

# **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.

The Board of Directors does not participate in 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.” It is his/her 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. If the issues involve landscaping, the resident must respond within a grace period of 14 business days to resolve their issue, again at the discretion of the Board of Directors.
- If the issue involves a more complicated problem, like obtaining maintenance supplies and/or repair issues, for example, the resident must respond within a grace period of 30 business days. This time frame is also at the discretion of the Board.
- If the Board of Directors agrees that after these response times end, a second courtesy letter will be sent.
- If there is no resolution by the resident, the Board of Directors will determine if a third letter is required. This letter would advise the resident that he/she will be scheduled to appear before the Compliance Committee. The resident will be offered three (3) suggested dates, and he/she must agree to attend one of those dates.
- The Board of Directors will decide, based on the information received after the committee hearing, to fine the resident, or drop the issue and advise the resident to re-review the Mission Hills documents.
- 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 harm, 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