



CARDINAL MANAGEMENT GROUP INC.



PWC Neighborhood Conference

Covenants Enforcement

Best Practices & Preparing for Annual Inspections

Cardinal is a community management company founded in 1987. We take pride in the communities we serve by offering tailored management solutions that fit your needs.



About Cardinal Management Group, Inc.

- Local, Family Owned, AAMC, VACM
- 38 years in business
- Focus on tailored management to fit each community's needs and expectations
- Offices in Woodbridge, Springfield, Fairfax, Fredericksburg, and Naples, Florida
- Dedicated to hands-on, proactive service
- Winners of almost 20 WMCCAI Community Association of the Year awards

Today's Presenters

Victoria Garner

Executive Vice President



I have nearly 20 years of community association management experience and have been a Cardinal Management Group team member for 16 years. I carry the CMCA, AMS, and PCAM designations issued by the Community Association Institute. I serve on the WMCCAI Quorum Committee and am a contributing author to Quorum Magazine.

Ashley Gonzalez

Portfolio Manager & Education & Learning Administrator



I have nearly 25 years of property management experience; eight of those focused in Association management and have been a member of the Cardinal Management Group team for 2 years. I am results driven and strongly focus on building positive client, colleague and vendor relationships. I believe that communication is the key to a successful community and to maintaining the quality standard of living for those living in the communities we manage.

Covenants Enforcement

- One of the most important and sometimes unpleasant duties we have is to enforce the covenants.
 - General and routine violations
 - Trash cans
 - Lawn maintenance
 - Parking violations
 - Annual Inspections
 - Replace missing shutters
 - Paint the hand railings
 - Pressure wash the home

Overview

- Defining Inspection Types
- Due Process & Guidelines
- Best Practices
- Clarity of Terminology
- Construction Component Definitions
- Hearing Reminders

Types of Inspections

- What is an Annual Inspection?
 - Frequency
 - Completed 1X, maybe 2X
 - Items that occur every 6 months or more
 - Complaint Driven Enforcement
 - Covenants vs. Annual
 - Rules vs. Maintenance
 - Think Architectural, Structural, Require a Contractor?
 - Curbside/Routine vs. Annual
 - Curbside Inspections Routine

Before You Get Started

- Do you have the authority to enforce?
 - Monetary penalties, self-help, suspension of privileges, judicial action
 - Recorded documents
 - VA Legislation
- Do you have clear rules, restrictions, and guidelines?
- Do you have a transparent due process resolution?
 - Equal, fair, and consistent enforcement

Keys to Successful Covenants Enforcement

- Managing EXPECTATIONS
- Implementing Strategic Communications Plan
- Improving the QUALITY OF RESULTS
- Increase CONSISTENCY
- MINIMIZING Complaints
- Reducing CONFUSION

Best Practices

- Setting Expectations
 - Schedule and Deadlines
 - Set a Realistic Schedule for Completion
 - Will the inspection be conducted in phases?
 - Who will conduct the inspections?
 - Priorities
 - Areas of Focus vs. Areas of Lesser Concern
 - Shutters, Power washing, driveway maintenance etc.
 - Trash Cans visible
 - Board/Committee Participation
 - Initial Walk-Through/Inspection
 - Sample Results

Best Practices contd.

- Prepare the Owners
 - Advanced Notice – Heads up and time to prepare!
 - Postcard
 - Email Blast
 - Website Posting
 - Bulletin Board Notice
 - Setting Owner Expectations
 - When is the inspection going to take place?
 - What will we be looking for?
 - What is the purpose and goal?

