

# BROADLANDS

Association, Inc.

## ***Covenants Corner***

### **July Inspections**

The Covenants Department strives to find ways to communicate with our residents in a caring manner, creating partnerships rather than dictatorships. As such, we have implemented new violation procedures hoping to create a better experience for everyone involved.

Over the years, we have had many questions as to why we mailed printed violation letters rather than emailing or calling the homeowners concerning violation issues. We hear you and are acting based on your comments. Whenever a violation issue is noted on a property for the first time, a Friendly Reminder Notice is emailed directly to the homeowner (if we have your email address on file) with the violation attached. If no email is on file for the property, then a mailed letter must be sent. For second and third notices, both an email and a mailed letter are sent to the resident. Sending notices via email expedites the delivery process. The email also gives you an immediate vehicle to communicate with us to discuss the issue. The biggest problem we have with this system is that we do not have all the resident email addresses. If you only receive a mailed letter for a violation and no email, that means we do not have your email address on file. Please provide us with your email address at: [Covenants@broadlandshoa.com](mailto:Covenants@broadlandshoa.com) as soon as possible so we can update your records for any future covenant's communications. Doing so will be greatly appreciated and a big help to make this system work.

Another change we have implemented is to issue a separate letter for every violation noted on a property. We have found that by setting up communication that way not only allows us to cite the correct reference from our governing documents, but also allows us to track each violation on an individual basis so we can close out violations that are resolved and, at the same time, monitor the ones that have yet to be resolved.

Lastly, homeowners frequently request recommendations for contractors. We cannot provide a list of contractors; however, we recommend you consider one of our advertisers or classifieds in this publication or visit our forums at for resident suggestions: <https://www.broadlandshoa.org/hoaforum/index.php>

The covenants department is constantly striving to find a better way to work with our homeowners without creating any acrimony. Our hope is that our residents are proud to live in our community. Broadlands is our little slice of heaven.

*Thank you for your continued help,*

*Broadlands Covenants Team*