheduled DP hearing. Therefore, if there is a schedule conflict that precludes the homeowner from attending the DP hearing, the homeowner must notify the BoD immediately stating the reasons why he or she can't appear on the scheduled date and time for the DP hearing. Unless emergency reasons dictate, the DP hearing will only be rescheduled once.

**Step 4: Fines.** The homeowner will be required to pay any and all fines accrued up to \$900. Any fines levied must be paid even after the issue has been resolved. For example if the matter is resolved ten days after fines have been levied, the homeowner is still liable for the ten days in fines, (in this example \$100) accrued to that point. Therefore the homeowner must notify the BoD via email, regular mail, or phone and provide the date the issue(s) was/were resolved. The accrual of fines will end immediately upon notification but can be retroactively reinstated if after re-inspection it is determined the corrections made are still below acceptable standards.

**Step 5: Payment.** Fines accrued must be paid in full 30 days from the date levied. In other words for each day a fine is levied it must be paid within 30 days from the date levied. If not paid, the case will be handed over to the attorneys.