Clarity of Terms

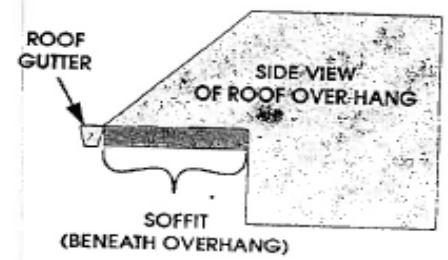
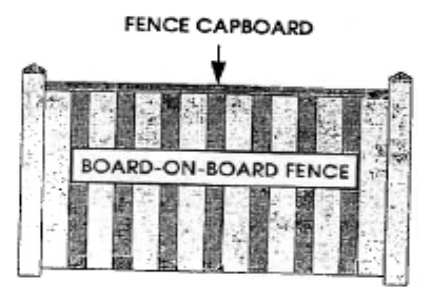
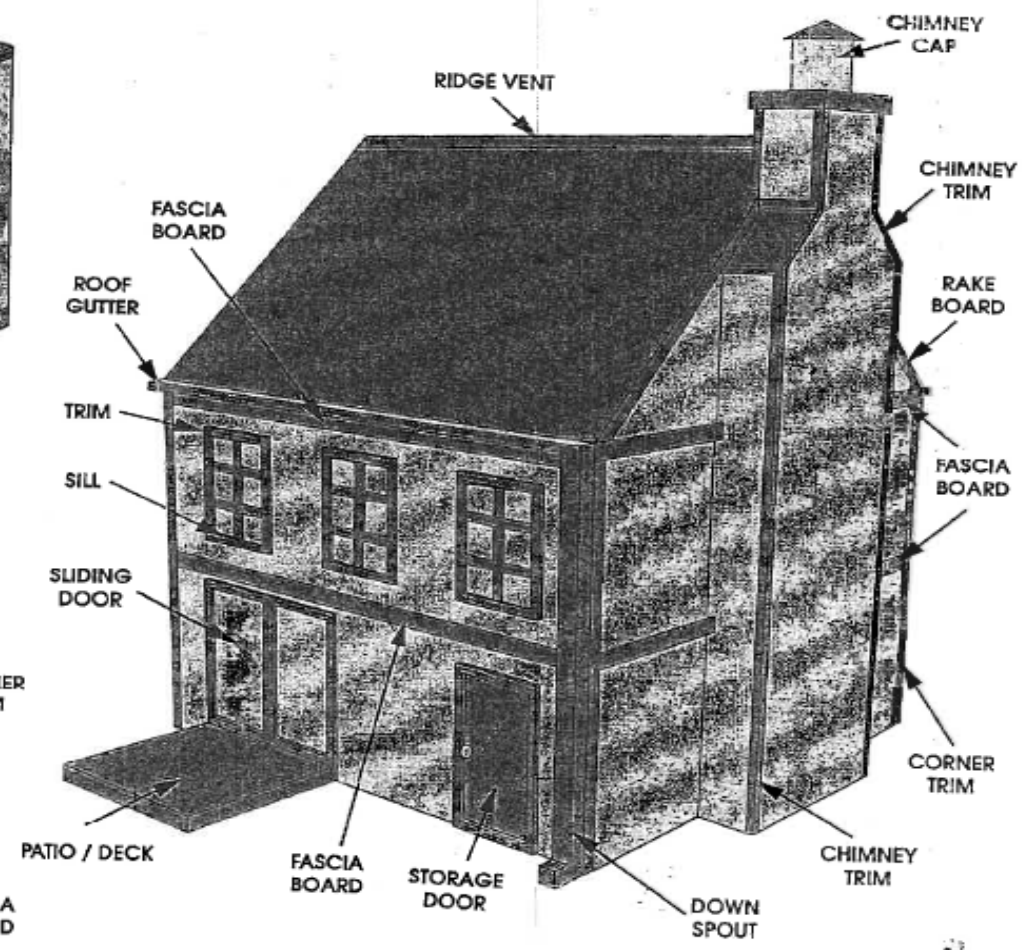
