



Hi Neighbors,

WHAT IS COMPLIANCE?

Confused about compliance? You're not alone. Let's quickly breakdown what it is and why we need it.

WHAT'S THE DEAL WITH THE RULES?

You'll see this acronym a lot: CCRs... it stands for Covenants, Conditions, and Restrictions.

These documents are something that your community is governed by.

The Board – who are made up of volunteers from within your community, make sure that everyone is on the same page and abiding by the CCRs.

CSI helps out your Board with this in a few ways.

We drive through your community regularly to check-in on anything that may not be in compliance with the CCRs. Not always – but these are typically things like non-compliant real estate signs, parking issues, overgrown lawns and gardens, and mildew.

It's important to take the time to read through your Covenants, Conditions, and Restrictions documents you received closing. These documents are also available in the AppFolio portal for ongoing reference.

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No one likes to receive a letter that implies you've done something wrong.

If you receive a non-compliance letter it will clearly state which CCR rule is in question. We know that life moves fast and you may have already rectified the situation by the time you receive the letter. If you have, or feel that this letter has been sent in error, the fastest way to let us know is through the portal at CSICommunities.com. You can quickly upload an image, or respond with questions.

The covenants help protect everyone's property value and helps your HOA Board make sure the impact on each neighbor and the neighborhood at large is considered.

HOW DO I STAY IN THE KNOW?

Make sure you have registered in the portal. You can opt into how you would like to receive information and so much more – for example if you do receive a non-compliance letter you would be able to upload images when the violation has been rectified or request clarification about the receiving the letter.

Nicole Grandelli | President, CMA, AMS

A: 575 Davidson Gateway Dr #200 | Davidson, NC 28036

E: Info@csicommunities.com | **W:** CSIcommunities.com

P: 704-892-1660

HOURS: M-Th: 8:30am - 5pm, F: 8:30am-1pm

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