

# DECISION PAPER



**June 18, 2020**

**Issue:**

The Architectural Standards Committee and Management are recommending changes to the Tahoe Donner Homeowner Inspection Program inspections.

**Background:**

There has always been an element of homeowner inspections at Tahoe Donner whether they are complaint based, programmatic related, or project generated. In 2013 Tahoe Donner instituted a more formal home inspection, Homeowner Inspection Program (HOIP) to address on-going maintenance standards for the community. The committee and staff have reported on the strengths and weaknesses of this program to the board over time and have made incremental improvements over the years with the last improvements and changes in 2016.

Since changes to the program in the fall of 2016, staff, the Architectural Standards Committee (ASC) and the ASO/ASC Task Force have completed several reviews and analysis of the program to better evolve the program in addressing the maintenance issues in the community. Following discussions of findings, work began to draft recommended changes to the program and prepared to bring them before the board.

**Proposed Changes – HOIP 2020**

The proposed changes to the HOIP Program would eliminate the deed change or perceived Point of Sale inspections and focus on properties that need corrective maintenance or repair and manage the process to achieve Tahoe Donner's Minimum Maintenance Standards. Instead of the deed change inspections, every spring, the Architectural Standards Office Staff conduct a yearly drive through the Association to look for seasonal damage and distressed properties. The Property Owners will be notified of their maintenance issues or repairs and given a date of required completion within the same year. The ASO will contact the Property Owners throughout the year to ensure the work is completed.

**HOIP 2020 Inspection Process:**

- A yearly drive through the Association in the spring.
- HOIP Inspection Results Letters will be sent to Property Owner(s), with a clear description of items that do not meet Tahoe Donner's Minimum Maintenance Standards and establish a timeline for completion within the same year.

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- The ASO will manage the properties throughout the year to ensure the maintenance or repairs are being addressed. Interaction with Property Owners may include phone calls, email or in person.
- Complaint based inspections with continue.

## HOIP 2020 ASC Enforcement:

The ASC Chair will periodically review progress of HOIP properties with the ASO staff.

- Approximate six-month timeline to complete the maintenance or repair.
- Properties that fail to complete their maintenance or repairs within the established timeline, will be reviewed by the ASC and may be scheduled for an ASC Hearing. To ensure the work is completed, these properties will be issued a Maintenance Permit.
- The ASC will work with the Property Owner(s) to ensure the corrective maintenance or repairs are completed. ASC Hearings will establish actions and fines to be levied if the timeline is missed. The ASC has the authority to levy fines for continued non-compliance. These fines may be weekly, monthly or any established frequency.
- The ASC will review the properties that fail to meet the established timelines and may refer them to the Tahoe Donner Board of Directors for further disciplinary action.

## Benefits

- Addressing properties that need corrective maintenance or repair in an efficient manner to achieve Tahoe Donner's Minimum Maintenance Standards.
- Emphasis will be on compliance, with disciplinary action if needed.
- See attached Addendum.

## Options:

Option 1: Implement HOIP 2020, with it's focus on properties that need corrective maintenance and management to achieve Tahoe Donner's Minimum Maintenance Standards.

Option 2: Continue with the current HOIP Point of Sale or Deed Change inspections and 1 year time frame for corrective action.

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**Recommendations:**

The Architectural Standards Committee and staff are requesting the Board of Directors consider approving for Option 1: Option 1: Implement HOIP 2020, with it's focus on properties that need corrective maintenance and management to achieve Tahoe Donner's Minimum Maintenance Standards.

Prepared By: Sheryl Walker and Architectural Standards Committee

Board of Directors Meeting: June 26, 2020

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## Addendum to HOIP 2020 Proposal - Expansion of Benefits Statement

- 1: Can be accomplished within current budgetary and staffing constraints.
- 2: With the inexorably growing number of new real estate developments in the Truckee-Tahoe region to compete with, Tahoe Donner competes more and more for investors. Concentrating on our obvious eyesore and blighted properties will help maintain members property values and serve to attract more potential investors.
- 3: The existing HOIP program as currently enforced/mandated is perceived by many Members and Realtors, (the primary gateway for investors) as petty and an irritant.
- 4: The Proposal meets with the Spirit and Intent of the original HOIP program.
- 5: The existing program results in:
  - Our Inspector inspecting properties randomly/inefficiently throughout the 68+ Miles of roads that comprise Tahoe Donner, and inspecting inconsistently due to our severe climate constraints. (Real estate sales are and always will be a year-round activity).
  - Severe ASO efficiency bottlenecks.
  - Membership hostility when interfacing with the ASO. The proposal will reduce this.
  - Less repeat ASC hearings, often ongoing literally for years for those members who are unresponsive – we are still dealing with delinquent members from when the program was launched in early 2013.
- 6: Reasonable neighbor complaints concerning property aesthetics will still remain a priority, and serve to supplement the proposed HOIP 2020 program.

e.g. If a member intends to sell their property, they will likely report neighboring eyesores to protect their property value/yield. The Membership should be actively reminded that neighbor complaints are anonymous when conveyed to offending property owners. Perhaps they should be renamed “neighborhood complaints”, so that immediately adjacent property owners aren’t assumed to be the complainant.