



Covenants Complaints & Violations Stats

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Director of Risk Management & Real Property- August 2018





Covenants Highlights

- 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 7
 - Special Holiday Period After-Hours Coverage: July 1 – 7
 - Total of 9 after-hours calls received since November 2017 launch. (2) TDA related activities after-hours calls included in total.

Covenants Highlights- July 2018

Complaint Category	2017	2018 YTD
Garbage Spill	56	35
Storage	42	23
Noxious Activity	32	34
Non-Covenants	30	10
Forestry	20	2
Parking	15	21
Lighting	20	24
Storage Misc.	12	
Comment/Concern/Opinion	6	26
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	1
Animal Control	1	14
Fire Safety	0	3
Vehicle/Commercial	0	4
Firearm (BB Gun)	0	1
Noise	0	1
Lighting Misc.	0	1
Grand Total	251	203

TOTAL VIOLATIONS	188	111
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Complaint Source	2017	2018 YTD
Staff	105	50
OneStop	82	65
Email	39	41
In Person at ASO	11	10
Telephone	11	35
Forestry	3	2
Grand Total	251	203

Month	Complaint Category by Month	Total
July	Comment/Concern/Opinion	5
	Garbage Spill	21
	Noxious Activity	17
	Animal Control	5
	Lighting	4
	Storage	3
	Parking	7
	Non-Covenants - Question/Comment	3
	Fire Safety	1
	Firearm (BB Gun)	1
	Noise	1
	RV Camping	1
	July Total	(Actual Violations: 41)



5-Year Historical Covenants Complaints

COVENANTS COMPLAINT BY TYPE	2012	2013	2014	2015	2016	2017
Parking	71	20	16	2	19	15
Garbage Spill & GCE Damage	26	35	13	10	16	56
In-Op Vehicle	8	6	1	0	4	4
Storage	12	11	3	8	28	54
Noxious Activities	4	4	7	2	7	30
Noxious Activities/Animal Control-Dog	0	0	0	0	0	3
Forestry	3	0	6	1	3	20
Business Activity	0	0	0	0	0	3
Lighting	0	0	0	0	0	20
Camping	0	0	0	0	0	1
Miscellaneous	14	6	2	2	3	6
Non-Covenants & Arch Stand	N/A	N/A	N/A	N/A	N/A	33
Comment/Concern/Opinion	N/A	N/A	N/A	N/A	N/A	6
TOTAL COMPLAINTS**	138	82	48	25	80	251

Multiple Offense Properties						
Second Offense	6	7	3	0	2	5
Third Offense	1	0	1	0	0	3
Fourth Offense	0	0	0	1	0	1
Fifth Offense	0	0	0	1	0	0
# of properties exp. mult. offense	6	7	2	1	2	9

Complaint Generation						
Staff	79%	70%	50%	60%	change in rep detail	43%
Member	21%	30%	50%	40%	change in rep detail	57%

60.40%	5-year average (incl. 2011)
39.60%	





Notes to 5-Year Historical Stats

* Went live on OneStop May 22, new complaint intake including online for Covenants and Architectural Standards, below find breakdown of Complaint Source for 2017

Complaint Source	Total
Staff	105
OneStop	82
Email	39
In Person at ASO	11
Telephone	11
Forestry	3
Grand Total	251

**For years 2012 through May 22, 2017 TOTALS indicate actual violations not complaints. Total for 2017 YTD includes Jan-May violations + all complaints received May-Oct

Multiple Offense Properties:

a multiple offense is when a property has had a violation sited within a 12-month period and a similar complaint and violation is determined within that same 12-month period

Annual complaint totals include multiple offense complaints and violations.

2011 Complaint Generation: Staff 71%; Member 29%; total compaints 152

Stats do not indicate additional staff resolution based approach for random Covenants related issues. This reflects the softened approach directed rather than heavy handed