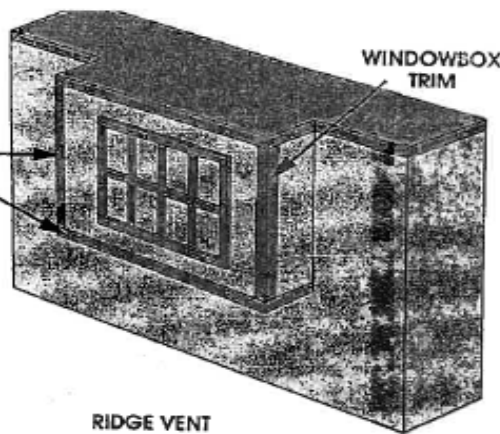
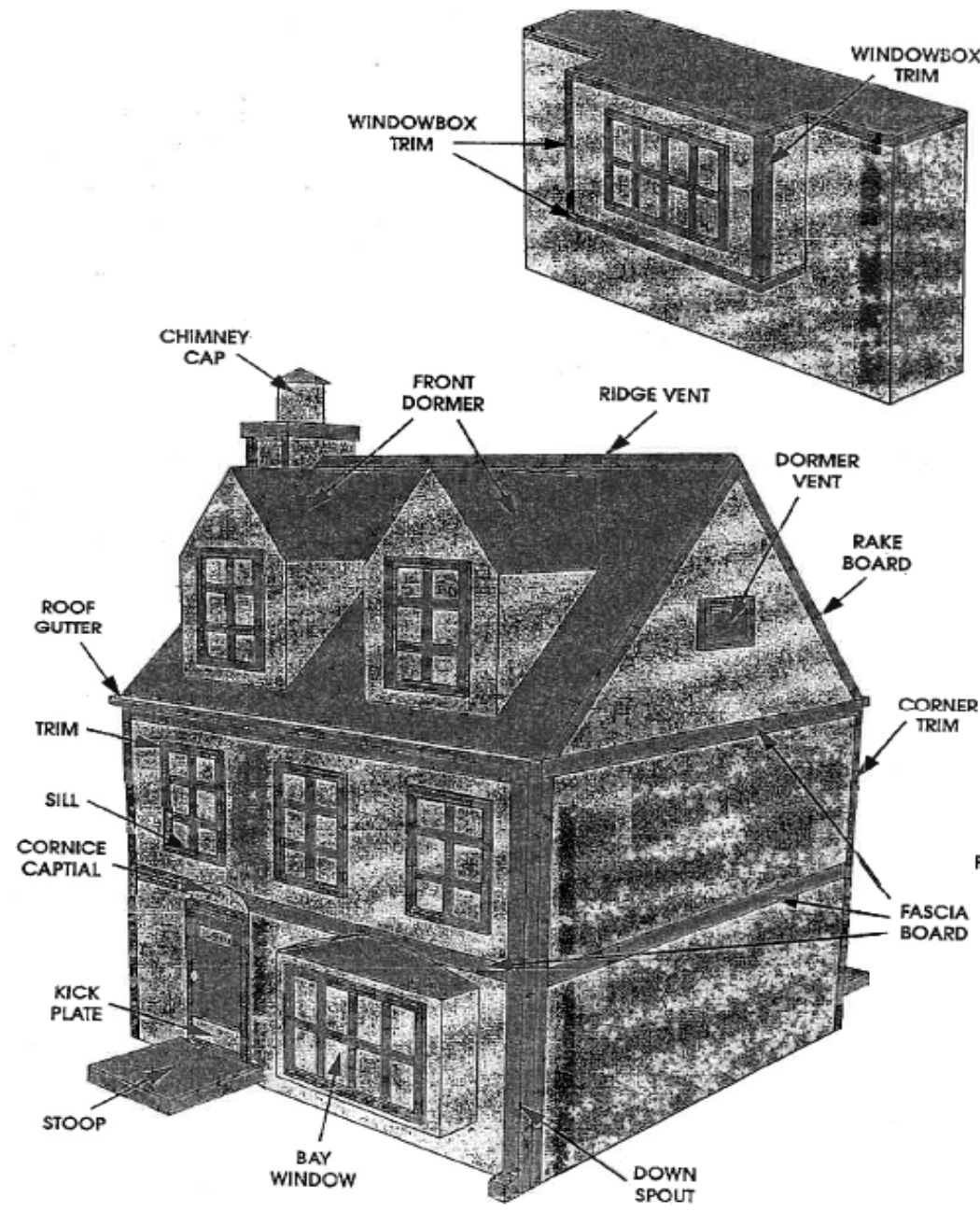
Terminology – WORDS MATTER!

