

# THE COMPLETE GUIDE TO PREVENTING RULE VIOLATIONS IN YOUR COMMUNITY

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# RULE COMPLIANCE SHOULD BE EASY

As a homeowners' association board member, it can be time-consuming to constantly monitor and enforce the rules when there's so much more on your plate. That's why it's important to foster an environment where rule compliance comes easy. When you have a set of rules that are necessary, clear, effective, reasonable, and—above all else—legal, everyone benefits.

Serving community associations for 36+ years, we at CMA believe that informed homeowners have a happier HOA living experience. In this ebook, we offer board tips for communicating with community members to encourage voluntary rule compliance and prevent violations in their communities.







# 1. HOST NEW RESIDENT ORIENTATIONS

All too often, the board is seen as an impersonal bureaucracy that enforces rules and distributes fines. To show that the HOA is run by people who care for them, it's important to properly welcome the newest members of your community with a friendly approach. Reach out to new residents and offer them the chance to sit down with management, the board, and the covenant compliance committee. A casual introduction, this is the board's opportunity to set the foundation for rule compliance and share details about HOA living.

Here's what you might discuss:

- How to take advantage of everything the community has to offer
- What the rules are and how they benefit the community
- Tips for avoiding the most common violations
- The importance of meetings and attendance
- Upcoming events and how to participate

## 2. CREATE EASY-TO-READ VERSIONS OF IMPORTANT DOCUMENTS

Governing documents, including rules and regulations, are often difficult to understand. Because confusion tends to lead to non-compliance, board members should help residents decipher the rules and regulations they're expected to follow. Consider:

- **Condensing the governing documents into a brochure or booklet.** Providing the rules and regulations in a compact format keeps residents from having to dig through the governing documents for quick reference.
- **Creating a maintenance matrix.** By drafting a simple chart that indicates who's responsible for tasks like maintenance, irrigation, and external painting, you'll eliminate ambiguity and reduce violations.

As always, involve an HOA attorney to ensure accuracy and legal compliance. Distribute these items in your homeowner welcome packet, as handouts during orientation, or post on the community website, so they're always easily accessible.







### 3. FOCUS ON CERTAIN AREAS OF COMPLIANCE AT A TIME

While all rules always apply, your community can conduct specific compliance inspections during a particular time frame. For example, boards may choose to pay special attention to landscaping in the year's first quarter or hone in on seasonal violations every 60 days.

Boards must share what inspections will happen and when. To support homeowner compliance:

- Notify residents well in advance
- Include tips and best practices
- Send reminders as inspection dates near

This approach sets clear expectations and demonstrate a willingness to help residents avoid violations.



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## 4. MAKE RULE COMPLIANCE AFFORDABLE

Whether it's pressure-washed roofing or regular lawn care, abiding by the rules can be time-consuming and costly for a homeowner. To help community members stay on track, consider partnering with a qualified vendor to perform services in bulk for a more affordable individual price. Some bulk services to consider include:

- Lawn mowing
- Power washing
- Irrigation system maintenance
- Window washing
- Trash pickup and junk removal

# 5. USE TECHNOLOGY TO YOUR ADVANTAGE

Effective communication is the key to preventing violations in your community. Use technology, like a community website, app, or email, to:

- Send notices
- Provide maintenance tips
- Update members on community projects
- Post rules
- Ask for feedback

By using technology to your advantage, you can maintain a positive environment for residents, address issues promptly, and support homeowners in following the rules.











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