

Carter Ranch Homeowners Association
Revision Notice
Compliance Policy and Procedures
Increased fines

Effective November 1, 2020, the Board of Directors updated and approved the following revisions during the open meeting 9/30/2020

Regarding: COMPLIANCE POLICY AND PROCEDURES WITH INCREASE IN FINES

To influence owners to follow the rules and regulations of the community the board of directors has made the decision to update the compliance policy as well as increase the fines for violations. Each compliance letter after the initial courtesy letter will be sent certified at the owner's expense. Please read the attached copy of the updated Compliance Policy and Procedures with increased fines.

The board of directors believe that many of the compliance letters being sent out are being ignored. In an effort to improve the curb appeal and over all appearance of Carter Ranch Hoa Community, the theory here is that if the fine is increased as well as a cost placed on owners accounts it would not be so easily ignored or overlooked. In mailing certified it is a sure way to know if it was received and or just not picked up. This also puts the responsibility as an owner back on you to acknowledge and correct the issue.

In addition, if the letters are ignored and fines compile there are additional steps that are clear to owners that the board may take. This may include work orders that are charged back to you or may lead up to attorney fees if sent to the attorney office to force compliance.

It is important to remember that each homeowner within the community entered a contract upon purchase. You are obligated to adhere to the rules and regulations as well as the documents as they are written. The management company and the board of directors may not pick and choose which documents they enforce – they must all be enforced and equally across the community for all owners.

The board of directors is doing this in an effort to improve the community overall. It seems there are many who ignore or just do not read or care about compliance letters and fines. The number of letters has not decreased over the last year, in fact quite the opposite has occurred, the number of letters continues to be the same or increase monthly.

In recent years, the board of directors have reviewed rules and regulations in response to owners' suggestions. Examples would be the change in the trash can rules and the basketball hoop rules. This is an option the board of directors may exercise; the governing documents indicate they have the power to do so.

These changes are never intended to harm the community, in fact quite the opposite only to improve the community. Owners talked and the board listened, then responded.

The board of directors would like to remind you that we as well as the management company are contacted (by homeowners) when rules and documents are not followed. Owners may report compliance issues as well. If an owner calls the management company to report of a neighbor for a compliance issue, it is recorded who reported this, and if a violation letter and/or fine has not already been sent, we will send one out and begin the process. It is important to know that the letter templates will be updated to list the person who reported the issue. If a compliance issue is noted on a routine tour (completed monthly), then the letter will state "during a routine tour" the SPS Compliance Officer recorded the violation and was approved by Community Manager. If a homeowner or board member submit a violation, then it is their name that is listed on the letter. Just because you do not see improvements does not mean they are not being wrote up. We are aware there are repeat offenders as well as those who never seem to improve. Thus, this effort to change that practice.

Should you receive a violation and believe it is in error, you will need to contact the community manager and discuss. If you receive a letter and wish to appeal, follow the direction listed in the letter. It is understandable that some may need time to correct a violation, things do happen that may prevent your home from being in order. Call or email the property manager to discuss. There is a process allow more time. Ignoring it will only cause the process to escalate to fines being assessed.

The board of directors would also like to encourage owners to start attending the HOA meetings. In years past, we seem to have a much better attendance; this has deteriorated. Please consider trying to attend at least one meeting per year. Currently the meetings are being conducted via Zoom meetings, you can attend from your own living room.

The updated final version approved at the open meeting on September 30, 2020 will be posted on the website as of October 1, 2020. www.carterranch.homestead.com

Should you have any questions or concerns, please do not hesitate to reach out to the community manager, Mary Chaira, at mary@snowaz.com.