

DRAFT

Lakemoor Community Club Code Compliance Committee Final Report — January 2026

The Covenant Enforcement Committee has as part of its mission a goal of making the covenant enforcement policy transparent, fair and respectful.

■ *Transparency:* We have a number of suggestions that could better inform our community about the enforcement of our covenants. These appear as attachments to this report. They include static web information, a Q&A for people who receive notices, and periodic aggregated reports on notices and fines in the newsletter.

■ *Fairness:* The community needs to be assured that violations are administered in a non-arbitrary manner. Additionally, the committee strongly recommends that the appeals process NOT involve members of the Compliance Committee that recommended the courtesy notices and/or violation fines. It can be as simple as having appeals heard by the remaining members of the Board. The appeals process won't work if the entire Board is already serving as the Compliance Committee or if the Board is the entity that is making the initial courtesy notice/violation fines decisions.

We have reviewed the Resolution of the Board from 2023 that creates the standing Compliance Committee. It calls for a maximum of seven members, which could conceivably encompass the entire Board. The website should identify the number of members that comprise the Compliance Committee (3, as we understand it).

■ *Respect:* We cannot find a single community member that likes the courtesy notice currently sent out by VIS. The tone is demeaning even though it tries to be friendly. We think the courtesy letters should come from the Chair of the Compliance Committee and can be simple (see Attachment A). In the alternative, the notice can be signed by the President of the Board. We don't think it should come from VIS, especially since VIS insists on maintaining language that nobody likes.

We understand that the new statute requires specific language as contained in the new enforcement policy that was adopted by the Board last month. The policy appears to address delinquent assessments as opposed to covenant enforcement, but we assume that the requirements are the same.

We endorse the concept of a Care Committee that could assist residents whose physical, financial, or other limitations hinder their ability to respond. That might mean changing the courtesy notice or the appeal form to enable people to ask for help.

Summary of recommended actions

- Revise or supplement VIS's courtesy notices to convey a more positive tone and to incorporate (or reference) more complete information on the process (see Attachment A)
- Develop and post on Ken Lake's website basic information on the evaluation, notification, fine, and appeals processes (see Attachment B)
- Include on the site a Q&A that provides additional detail for people who've received a notice (Attachment C)
- Publish a periodic report to the community (see Attachment D) with updates on
 - Number of notices (courtesy or fines) sent
 - Total fines assessed, paid, and the average per fine
 - Most common infractions
 - Number of appeals
- Include in the *Ken Laker* a brief periodic (bi-monthly?) reminder that Ken Lake is a covenant community with guidelines on construction and maintenance, directing residents to the website for additional details on Code Compliance and Architectural Control processes (see Attachment C)
- Leverage the Care Committee or other volunteer efforts to assist residents whose physical, financial, or other limitations hinder their ability to respond
- Reform the appeals process so that appeals are not routed back to the Compliance Committee

Attachment A: Sample notification email/letter text

As you know, our management company conducts a monthly survey of the homes in our neighborhood. VIS notifies us of homes that appear to be in violation of the covenants and our Compliance Committee has concluded that your home appears to be in violation of (insert covenant provision here, like VIS already does).

The Board requests that you correct the situation within 14 days of the date of this notice. Failure to do so may result in the imposition of a fine of \$50 as authorized by Section ____ of the Covenants. If you would like to discuss this matter, please reach out to our community management team at info@vis, etc.

You can learn more about Ken Lake's code enforcement process at [website].

Attachment B: Sample static information item for website

Ken Lake contracts with a management company (VIS) to survey the community on a monthly basis. The company's representative visits the neighborhood and takes photographs of properties that may be in violation of the Lakemoor covenants. Those photographs are then forwarded to the Compliance Committee.

The Compliance Committee reviews the photographs and makes decisions regarding the appropriateness of issuing courtesy letters, which direct the property owner to correct the offense within 14 days to avoid the issuance of a fine for violation.

If the property continues to be in violation, a fine is imposed of \$100 plus an administrative fee charged by the management company. A property owner can appeal the fine using the appeal form (Insert link to appeal form here).

For more detail, a Q&A document is available [insert link]. The covenants themselves are published [here].

Attachment C: Sample Q&A document for Lakemoor website

Q. Why am I receiving this notice?

A. You've received this notice because your property appears to be out of compliance with neighborhood standards for maintenance and appearance.

Q. Are the standards written down?

A. Yes. They are set forth in Article III of the Lakemoor [Modified Protective Covenants 2008](#). The Board of Directors adopted a [set of clarifications](#) in 2024. Both documents are available at www.kenlake.org.

Q. Who decides that a property is out of compliance?

A. A three-member Compliance Committee, a subcommittee of the Board of Directors selected by the board, decides which properties merit a notice.

Q. How does the Compliance Committee make those decisions?

A. Our property management firm, VIS, drives through our community once per month to photograph any property that they think might possibly be out of compliance. Photos are also taken of dumpsters to begin a 30-day tracking process (see below). Photos are then reviewed by the Compliance Committee to determine whether the photos do show a property out of compliance. First violations receive a courtesy notice, which allows the owner 30 days to take action to:

- Correct the violation
- Appeal the notice
- Contact VIS if the notice was sent in error, wrong address, etc

Violations not corrected, appealed, or otherwise resolved are noted on the next month's drive-through. A fine may be sent at this point.

Q. What are the most common problems?

A. The Compliance Committee periodically shares a summary of its recent activity. Historically, some of the most common problems have included:

- Unkempt yards (unmown lawns, weeds, piles of debris or building materials)
- Refuse carts stored in front of homes or left on the street more than 24 hours
- Dumpsters left on the street beyond the 30-day limit without extension requests
- Dilapidated fences
- Cars parked on lawns or weedy gravel parking spots

- RVs parked more than three days on without asking for extensions
- Excessive moss on driveways or roofs

Notices may also be issued for fences, outbuildings, or other structures erected or trees removed without [Architectural Control Committee \(ACC\)](#) notification or approval.

Q. How common are these notices?

A. An October 2023 to October 2024 tally showed that, across our neighborhood’s 250 +/- homes, about 100 notices are issued in a given year.

	Photos taken	Notices issued	Fines issued
Totals	265	105	19
Monthly average	24	10	2

To track recurrences, VIS maintains a 12-month record of notices.

Q. Can I appeal?

A. Yes, you can appeal by [\[need a description of the process here\]](#).

Q. How can I avoid a repeat?

A. In some cases, concerns can be avoided by notifying the Board of Directors in advance. Examples include long-term landscaping projects, unavoidable (temporary) relocations of vehicles, or exterior storage associated with renovation work.

Attachment D: Proposed format for periodic newsletter reports

Code violations/notices

Ken Lake's covenants set standards for property maintenance, yard care, outdoor storage, and other items that affect your home's appearance.

In its monthly drive-by, our management company (VIS) flagged ____ homes for potential violation of the covenants. Of those homes, ____ were sent courtesy notices and ____ were sent fine notices. In the past year, 96 homeowners have received courtesy notices and 18 homeowners were fined. There were ____ appeals.

In the last (month? quarter?) some of the most common violations were for _____.

More information on the covenants is available at LCC BYLAWS - kenlake.org