

MISSION HILLS COMPLIANCE BOARD OF DIRECTORS GUIDELINES

Below are the approved guidelines regarding document violations in Mission Hills for the Board of Directors to follow.

While the Board of Directors can suggest a fine, whether a dollar value daily, i.e., \$100 per day up to 10 days with the maximum of \$1,000 and/or any common element restrictions (pool, clubhouse, cable TV, etc.), they are prohibited by the State Statute 718 to act on any violations issues until the Compliance Committee submits its recommendation(s) for BOD review.

In addition, there is a specific process in place in Mission Hills for a violation issue to be presented to our Property Manager. One path is a “walk through” of the property by our Property Manager. Another is via email from a resident to the Property Manager with full details of the complaint. The subject line should state, “MH Compliance.” The message must include all pertinent details and photos (if available). No phone calls regarding compliance issues will be addressed. It is the resident’s responsibility to be familiar with our Mission Hills documents, as well as our Policies and Procedures. Depending on the findings, the compliance process begins as follows:

- At the discretion of the Board of Directors, a courtesy letter is mailed to the resident. Regardless of the issues, the resident must respond within a grace period of 14 business days to address the violation.
- If there is no communication from or by the resident after the 14 day time period, a certified letter will be sent and a copy forwarded to the Compliance Committee. This letter advises the resident that he/she will be scheduled to appear before the Compliance Committee for a hearing if the resident desires. The resident will be offered three (3) suggested dates, and he/she must agree to attend one of those dates.
- The Compliance Committee will decide, based on the information received during the committee hearing, whether to uphold the recommended fine or to drop the issue and advise the resident to re-review the Mission Hills documents. If the issue presents a 2nd time, this process begins again.
- The Property Manager also has the authority to regulate any chairs/tables, etc., placed in the corner cubbies of the carports. If they are in a position to block the walkway or cause any tripping hazard, a yellow tag will be placed on the items. If there is no resolution within 14 business days, the items will be removed and trashed.

May 30, 2023

April 1, 2025