



Covenants Highlights and Stats

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Director of Risk Management & Real Property- July 27, 2019





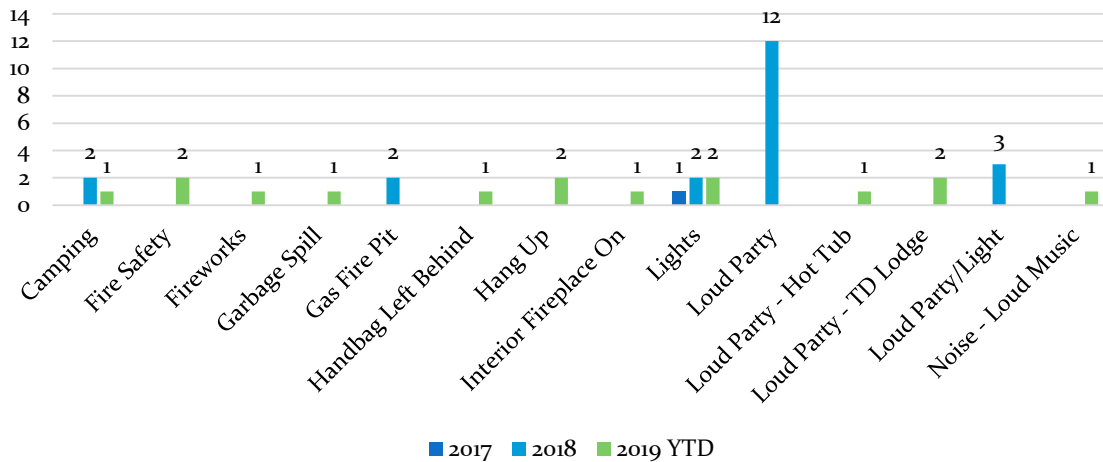
Covenants Highlights

- Covenants Enforcement:
 - 7-days a week / 8:00 a.m. – 5:00 p.m.
 - one dedicated staff member - Mon-Fri
 - Sat and Sun – additional task for staff members with other primary responsibilities
 - After-hours complaint phone line coverage:
 - Starting November 3, 2017 – August 23, 2018 5-11 p.m. after-hours coverage Friday-Sunday and holidays.
 - Moved to 7-days a week starting August 24, 2018.
 - Starting April 10, 2019 – answering service contract to receive and process after-hours calls.
 - 5:00 p.m. – 8:00 a.m.

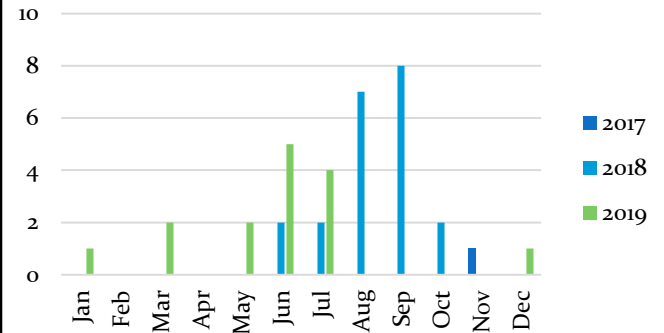
Complaint Source	2017 Actual	2018 Actual	2019 YTD
Staff	105	70	38
OneStop	82	104	31
Email	39	152	50
In Person at ASO	11	20	11
Telephone	11	81	23
Forestry	3	3	0
Grand Total	251	430	153

After-Hours Complaint Call Stats

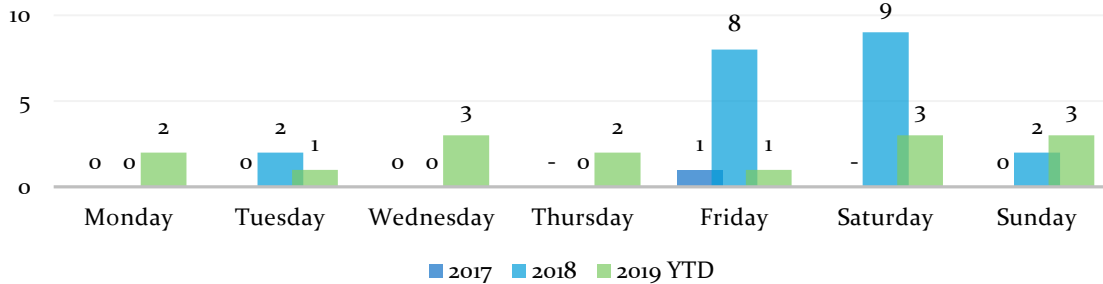
After-Hours Complaint Calls Received by Category



