



## COMPLIANCE

### Escalation of Fines Policy

(approved by OHHA Board of Directors, April 5, 2017)

#### 1. First letter / Courtesy Notice (sent USPS 1<sup>st</sup> class mail; sending a copy by email is optional)

- Provides initial notice of a concern or violation to homeowner.
- Specifies 7 or 14 days from the date on the letter (depending on the urgency of the situation) to resolve the issue without any penalty.
- Provides information about the next escalation step if the issue is not resolved in the allotted time.
- Encourages communication with OHHA Director in charge of Compliance.

#### 2. Second letter (sent USPS Priority Mail with Tracking)

- References the first notice and gives formal notice of concern/violation.
- Specifies 7 or 14 days from the date on the letter to resolve the issue prior to next escalation step and Fine.
- Notifies homeowner that failure to resolve the issue(s) within the 7 or 14 day allotted time will result in a \$75 fine.
- Encourages communication with the OHHA Director in charge of Compliance.
- Offers opportunity to appeal.

#### 3. Third letter (sent USPS Priority Mail with Tracking)

- References the first 2 letters.
- Notifies homeowner that a \$75 fine has been imposed.
- Specifies 7 or 14 days from the date on the letter to resolve the issue prior to an additional fine of \$150 being imposed.
- Encourages communication with the OHHA Director in charge of Compliance.
- Offers opportunity to appeal.

#### 4. Final letter (sent USPS Priority Mail with Tracking)

- References the first 3 letters.
- Notifies homeowner that a \$150 fine has been imposed.
- Schedules a hearing as soon as possible with the OHHA Board.
- Notifies the homeowner of additional fines and conditions:
  - If the homeowner fails to appear at the hearing or does not prevail at the hearing, the homeowner has 7 days to begin work to resolve the concern(s).
  - If work has not commenced by the end of those 7 days, the homeowner will be fined \$15 per day.
  - Daily Fines will accrue until a resolution deadline is negotiated with the Compliance Director AND work has commenced to resolve the issue. Fines accrued during this period are not cancellable.
  - Daily Fines will continue to accrue once work has commenced. If the resolution deadline is successfully met, fines accrued during this period may be cancelled at the discretion of the Compliance Director.

**Repeated episodes of the same violation within 1 year of the most recent violation are considered to be a continuance of the original violation. Notification resumes from the most recent escalation step. The OHHA Board has discretion to levy additional fines for persistent non-compliance.**