

# Covenants Complaints & Violations Stats

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Director of Risk Management & Real Property- October 27, 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. after-hours coverage Friday-Sunday and holidays starting November 3, 2017 thru August 23, 2018. Moved to 7-days a week starting August 24.
    - Special Holiday Period After-Hours Coverage :
      - December 22 thru January 7
      - July 1 7
    - Total of **20** after-hours calls received since November 2017 launch through September 30, 2018.





# Covenants Highlights- September 2018

Complaint Category	2017	2018
Garbage Spill	56	53
Storage	42	42
Noxious Activity	32	55
Non-Covenants	30	16
Forestry	20	4
Parking	15	38
Lighting	20	40
Storage Misc.	12	0
Comment/Concern/Opinion	6	29
Dilapidated Vehicle	3	1
Business Activities	3	6
No Permit ASO	3	0
Garbage Misc.	2	0
Private Property Machinery	2	0
Common Area	2	0
Inoperable Vehicle	1	0
Camping	1	3
Animal Control	1	18
Fire Safety	0	18
Vehicle/Commercial	0	5
Firearm (BB Gun)	0	1
Noise	0	4
Lighting Misc.	0	1
Grand Total	251	334
Total Violations	188	200
Complaint Source	2017	2018
Staff	105	53
OneStop	82	86
Email	39	105
In Person at ASO	11	17
Telephone	11	61
Forestry	3	3
Grand Total	251	325

Month	Complaint Category by Month	Total
September	Comment/Concern/Opinion	2
	Garbage Spill	8
	Noxious Activity (Loud Party)	5
	Noxious Activity (Trespass)	2
	Animal Control	1
	Lighting (After August 24 Rule Change)	13
	Storage	13
	Non-Covenants - Question/Comment	1
	Fire Safety	7
	Business Activities	1
	Noise	3
	Camping	2
	Forestry Defensible Space	2
	Parking	17
	Commercial Vehicles	1
September Total	Actual Violations: 58)	78



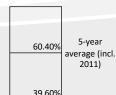


### 5-Year Historical Covenants Complaints

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%	change in rep detail	43%
Member	21%	30%	50%	change in rep	







#### 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

breakdown or 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			

#### 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



<sup>\*\*</sup>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