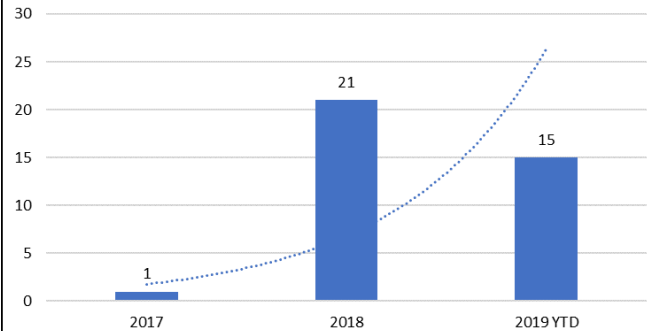
After-Hours Complaint Calls by Month



After-Hours Complaint Calls Days/Week

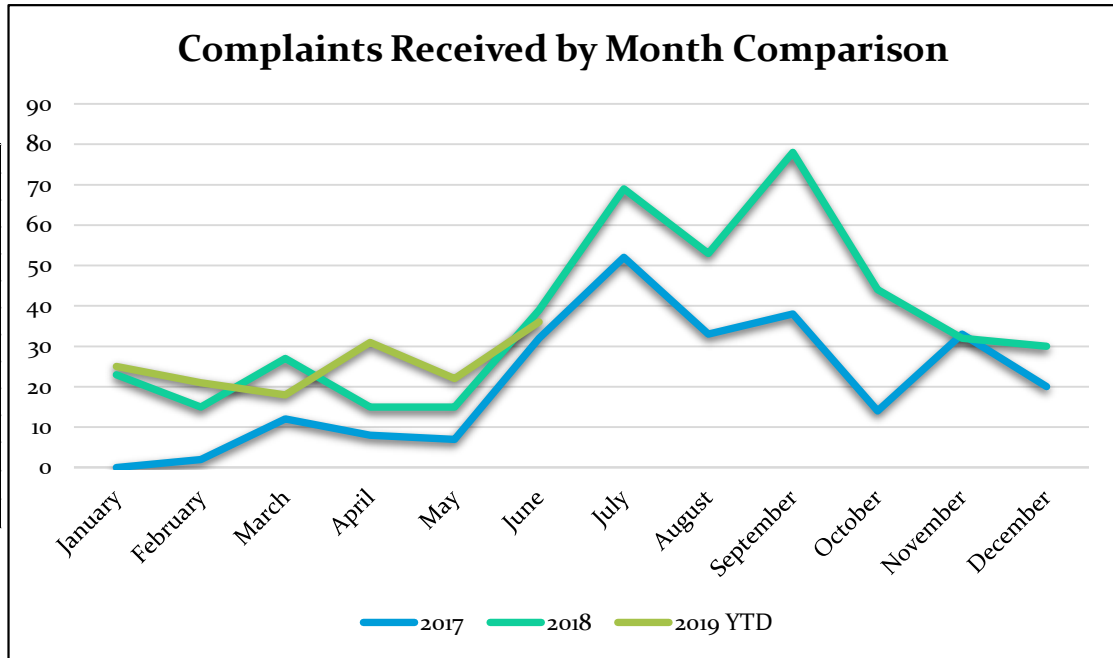


After-Hours Complaint Calls



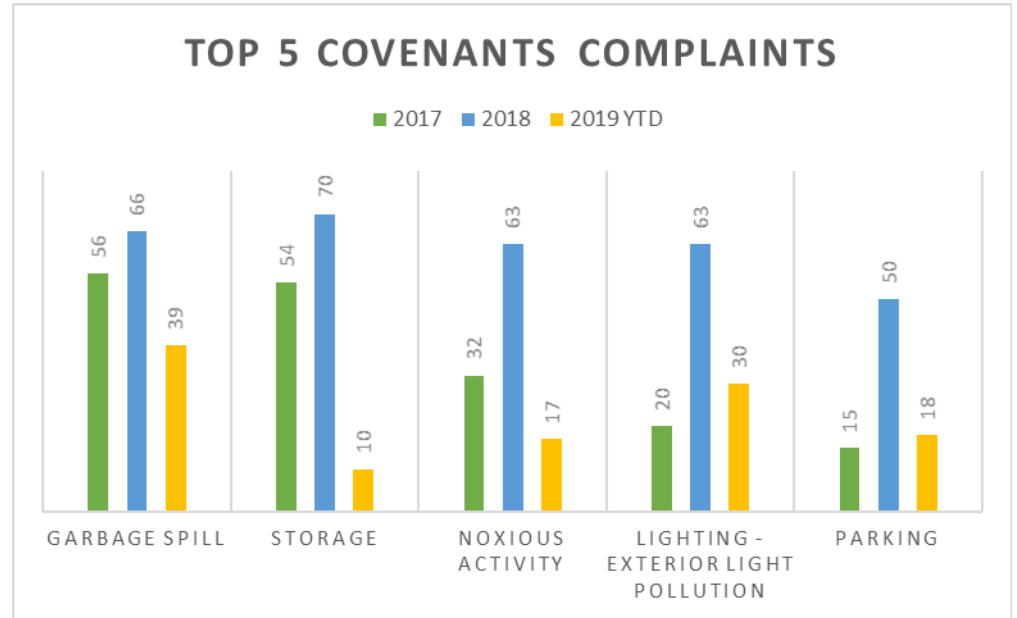
Covenants Complaints Stats Highlights

Monthly Complaints Received	2017	2018	2019 YTD
January	0	23	25
February	2	15	21
March	12	27	18
April	8	15	31
May	7	15	22
June	32	39	36
July	52	69	0
August	33	53	0
September	38	78	0
October	14	44	0
November	33	32	0
December	20	30	0
Grand Total	251	440	153



Covenants Stats Highlights

Complaint Category	2017	2018	2019
Garbage Spill	56	66	39
Storage	42	70	10
Noxious Activity	32	63	17
Non-Covenants	30	22	1
Forestry	20	5	0
Parking	15	50	18
Lighting - Exterior Light Pollution	20	63	30
Storage Misc.	12	0	0
Comment/Concern/Opinion	6	32	5
Dilapidated Vehicle	3	1	2
Business Activities	3	9	8
