

## Roles of the Board and Property Management Companies

### Setting and Enforcing Community Policies

If you own property in a condominium, townhome or newer single-family home community, your community is likely governed by a **Homeowners Association, or HOA**. Your HOA is governed by an elected **Board of Directors**, comprised of owners who have volunteered to serve your community.

Your HOA is responsible for your community's operations and common areas, as well as for adhering to the CC&R's (Covenants, Conditions and Restrictions) – the comprehensive policies and rules you and your fellow homeowners must follow to maintain your community's curb appeal, quality of life and property values, which were set by the Developer and in force prior to you purchasing your home.

Many HOAs hire a **professional property management company** to properly and effectively leverage their expertise to handle day-to-day operations, perform ongoing maintenance duties and communicate with residents. In addition, the property management company is responsible for executing on all Board decisions and ensuring that all homeowners comply with the CC&Rs and adhere to state condominium statutes.

Sometimes, however, homeowners confuse the roles and responsibilities of their HOA Board and their property management company, especially when it comes to community rule enforcement. Despite what many homeowners think, your property management company does not set any policies or rules pertaining to your community, nor does it determine the penalties for non-compliance. Rather, the management company's responsibility is to enforce the community policies and regulations made by your Board of Directors on behalf of your HOA.

Property management companies partner with your board to optimize property values and ensure harmonious living environments for you and your neighbors. Working together, we can create a beautiful and thriving community you'll be proud to call home.

In Golden Pond's situation, the Board is made up of three volunteer homeowners who give their time to insure that these 400 homes are in compliance with the rules of the HOA. They are voted in by the Homeowners (You) at the annual HOA meeting which occurs in February/March of each year. Notification for this meeting is forwarded to all homeowners 30 days in advance of this meeting each and every year.

So when the question arises, why is this being done in our subdivision, please remember that you can make a difference. There are committees where involvement is needed. Comments on social formats do not get the job done and frankly do not set the subdivision in a good light. Those very comments could, in fact, cause folks to think twice about moving into Golden Pond at all.

As a full time Realtor here in southern Granville County, I can tell you that Golden Pond shows very well. Are there homes that need work? Absolutely there are! But for those homes that do need work, most are a work in progress as there are legal procedures that must be followed in order to legally get a homeowner to follow the rules that were set by the Developer.

As the Property Management Company, we do not set rules at all. We are mandated by a contract with Golden Pond to follow the rules that have been in place since the subdivision was created. So when you get our friendly reminders please take them in the spirit they are delivered. Our job is to help your subdivision be the best. We are constantly working to be better at our job and appreciate any and all comments submitted directly to us. We do not participate in any way with Next Door. If you have a specific concern, please contact us via email ([granvillehoa.com](mailto:granvillehoa.com)) or just give us a call to our phone number listed in this bulletin. We are happy to listen and, if possible, help in any manner that may resolve the problem!