

# HOMEOWNER RESOURCES:

## VIOLATIONS

Blackstone Management offers our clients monthly full community inspections during the months of March-October. As your management company, it is important to us to see that your community is safe and well maintained.

If you have any questions, please feel free to call our office. Our Customer Service Representatives are highly trained in all areas of property management, to include inspections and violations.

### NOTIFICATION:

#### STEP ONE

##### KNOW THE RULES

Each association can have different covenants. It is every homeowner's responsibility to read and comply with the published by-laws and requirements.

#### STEP TWO

##### WARNING LETTER #1

After a violation has been verified, the first notification letter is sent to the property address and owner address. 30 days is given to resolve the violation.

#### STEP THREE

##### WARNING LETTER #2

If no resolution has occurred within 30 days of initial contact, a second letter is sent. Violators are given 15 days to comply with regulations or make arrangements to do so.

#### STEP FOUR

##### HEARING NOTICE

If the violation remains unresolved, a hearing between the homeowner, Board of Directors, and Blackstone will be scheduled.

#### STEP FIVE

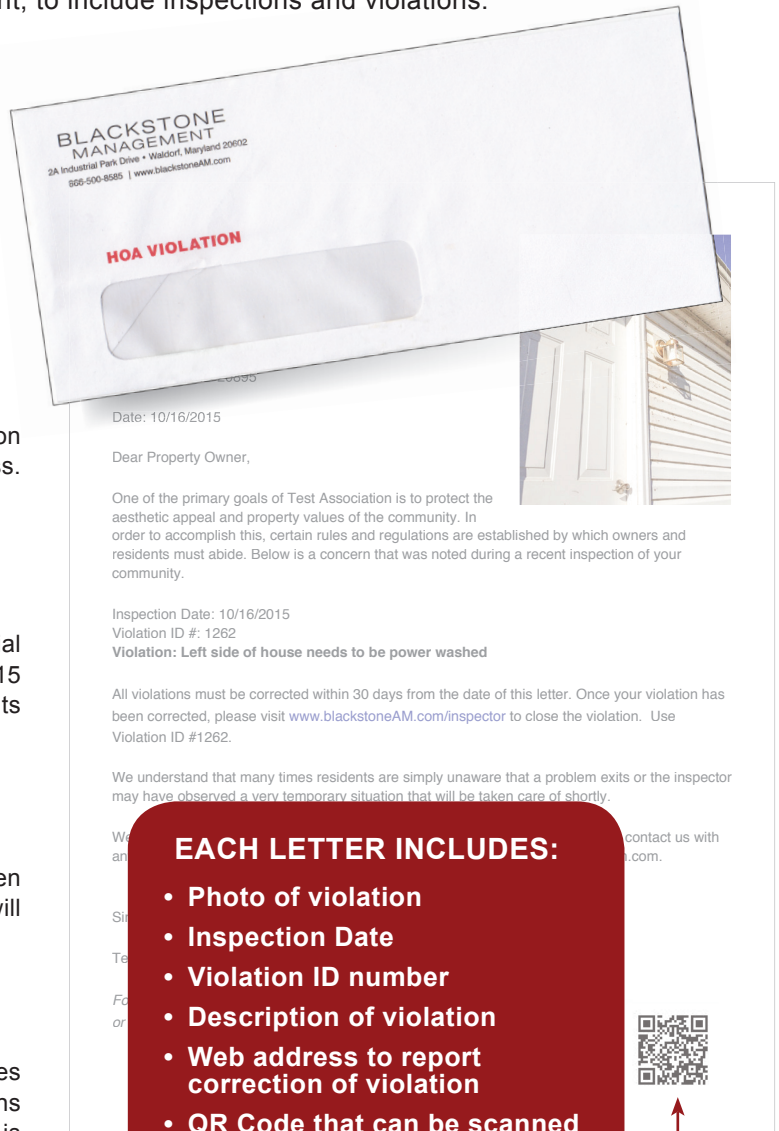
##### FINE ASSESSMENT

In the rare instance when the notified homeowner does not appear for a hearing and the violation remains unresolved, a fine must be assessed. The fine amount is determined in the association by-laws and added to the homeowner's account. Notice of the fine will be sent by Blackstone Management.