- Clean Gutters vs. Power wash Gutters
- Power wash stoop vs. Clean Stoop
- Landscape Maintenance Required
 - Pruning?
 - Weeding?
 - Lawn or Beds?
- Repair, Replace OR Repaint?
 - Application required first?
- *Remember, it's what the problem is, not how to fix it...*

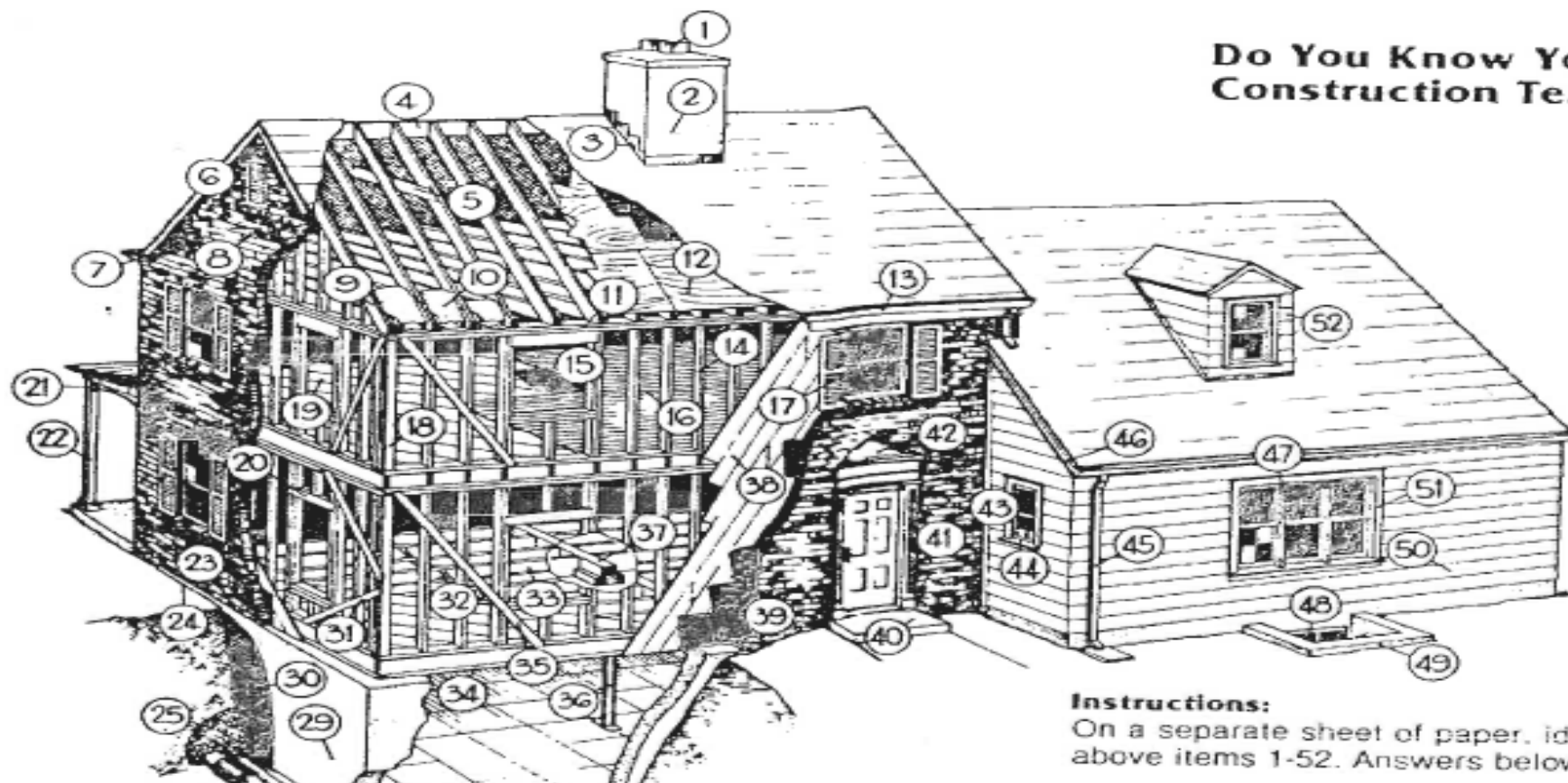
Manage the Process

...and the frustration

- Do it Right the First Time
 - Control the Stress
 - Include a photo
 - Include an **ACCURATE & CLEAR** Description of Violation & Citation
 - Include a Home Diagram with Construction Terms
 - Provide a clear and reasonable deadline for correction
 - Offer a means to request an extension or appeal



Do You Know Your Construction Terms?



