

Harbor Island HOA

Frequently-Asked Questions regarding Covenant Violation Letters

1. How are the letters created, and who decides whether a letter is warranted?

Approximately every two weeks, a CAM representative drives through the neighborhood using a computer tablet. When possible, a member of the HOA board rides with CAM to provide guidance on covenants that are subjective or open to interpretation. CAM identifies covenant violations, and uses special software to notate the type of violation and take a photo from the street. The software generates the letters, which are mailed by CAM to the homeowners. The entire HOA board reviews the violations at each monthly board meeting, to insure that CAM is following the guidance of the board. If a property has a sustained violation over time that is not being addressed, the board makes the decision of whether to refer the case to the HOA attorney for mediation.

2. What if I received a letter showing a photo that is not my property?

The software that CAM uses to capture covenant violations uses GPS to auto-detect the address, and sometimes the software picks up the wrong address, especially if the photo is not taken head-on from the center of the property. Please notify CAM if a letter is in error so that they can adjust their records, and so they can be aware if the software is consistently incorrect for a particular property.

3. Why did I receive a letter for something that was a temporary, one-time situation? Why did I receive a letter for a minor issue when most of the time my property looks great?

The violation letters merely indicate a single point-in-time observation, which may reflect a justified, temporary situation rather than a trend. If this is the case, you need only notify CAM that is the case, and no further action is needed. The reason CAM doesn't wait until a violation has been a recurring problem is so that the homeowner can be made aware as early as possible, and so that the board and the HOA attorney have a record of when a recurring problem began, if legal action becomes necessary.

4. What if I already corrected the situation identified in the letter? What if I receive a letter for something that I am already in the process of addressing, or that will take time to address?

You can notify CAM that the issue has been addressed, or is already being addressed and how long you expect the resolution to take, to avoid receiving additional letters during that time.

5. How can I avoid a letter if I expect a temporary issue or have an issue I already plan to address?

You can notify CAM in advance, to avoid receiving a letter during that time.

6. Why did I receive a letter when I see many other properties in worse shape than mine?

Violation letters aren't sent to only the properties with the most significant violations. When CAM reviews the neighborhood, they review every property; they do not target specific homes or sections. Even HOA board members receive letters! If a property has been in violation of covenants for an extended period of time, they will have received multiple stages of violation letters and may eventually be contacted by the HOA's attorney for mediation.

7. Why did I receive a letter for a visible trash can, on trash day?

CAM does not send violations for visible trash cans or recycle bins just before or on collection day, but since it may take a few days for letters to be delivered, you might receive a letter on trash day for a violation that was noted on an earlier day.

8. What can I do if I don't understand or disagree with the letter I received?

9. What can I do if I contact CAM regarding a letter and I don't receive a response?

10. What if I contacted CAM about a letter but am not satisfied with the response I received?

Please call or email CAM if you have a question about your letter or to dispute/appeal a letter. If you are not satisfied with your response from CAM, you can also use the Virtual Suggestion Box on the website, which is delivered directly to a representative of the HOA board as well as CAM. Submissions are discussed at each board meeting. You can submit to the Virtual Suggestion Box anonymously, or provide your email if you would like a response. If you submit a suggestion (rather than a question), please indicate if you would like a response.

11. Why is the wording of the letter so formal?

The violation letters are generated by a software program that comes with predefined templates. Most of the verbiage in the letters is generated by the software, although the Harbor Island HOA board has worked with CAM to tailor the templates to use friendlier language as much as possible.