



# Twin Lakes Owners' Association

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## Twin Lakes General Rule Enforcement Policy

last updated: 8/13/20

The following Rule Enforcement Policy is subject to approval and continued review by the Rules Committee and TLOA Board as a whole:

- a) Once per month a representative from the Twin Lakes property management company shall perform inspections of the community with ideally at least 2 Board members. These meetings should be scheduled at least 1 month in advance and ideally 3 months in advance. Every 3 months a weekend inspection should be scheduled to permit all Board members to participate.
- b) Inspections shall be conducted the week prior to monthly Board meetings. Participation shall be confirmed the week before that scheduled inspection to allow time to alert the property management company to plan for an inspection on their own should all Board members be unable to attend.
- c) If there is a situation where only one person is performing an inspection, regardless of who that is, the focus should primarily be on confirming past violations and reporting urgent new violations.
- d) Notes from inspections shall be presented to the Rules Committee for analysis and documentation ideally within a few days so as to allow the Rules Committee to present a general report to the Board by the next Board meeting and a detailed report to the property management company which shall include how each violation should be treated.
- e) The property management company shall process this report and address each violation on the list as follows:
  - a. For **all new violations** they shall mail out one of the three Violation Notices as directed by the inspection report – a Violation Warning Notice, a One-Time Violation Fining Notice, or an On-Going Violation Fining Notice.
  - b. For **all new one-time fining violations** they shall make note of the \$50 fine but not officially apply the fine to the homeowner's account for at least 30 days after the Violation Notice has been delivered to ensure time for a hearing request.
  - c. For **all new on-going fining violations** they shall not take any action aside from sending out the proper notice. Fining will not begin for at least 30 days from this point, and only after confirmed by a follow-up inspection.
  - d. For **all on-going fining violations** they shall have confirmation of whether it is resolved or still active. Resolved violations should not have any more fines applied, and any fines accumulated in the last 30 days should be waived. Active violations should start to, or continue to, accrue fines of \$10 / day. Fines should be added to the homeowner's account after every 30 days with no further notifications required.
- f) It is encouraged that once per month the Rules Committee or the property management company contacts all homeowners getting fined, especially for on-going violations, to see if a more permanent and amenable solution can be reached. This will require participation from the property management company to produce a reliable fining report each month or access to an AppFolio or other similar application accessible by the TL Board.