



Hiddenbrooke Property Owners Association, Inc.

www.HiddenbrookeOnline.org - Email Board: hpoaboard@hiddenbrookehpoa.org

SUMMARY OF CC&R COMPLAINT PROCEDURES, NOTICES AND FINES

HOW TO FILE A COMPLAINT: If you have a complaint you would like the Board to review you must fill out a complaint form on the Hiddenbrooke website or the complaint will not be accepted (under Property Owners/CC&R Information). Complaints about a home in the Village, Villas, Reflections or Summit should FIRST be submitted to their respective HOA.

HOW COMPLAINTS ARE HANDLED:

- **Complaint Verification-Courtesy Notice:** The violation will be verified and approved for a violation notice by the CC&R Manager. The owner/agent may be called for more information. A courtesy letter will be sent to the owner within two weeks unless the violation is referred to the Hiddenbrooke Architectural Review Committee (HARC). If front yard landscaping is not being watered, the Courtesy Notice may be skipped and a Final Notice sent.
- **Complaint Verification-Final Notice:** Two weeks or later after the first letter, the CC&R Manager will re-inspect to see if the violation has been repaired or removed. If the CC&R Manager has not been notified of when and how the violation will be fixed, a second letter shall be sent which will explain the fines and sanctions which could be imposed by the Board. If the same violation re-occurs within nine months of the Courtesy Letter, the procedures will be continued where they last stopped, including the continuation of fines. The Final Notice will give the scheduled hearing date before the Board where an owner can present information as to why a fine should not be levied and it will also provide information on how to obtain a Hearing Form.
- **Fines** must be approved by the Board and start at \$50 per.month. Fines will be recorded on the last day of the month and statements will be sent to owners with the decision of the hearing and the amount owed: A statement processing fee of \$5.00 will be added for each statement sent.

- **15 Day Notice to Correct CC&R Violation:** When a home is vacant, in pre-foreclosure or has been foreclosed on and there is a CC&R violation, HPOA can issue a 15 Day Notice to Correct which is posted to the front door of the property and mailed to the non-resident owner/agent. If the violation is not corrected within 15 days of posting, HPOA can have the work done to correct the violation. The Board will hold a hearing at the next regularly scheduled Board meeting to approve a reimbursable assessment on the property. If the hearing upholds the reimbursable assessment, the cost of the work will be billed to the owner, including a \$25 service charge. Charges and/or fines will be billed on a monthly basis for continued failure to maintain the property.

UNAUTHORIZED BUILDING/LANDSCAPING/PAVING/ETC: When a complaint involving unauthorized building/landscaping/paving, etc. is reported, HARC or an HPOA assignee will immediately issue a notice of violation and a request that the violating owner ceases and desist all work. The appropriate Vallejo City inspectors will be copied on the notice. Owners will be asked to submit plans to HARC for approval and obtain the required permits from the City of Vallejo. Failure to submit plans to HARC (or follow HARC's recommendations) will constitute a violation of the CC&R's and be subject to the regular CC&R enforcement actions.

The HPOA Policy is to ensure that all complaints are evaluated and our Board, management company and various committees work in collaboration with all the owners to keep Hiddenbrooke beautiful. HPOA Board meetings are open to all owners subject to available seating. See the Hiddenbrookeonline.org website for dates, times and location of Board meetings.