

HOAMCO – *Best Practices*



Compliance Enforcement

Inspections for compliance to the community documents is critical to a healthy community and makes up a major component of the service HOAMCO provides to the communities we serve. With the understanding that there may be some variation in how compliance is handled in each community, below is a list of HOAMCO standards to follow as we go about our business of enforcement:

- All compliance violations must be handled fairly and consistently.
- The board of directors should be aware of the verbiage used in compliance letters or any changes in the verbiage of the letters.
- Provide compliance reports at every board meeting.
- Compliance letters must be filed in the homeowner files.
- If for some reason TOPS is not being used to document compliance, all fines issued must be sent to accounts receivable and outstanding items must be documented in TOPS under Notes/Maintain.
- “Partnering” with your community via committee, board, or homeowners is encouraged.
- When handling disgruntled homeowners, be patient, understanding and fair.
- Return telephone calls within 24 hours.
- For those communities who have an assigned compliance coordinator:
 - The manager is responsible for approving any verbiage changes to the standard correspondence that is sent to homeowners;
 - Items requiring more investigation should be handled by the manager;
 - The manager must be involved in elevated issues;
 - Help support your compliance coordinator by being aware of all compliance issues and appreciating what they do to get the job done.