

Newington Community Association Covenant Compliance Program  
(AKA: The Doorhanger Policy)

11/28/06

1. Purpose: The Newington Community Association (NCA) Covenant Compliance Program (also known as the “Doorhanger Policy”) is to “nudge” residents to follow the rules set forth in the NCA Declaration of Covenants, Conditions and Restrictions (DCCR) through an informal process without the formality and complexity of an Architectural Violation letter.
2. Eligibility: Only active NCA Board Members and the Community Manager (CM) can issue Doorhangers on a residence, and on any NCA property except the street of their residence. But to do so, the Board Member must be trained in Covenant Compliance and then placed on a list of eligible Board Members (maintained by the CM) which is distributed to all participating Board Members.
3. Identifying Violations: Suspected violations may be identified by Board Members, the CM or residents. Board Members may immediately issue a Doorhanger for the observed violation as long as it does not violate the “Eligibility” paragraph. Any violations reported by—or to—the CM will be distributed to all identified Covenant Compliance Board Members. The first one to accept the task will be identified to all so multiple Board Members do not go after the same violation at the same address.
4. Doorhanger Issuance: After the Doorhanger is issued (within 24 hours), an e-mail must be sent to the entire Board and the CM stating:
  - Who issued the Doorhanger
  - Date/time of the Doorhanger
  - What address was affected
  - What violations were observed

This will work to prevent multiple Doorhangers being issued for the same violation. The Doorhanger stub must also be turned into the NCA office within 24 hours of issuance.

For the three pre-printed violations, the rules are plainly stated and the relevant CCR articles identified. (For item #3, the person issuing the doorhanger must specifically identify what personal items were seen: bikes, furniture, bags of soil, etc. This is best accomplished by circling the appropriate example printed on the doorhanger. Also, these details must be transferred to the doorhanger stub submitted to the CM for follow-up.) For #4, the catch-all “other” section, the Doorhanger issuer must be fully knowledgeable with the article of the CCR being enforced. It is anticipated most violations will be covered in the three pre-printed categories.

4. Follow-up Visits: The CM, or designated representative, will conduct a follow-up visit to determine if the violation was corrected or continues to exist. If the violation is no longer present, that should be documented in accordance with current CM practice and no further action is necessary. If the violation is still present at the time of the follow-up visit, a letter will be issued in accordance with Architectural violation procedures.