



# Department Highlights

Annie Rosenfeld,

Director of Risk Management & Real Property- July 2018

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# Covenants Highlights

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- Covenants Enforcement:
  - 7-days a week
    - Monday – Thursday 8:00 a.m.– 5:00 p.m.
    - Friday – Sunday 11:00 a.m. – 8:00 p.m.
  - 8-11 p.m. on-call coverage Friday-Sunday and holidays starting November 3
    - Simply call Covenants Complaint phone: 530-414-8166
    - Special Holiday Period After-Hours Coverage : December 22 thru January 7mr

# Covenants Highlights- June 2018

Complaint Category	2017	2018
Garbage Spill	56	14
Storage	42	20
Noxious Activity	32	17
Non-Covenants	30	7
Forestry	20	2
Parking	15	14
Lighting	20	20
Storage Misc.	12	
Comment/Concern/Opinion	6	21
Dilapidated Vehicle	3	1
Business Activities	3	2
No Permit ASO	3	
Garbage Misc.	2	
Private Property Machinery	2	
Common Area	2	
Inoperable Vehicle	1	
Camping	1	
Animal Control	1	9
Fire Safety	0	2
Vehicle/Commercial	0	4
Lighting Misc.	0	1
<b>Grand Total</b>	<b>251</b>	<b>134</b>
<b>Total Violations</b>		<b>70</b>
Complaint Source	2017	2018
Staff	105	29
OneStop	82	54
Email	39	19
In Person at ASO	11	8
Telephone	11	22
Forestry	3	2
<b>Grand Total</b>	<b>251</b>	<b>134</b>

Month	Complaint Category by Month	Total
June	Comment/Concern/Opinion	2
	Garbage Spill	1
	Noxious Activity ( Loud Party)	4
	Animal Control	5
	Lighting	1
	Storage	15
	Parking	5
	Vehicle/Commercial	2
	Non-Covenants - Question/Comment	3
	Dilapidated Vehicle	1
<b>June Total</b>	<b>(Actual Violations: 25 )</b>	<b>39</b>

\*No after-hours calls received January 8 through March 31. Total of 6 after-hours calls received since November 2017 launch. (2) TDA related activities after-hours calls

