



# Covenants Complaints & Violations Stats

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Director of Risk Management & Real Property- October 27, 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. 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
<b>Grand Total</b>	<b>251</b>	<b>334</b>

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
<b>Grand Total</b>	<b>251</b>	<b>325</b>

Month	Complaint Category by Month	Total
<b>September</b>	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	
<b>September Total</b>	<b>Actual Violations: 58)</b>	<b>78</b>

# 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
<b>TOTAL COMPLAINTS**</b>	<b>138</b>	<b>82</b>	<b>48</b>	<b>25</b>	<b>80</b>	<b>251</b>

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%
39.60%

5-year average (incl. 2011)





# 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
<b>Grand Total</b>	<b>251</b>

\*\*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