No Permit ASO	3	0	0
Garbage Misc.	2	1	0
Private Property Machinery	2	0	0
Common Area	2	0	2
Inoperable Vehicle	1	0	0
Camping	1	3	0
Animal Control	1	21	8
Fire Safety	0	20	3
Vehicle/Commercial	0	6	2
Firearm (BB Gun)	0	1	0
Noise	0	5	2
Hunting	0	1	0
Lighting Misc.	0	1	0
Nuisance	0	0	1
Vehicle Restriction	0	0	2
STR - Registration	0	0	2
Trash Dumping	0	0	1
TOTAL COMPLAINTS	251	440	153
TOTAL VIOLATIONS	144	266	120



Month	Complaint Category by Month	Total Complaints	Actual Violations
June	Business Activity (Exterior Advertising)	2	2
	Garbage Spill	5	5
	Noxious Activity (Loud Party)	7	2
	Animal Control (Barking Dog)	4	2
	Lighting - Exterior Light Pollution	5	5
	Storage	2	2
	Parking	4	4
	Vehicle/Commercial	1	1
	Vehicle Registration	1	1
	Dilapidated Vehicle	2	2
	Fire Safety (Firewood)	1	0
	Noise (Exhaust Fan)	1	0
	Common Area (Pine Needle Dumping)	1	1
June Total		36	25

