

Wyndcliff HOA Administrator Roles

1. Compliance Management

Obtain the walk-through information from the ARC and enter it into the system or tracking spreadsheet

Create and deliver letters to violators after a walk-through

Keep records and copies of letters and emails sent to each homeowner

Receive ARC walk-through information after 10 day Follow up from ARC

Create and deliver second set of letters for any remaining non-compliant issues and keep records and copies

Track the three tiers of violations and start fine tracking once the respective # of days has passed

Watch email box for homeowner notification that an issue has been resolved

Notify the ARC that homeowners have notified us that an issue has been resolved and wait for verification (ARC will need to verify and reply to confirm) stop fine accrual if approved.

Report fines accrued monthly to Treasurers

Report on status of open violations and fines monthly to Board for meeting

Gather the homeowner proposals for appeals for ARC or Board Review (Proposals on how they plan to fix the situation.)

Communicate the ARC or Board decision to homeowners on the proposal or appeal

Keep records of timing of homeowner resolution proposals and ensure that those items are resolved within the time given

2. Welcome Committee

Visit each new homeowner and welcome them to the neighborhood

Email a new homeowner packet to all new residents

Welcome email to include attachments or links to the standards, bylaws, and declarations

3. District Captains

- In charge of an area of houses
- Deliver monthly newsletters (these will include the minutes from the HOA monthly meetings along with what events are upcoming)
- Help with community social planning
- Have a heart for loving on your neighbors and caring for them
- Have occasional meetings with other captains to discuss how to bring community together and to hear ideas

4. Rental Administration

Research quarterly if any homes in the neighborhood have been moved to rental status and notify them of the Annual charge and guidelines

Track all rental homes in the neighborhood to ensure we get the following and maintain records of the information:

Copy of the lease

Proof of successful background check

Signature of the renter on the agreement to abide by the declarations (attachment to the declarations)

Annual Fee

Update the HOA Records for any changes in rental status

Send rental property owners any ARC violation notices

Track non-compliance for the 30 day resolution and notify rental homeowners of any continuing violations

Consult with board on any rental properties not in compliance to vote on rental status decisions

5. ARC Request Administration

Watch email box and notify ARC of any new requests

Respond to homeowner on ARC decision - approval or denial

Follow up on denials if situation is not corrected

6. County Liaison

It would be good to have someone who can build a relationship with Cobb County maintenance and enforcement. They could field the requests the HOA gets for road maintenance, lights, county regulations, street parking, dogs, drainage issues, and other enforcement elements that relate to Cobb County.