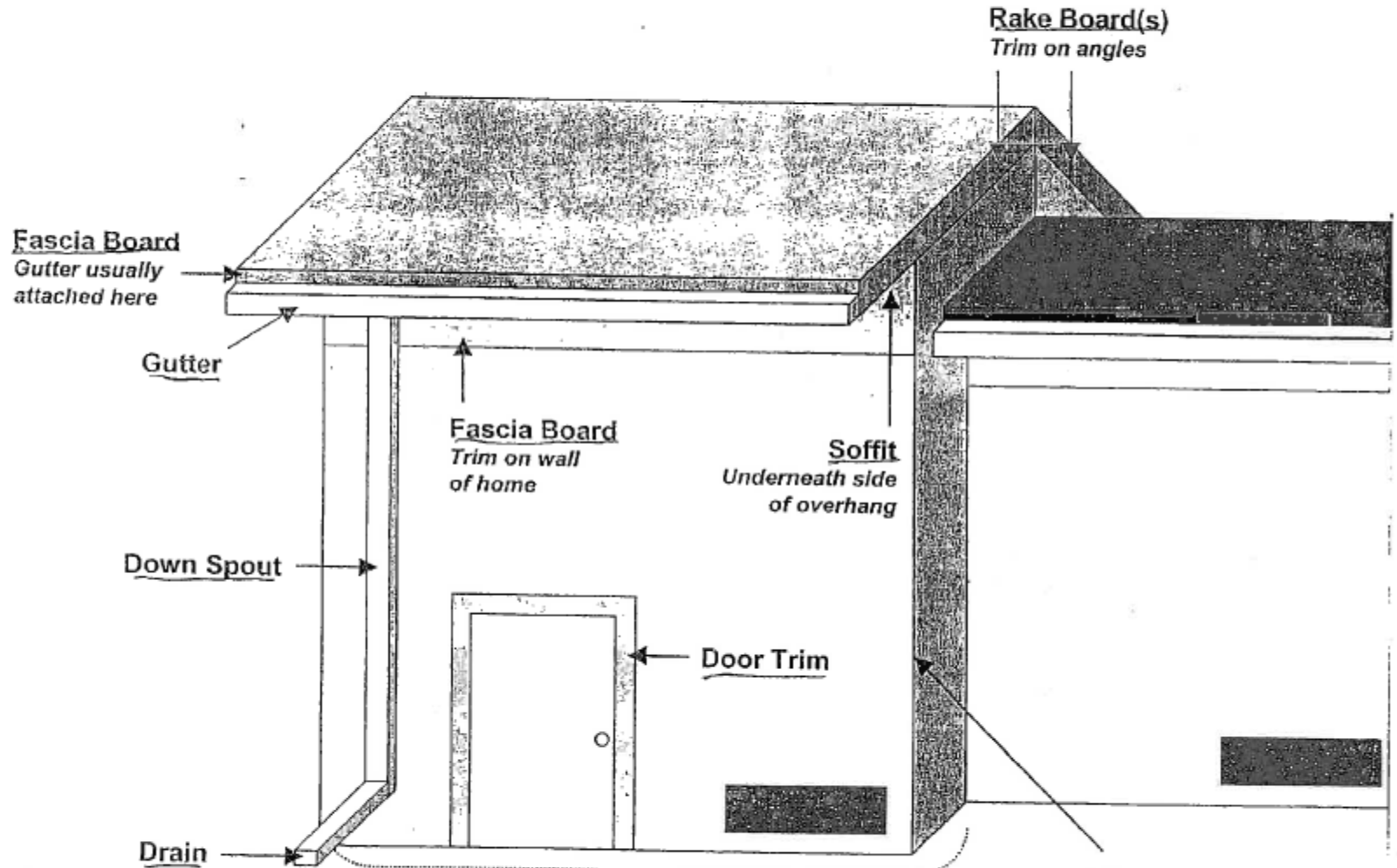
Instructions:

On a separate sheet of paper, identify above items 1-52. Answers below.

Answers:

- | | | | | | | |
|------------------|------------------------------|-----------------|--------------------|-------------------|-----------------------|---------------------|
| 1 Chimney flues | 9 End rafter | 17 Shutter | 25 Gravel fill | 32 Bridging | 39 Building paper | 46 Rake mold |
| 2 Chimney | 10 Insulation | 18 Corner post | 26 Drain tile | 33 Floor joists | 40 Stoop | 47 Mullion |
| 3 Step flashing | 11 Top double plate | 19 Subfloor | 27 Footing | 34 Sill plate | 41 Trim pilaster | 48 Basement window |
| 4 Ridgeboard | 12 Roof decking or sheathing | 20 Header | 28 Keyway | 35 Corner brace | 42 Pediment door trim | 49 Areaway wall |
| 5 Collar beam | 13 Gutter | 21 Frieze board | 29 Foundation wall | 36 Steel column | 43 Double-hung window | 50 Bevel siding |
| 6 Cable vent | 14 Stud | 22 Post | 30 Waterproofing | 37 Girder | 44 Window sill | 51 Wood window trim |
| 7 Cornice return | 15 Flooring paper | 23 Brick sill | 31 Kneebrace | 38 Wall sheathing | 45 Downspout | 52 Dormer |
| 8 Brick veneer | 16 Finish flooring | 24 Grade line | | | | |

Home Exteriors...



Trim may also be present on vertical edges of home.

Owner of Home "A" is responsible for maintaining the entire dwelling, regardless of side visibility.

Hearings

- Notice of Hearing
 - 14 Days – VA
 - Time, Date and Place of Hearing
 - Potential Penalties and/or Sanctions
- Results of Hearing
 - 7 Days from Date of Hearing
 - Decision of the Board of Directors
 - Very important. Actions not enforceable if ROH are not issue

THANK YOU

Does anyone have any questions? We'd love to hear from you!

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