

## VIOLATIONS FREQUENTLY ASKED QUESTIONS

Your Board of Directors (BOD) has contracted with Fusion to provide enforcement of your HOA Covenants, Codes & Restrictions (CCR's). Buying a home/condo/townhouse within an HOA requires an owner to follow the policies outlined within the CCR's. Whether or not you were previously provided the CCR's, you are still bound to follow the policies contained within as a homeowner. Claiming you did not know about the CCR's, were never provided the CCR's or did not realize you were part of an HOA is not sufficient to release you from your obligations and ultimately will not affect receipt of notices of violations &/or fees. Fusion is contracted with your HOA to provide walk/drive throughs every 2 to 3 weeks, we are not in your HOA on a daily basis.

- 1) Where do I get information on my CCR's and the violations/enforcement policy?  
You can find this information on our website: [www.fusionbegins.com](http://www.fusionbegins.com). If you do not have access to a computer, please call our office to request a hard copy.
- 2) Who gets the money from violations fines?  
Monies collected through violation enforcement go directly into your HOA bank account. Fusion does NOT benefit from the money collected through violation fines.
- 3) Why do I have to mow my lawn/water/pull weeds so often?  
Fusion enforces your HOA covenants. If your CCR's require your lawn to be a certain length or you are required to keep a certain look, we will issue a notice when you are not in compliance. This means every time we do enforcement drive throughs. **You are required through your CCR's to keep your property in compliance ALL the time, not just for enforcement times. Fusion does not provide notices or warnings for any upcoming enforcement activities.**
- 4) Why can't I just call the office with my request/complaint?  
***All your requests and complaints need to be put in writing EVERY time you receive a violation letter.*** Fusion then forwards this information to your Board of Directors for resolution. The BOD makes the decisions on all abatements of fines, postponement of time limitations, further action, etc. Fusion enforces the direction they are given by the BOD. Similarly, if you are requesting photos, you must also put this in writing; this can be via email ([randy@fusionbegins.com](mailto:randy@fusionbegins.com)) or regular mail. **Be sure to provide your entire address in your correspondence, including any unit number if applicable.**
- 5) Am I the only one getting violations?  
Fusion issues many violations within each HOA every month. No one is ever singled out. BOD members also receive violations if they are in non-compliance. Fusion never shares private information on who is receiving violations or for what. Receiving more than one violation notice does not constitute harassment or discrimination, this simply means you have not come into compliance.

- 6) Why do I have to pay a fine for weeds in my yard if the common areas have weeds?  
Fusion works diligently with the contractors your BOD has chosen for landscaping. If you notice that there are any problems with the landscaping, you can put this in writing to our office to be handled further through Fusion and your BOD. As outlined above, you, as a homeowner, are still responsible for your own lot being in compliance.
  
- 7) Why do I get violations for parking?  
Please refer to your HOA CCR's for the policy surrounding parking of regular and recreational vehicles. Fusion will enforce this policy. Fusion does not have individual vehicle registration information. If you notice vehicles parking outside of the policy outline, please provide the information and photos so we can follow up.
  
- 8) How do I make a complaint about a violation I noticed?  
If you would like to notify Fusion regarding a violation, such as illegal parking, you must include a photo with your written complaint. Complaints received without a photo will not be followed up with by Fusion until the next scheduled drive through. Should you request Fusion to follow up immediately, time will be billed accordingly upon Board approval.