

ASPPPO COVENANT VIOLATION ENFORCEMENT POLICY/STEPS

Recommend we maintain a reactive enforcement policy. However, this does not mean that staff will not address issues that come to our attention during our normal work cycle.

Complaint received _1st Acknowledge receipt via phone call, e-mail, document via Complaint Form.
(1 Working day)

2nd Investigate/if action required document current condition, if necessary, with digital photo's. (2 Working days)

3rd Visit/call or letter to Responsible Owner or Agent, identify problem & recommend corrective action. Follow-up visit/call with letter covering the issue as discussed. Identify deadline. (2 Working Days for contact, 2 week deadline, 60 days for issues requiring ARB approval)

4th Follow-up on deadline date. If required photograph status, if corrected close. If not, CSA EVP contacts owner to take action. If cooperative extend deadline. (Deadline extension will only be granted by CSA EVP). If action not completed on new deadline CSA will contract work or turn case over to attorney to commence legal action. .

5th Follow-up on deadline date. If required photograph status, if corrected close. If not, contract out work, bill owner or turnover to attorney to commence legal action. Legal fee's billed to owner.

6th Follow-up on legal notification, if no corrective action has been taken move to court action. Court action requires ASPPPO Board approval. Continue to monitor.

ALL UNRESOLVED VIOLATIONS WILL BE SHOWN ON A TRACKING LIST AND UPDATED AS STEPS ARE TAKEN, ONCE CORRECTED ISSUE WILL BE DROPPED FROM TRACKING LIST. CURRENT LIST WILL BE PART OF ASPPPO BOARD PACKAGES. TRACKING LIST WILL ALSO SHOW YTD NUMBER OF COMPLAINTS RECEIVED/#RESOLVED/#PENDING, EVENTUALLY WILL ALSO SHOW A YEAR TO YEAR COMPARISON.

2/8/07