

# Home Maintenance Committee Charter

*Updated January 11, 2021 by the Home Maintenance Committee*



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## **A. Purpose**

The Home Maintenance Committee (HMC) promotes the proactive care of all dwellings, ancillary structures, appurtenances, and landscaping on private property according to the CC&Rs and maintenance standards enacted by the HOA's Board of Directors. The HMC may find HOA members in violation of maintenance standards and impose fines for violations with the approval of the Board of Directors.

## **B. Composition; Board Appointed Liaison; Quorum**

The HMC shall consist of not less than three (3) HOA members residing in Mt. Park, including one member of the Board of Directors, who acts as a liaison with the board. All committee members, including the board liaison, have one vote each. Assigned staff are not members of the committee and have no vote. A quorum consists of a majority of the HMC members who comprise the committee.

## **C. Responsibilities; Goals & Objectives; Performance Evaluation**

### Responsibilities

The HMC is charged with reviewing all notices of violations regarding maintenance standards issued by the HOA to determine if the noticed violations are substantiated and, if appropriate, to impose fines for the violations. The HMC is responsible for ensuring consistent application of maintenance standards and procedures when making its decisions in all contested and uncontested compliance actions. All HMC compliance decisions are reviewed for final decision by the board.

If HOA members request a hearing to contest a notice of violation and proposed fine, the HMC has been delegated the authority by the board to hold hearings in these contested matters. After the committee's hearing and decision, the dissatisfied HOA member may appeal the matter to the board in accordance with applicable appeal procedures.

The HMC is charged with proposing amendments to the Standards for Home Maintenance for consideration by the board.

The HMC is responsible for establishing goals and objectives for carrying out its responsibilities and evaluating its performance.

### HMC Goals and Objectives

- Ensure complaints about poor home maintenance decrease and satisfaction with home maintenance in our community increases.
- Receive monthly updates on staff priorities to enhance committee/staff teamwork in meeting them.
- Focus on meeting seasonal compliance objectives and on properties with multiple problems, properties needing repetitive compliance interventions, properties with uncorrected and continuing violations, and properties with formal complaints from neighbors.
- Ensure consistent application of rules and adherence to applicable procedures in committee actions.

- Ensure committee expertise by providing training on rules and procedures.
- Communicate effectively with members about compliance expectations and actions to build good community support, which includes an annual forum seeking community engagement and feedback.
- Review rules yearly to determine if rules reflect board direction and priorities and the committee's evolving needs.
- Make recommendations to the board on needed rule revisions.
- Increase committee member's satisfaction with their service on the committee.

## Performance Measurements

### *Monthly Comparisons*

- No. of properties with persistent problems requiring issuance of repetitive courtesy letters by staff
- No. of NOV's issued regarding staff's top 3 priorities
- No. of properties with multiple violations needing NOV's
- No. of properties with uncorrected/ongoing violations
- No. of formal complaints received/time to resolution
- No. of board appeals/results

### *Yearly*

- No. of communications to member's about compliance issues
- No. of activities to develop community support
- No. of training sessions on rules and procedures
- Assessment of rules/proposed changes
- Assessment of committee member's satisfaction

## **D. Operating Standards & Processes**

The HMC will ensure equitable and consistent application of the Standards for Home Maintenance when performing its responsibilities. The HMC members will abide by all governance policies adopted by the board when conducting HMC business on behalf of the HOA. Committee members will follow any ground rules and policies adopted by the committee for conducting and participating in meetings.

## **E. Meetings & Agendas**

The HMC committee will meet monthly at the time, place and in the manner established by the committee and board. Committee members may participate remotely. HOA members will be provided with notice of HMC meetings on the HOA's website to encourage attendance of HOA members at committee meetings.

Meeting agendas are the primary responsibility of the committee chair and are developed with the assistance of the committee's assigned staff. Agendas will be made available to HOA members in advance of the meeting to apprise members of agenda topics of interest to them.

## **F. Committee Budget**

The HMC has no budget.

## **G. Reports**

The committee's liaison, or the person delegated by the liaison in his or her absence, will report at least monthly to the board on HMC activities.

The HMC will provide the board with an assessment of its performance at least yearly based on the goals, objectives, and performance measurements it has adopted.