

Dear Residents,

We have received a number of questions recently about the role of the HOA Board of Directors and the violation process in Hirst Farm. We would like to clarify the role of the Board vs. the property management company (Property Management People or PMP) that manages our community.

The Board is made up of volunteers from Hirst Farm. We meet every other month in order to review the finances as presented by PMP, to discuss ongoing issues in the community, to make final determinations on violations cited by the management company based on the Architectural Review Guidelines (ARG), to ensure the maintenance of common areas, to plan community events, etc. The Board is not a policing body; members do not perform inspections or initiate citations for infractions.

Our property management company (PMP) manages our finances (including collection of dues, payment of bills, creation of the budget, management of bank or other accounts, etc.) In addition, PMP oversees our association's insurance, compliance with law, management of contracts, identification and communication with contractors, communication with homeowners, etc.

Violations of the governing documents should be reported to PMP. Board members are always happy to help route questions or concerns to the correct person. The types of concerns that PMP can assist with include **violations of the governing documents** and **common area maintenance issues**. These include but are not limited to:

- Exterior home maintenance concerns
- Maintenance of community landscaping or property
- Maintenance of yards in the neighborhood
- Maintenance of trees or other vegetation in common areas that are in danger of damaging a home or other private structure (ex: fence, shed, etc.)
- Violations of the ARG, bylaws or governing documents

Our property manager, Ahmed, does not live in Hirst Farm. He makes annual inspections once per year, generally in the spring, and is typically on-site in our community twice per month as follow-up and to check the status of common area maintenance. Issues that you see on a daily basis may not be noticed or may not exist while he is in Hirst Farm. If you have any issues to report, please contact **Property Management People** at **703-771-9355** during regular business hours (Monday–Friday, 9:00 AM to 5:00 PM). Our property manager will be happy to address maintenance issues with the appropriate contractor, discuss general concerns with the Board and begin the violation process if needed. Please know that the first course of action (and usually the only necessary one) is the issuance of a courtesy reminder to the homeowner. Our neighbors are generally very respectful.

The violation process for all HOAs is limited by state law. In addition, violations are handled behind the scenes and, when completed, often take months for resolution. No public notice is sent when a property is in the violation process so while it may seem like nothing is being done

there may be progress behind the scenes that you just don't see. Please keep in mind that due process is time-consuming.

In general, our violations process involves:

- Courtesy notice; 30 days for resolution
- 1<sup>st</sup> violation notice; 30 days for resolution
- 2<sup>nd</sup> violation notice; 15 days for resolution
- Hearing in front of the Board (may need to wait until a regularly scheduled Board meeting)
- If the Board upholds the violation, violation charges begin accruing at a rate of up to \$10/day for up to 90 days
- If the issue is not resolved after the completion of violation charges, the Board will decide whether or not to pursue legal action

Please note: Neither the Board nor PMP can intervene in the following matters:

- Criminal activity
- Noise complaints
- Domestic or wild animal concerns (e.g., barking dogs, off-leash pets)
- Neighbor-to-neighbor or interpersonal disputes

For these types of issues, please contact the **Purcellville Police Department** at **540-338-7422** or the **Loudoun County Sheriff's Office** at **703-777-1021**.

In addition, some community issues are governed by the Town, not the HOA. Examples of these include:

- Snow removal (sidewalks and roads)
- Sidewalk maintenance
- Recreation equipment impeding roadways
- Street light issues
- Issues with trash and/or recycling
- Sewer and wastewater issues
- Water issues

The Town of Purcellville has an online [Citizen Issue Form](#) where you can report an issue or you can call **Town Hall** at **540-338-7421**.

Thank you for your attention to this matter and for helping maintain a safe and respectful community.

Sincerely,

**The Board of Directors**