#### FINAL RECOURSE

##### COURT ORDER

When all attempts to resolve a violation have been exhausted, the final step is legal action. On a case-by-case basis, the Board may choose to hire contractors to correct the violation, and the homeowner will be responsible for all service costs. Additionally, there may be a complaint filed at the local court, resulting in an injunction ordering the homeowner to pay all fines, fees, expenses and court costs as well as to correct the original violation, if necessary. This step is in place as an unfortunate necessity to protect all homeowners and property. Most violations are quickly resolved after the first notification.



#### EACH LETTER INCLUDES:

- Photo of violation
- Inspection Date
- Violation ID number
- Description of violation
- Web address to report correction of violation
- QR Code that can be scanned with mobile devices and leads to the web address.
- Complete contact information for our offices

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### COMMON VIOLATIONS

Refer to your association's bylaws & covenants for complete regulations.

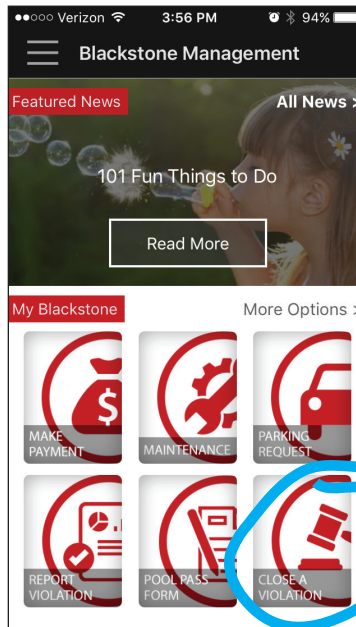
- **LAWN CARE:** Grass should be kept at a height of 3-4 inches, slightly higher in hot weather. Use fertilizer, weed control and water to keep your lawn healthy year-round.
- **TRASH CANS:** Garbage cans and recycling bins should be kept out of sight when it is not collection day. Store them in the garage, behind the house or well screened at the side.
- **VEHICLES:** Inoperable or unregistered vehicles must be kept in the garage or neatly covered. Vehicles must only be parked on concrete or asphalt areas, but absolutely not on the grass.
- **BOATS & REC VEHICLES:** Most communities require boats and recreational vehicles to be stored in the garage or properly screened behind the house.
- **SIDING & TRIM:** Vinyl siding may need to be power washed and the house trim may need to be painted.

### CLOSE YOUR VIOLATION

You can avoid prolonged consequences of a simple violation if you respond in a timely manner. Read your mail and follow the instructions on how to comply with your neighborhood regulations. If you have questions, Blackstone Management is here to help!

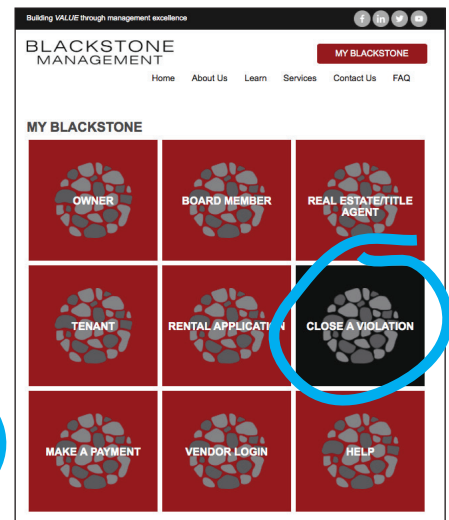
- Take a picture of your corrected violation issue.
- Follow the link on your notification letter.
- Complete the form to close your violation.
- Upload the picture of your correction efforts.

#### MOBILE APP



#### WEB: MY BLACKSTONE

[www.BlackstoneAM.com](http://www.BlackstoneAM.com)



## YOU CAN REPORT VIOLATIONS, TOO!

Reporting a violation is not limited to official Blackstone Management Inspectors. Each homeowner has access to report violations through the Blackstone website or app while remaining **anonymous** to the violator.

### REPORT A VIOLATION FROM ANYWHERE WITH INTERNET ACCESS

1. Visit [www.BlackstoneAM.com](http://www.BlackstoneAM.com)
2. Click "My Blackstone"
3. Click "Report a Violation"
4. Complete Violation Form
5. ADD A PHOTO (at least 1 required)
6. Submit Violation to notify Blackstone