



Hiddenbrooke Property Owners Association, Inc.

SUMMARY OF CC&R PROCEDURES

IDENTIFYING A CC&R VIOLATION: A potential CC&R violation is identified by either:

- (1) RealManage, HPOA's management company, who conducts monthly community inspection drives,
- (2) or, an individual resident.

Residents must fill out a Complaint Form on the [RealManage Resident Portal](#). The resident must provide the required information, or the complaint will not be accepted. The identity of the person filing the complaint will remain confidential. You can also email your concern to the HPOA Board at hpoaboard@protonmail.com. We try to ensure that all complaints are handled in a fair and consistent manner. Complaints about a property in one of the sub HOAs (Reflections, Village, Fairway Villas or Summit) should FIRST be submitted to that sub HOA.

HOW COMPLAINTS ARE HANDLED:

- **First and Second Courtesy Notices:** After a violation is identified, RealManage will send a Courtesy Notice informing the owner of the violation and requesting that it be corrected immediately. Owners are encouraged to contact RealManage at 1-866-4RealService (1-866-473-2573) from 5:30 AM to 5:00 PM if they have questions, if they need additional time to fix the problem, or if they think they received the letter in error. If the violation relates to an issue under the purview of the Hiddenbrooke Architectural Review Committee (HARC), the owner is requested to contact HARC. If the owner fails to contact HARC, the violation will continue. If there is no communication from the Owner, and after a second inspection drive the violation continues to exist, a second Courtesy Letter will be sent. The second letter will indicate that if there is no improvement regarding the violation, the owner may be called to a Hearing where fines will be considered.

Notice of Hearing: After the third inspection drive, and if the violation still has not been resolved, a Final Notice (Hearing Letter) will be sent. The notice will give the date, time and Zoom link for the Hearing. It is the owner's responsibility to inform the Board if a violation has been corrected prior to the Hearing. Hearings are held on Zoom in Closed Session, and owners are encouraged to attend the Hearing to resolve the CC&R issue and avoid a fine. HPOA can only discuss monetary sanctions with owners, not tenants. The results of the Hearing will be sent to the owner in a letter after the hearing. Fines will continue until the violation is resolved. The owner will not be invited to another Hearing but fines will continue.



- **Fines:** Monetary penalties are the primary enforcement mechanism for the CC&Rs. The purpose is not to collect money for HPOA, but to encourage the resolution of the CC&R problem. Fines must be started by the Board at a Hearing, starting at \$200 for the first month. Fines increase each month thereafter according to the latest Schedule of Fees and Monetary fines. Billing statements will be sent periodically to owners stating the amount of the fines owed. There may be a processing fee added for each statement sent.
- **Collections:** If fines continue to accumulate, owners may be sent to a Collection agency. There are significant fees associated with Collections work that are above the amount owed in fines, and these fees go to the Collection agency.

UNAPPROVED BUILDING/LANDSCAPING/PAVING/ETC: Most all exterior construction, landscaping, hardscape and fencing requires approval from the Hiddenbrooke Architectural Review Committee (HARC) prior to starting work. When ongoing work is observed, HARC will be contacted to determine if an approval action has been taken. If not, RealManage will immediately issue a letter requiring the owner to stop all work and submit an application to HARC. Failure to submit an application and plans to HARC (or failure to follow HARC's recommendations) constitutes a violation of the CC&Rs and will result in enforcement actions.