

# CONNECT

## Inspections

**Why doesn't a notice from the South Riding Community Standards Department bring a smile to your face?** Maybe it should; after all, our goal is to help maintain and preserve South Riding property values which includes your home, one of your largest investments. We all know communities that do not benefit from this protection because they are not in a Homeowners Association.

We understand we are all so busy with our families, careers and life in general that sometimes one more task added to our plate just raises the stress level to overflowing. We wonder when will we have time to paint the garage trim or hire a reliable contractor to replace the missing shutters. Then life gets even busier when you are out of the country for extended travel, the in-laws visit, a new baby is born, etc.

**CONNECT WITH US! We can relate to what life throws your way and we will work with you as much as possible.** We'd much rather give a 30 day extension (never for grass cutting) than have our advisor visit the home three more times and send two additional notices. Please remember there are limits to the extensions and relief we can give, our obligation is to the overall community and we are required to abide by the policies called Due Process.

**Connecting with the Advisor who sent the letter.** A significant amount of the work our department does is away from the office and specific questions about an inspection are best answered by the Advisor assigned to that section. Please leave a voicemail message when you call or better yet send an email and the advisor will get back to you. The direct dial extension & email are on the letter.

**I received a notice and I don't understand the terms used to describe the violation(s), what should I do?** Try an internet search, then if you are still confused contact us. Please keep in mind we are able to identify an issue but we do not have the skill set to tell you exactly how to fix it, that's what the professional contractors and handymen do.

**It's so expensive to call a contractor out for small repairs and painting.** We encourage you to work with your neighbors who probably received a similar notice. If several of you work with the same contractor for power washing or painting, the pricing may be better and you are less likely to be bumped down their list of priorities.

**I submitted a concern about my neighbor three months ago. Why hasn't the Community Standards Department done anything yet?**

Be assured it has been investigated and if it is something within our authority we have done our best to take steps to address the matter. Compliance is our ultimate goal, however we are limited and restricted in what we have the authority to enforce and common courtesy matters are very difficult to enforce.

*Due process can be lengthy with many steps as shown in the box below.*

## Standard Due Process Procedures

1. Observe and document the violation.
2. Send the first notice.
3. Follow-up with a re-inspection.
4. Send a second notice if necessary (two of these notices are sent to the homeowner one by first class mail and the second by certified mail).
5. Complete a third inspection.
6. If the matter is still not remedied a Rules Hearing is held at the next scheduled Community Standards meeting.
7. A hearing results notice is issued with a 10-day grace period (two of these notices are sent to the homeowner one by first class mail and the second by certified mail).
8. A final inspection is completed.
9. If the matter is still not remedied we must suspend privileges (pools) and start assessing violation charges as permitted by the SRP Documents and Virginia State Law.
10. The violation charges are assessed to the maximum allowed by Virginia State Law.
11. The last alternative which is expensive is to take the matter into the legal system and in front of a Judge.



# WITH US!



## Applications for Exterior Modification

**The deadline to submit Applications for Exterior Modifications is a full week before the Community Standards Committee even meets, why?** We frequently receive Applications that are incomplete and to be fair to the homeowners, the hardworking volunteers of the Community Standards Committee and the Staff who process the Applications this allows time for the collection of the missing information so the Application can still be reviewed at that Committee meeting. In-house application such as roof replacement, minor landscaping, light fixtures do not have a deadline.

### Please explain the review process for Applications for Exterior Modification.

1. Submit the completed Application and accompanying paperwork to Town Hall by any of the following methods.
  - a. Utilize the 'online' Application available at [www.southeriding.net](http://www.southeriding.net) which automatically delivers the paperwork to the appropriate Staff.
  - b. Send it by email to [communitystandards@southeriding.net](mailto:communitystandards@southeriding.net)
  - c. Personally deliver it to Town Hall located at 43055 Center Street during business hours of Monday - Friday 9 a.m. - 5 p.m.
  - d. Personally deliver it to Town Hall located at 43055 Center Street after hours or over the weekend by leaving it in the secure slot to the left of the front door.
2. Staff will review the paperwork within 1-3 days of receipt and request any needed clarification or additional components.
3. Once all of the components are in hand and the Application is complete, Staff will prepare the paperwork for the Community Standards Committee review at their next scheduled meeting.\*

4. The paperwork is sent to the volunteer residents that comprise the Community Standards Committee before their meeting to allow them ample time to review the paperwork and visit your home if needed. The Community Standards Committee convenes their meeting and renders a decision on your Application.
5. The following day Staff prepares all decision letters and sends them all out by close of business. Pay close attention to the letter and any Committee stipulations or requirements. The methods of delivery for the decision is email and U.S. mail. Please ensure you select EMAIL if you desire the quickest notification method.

\* IF THE APPLICATION QUALIFIES FOR THE "IN-HOUSE" STAFF REVIEW A DECISION LETTER CAN BE ISSUED WITHIN 5 BUSINESS DAYS UPON RECEIPT OF A COMPLETED APPLICATION  
[WWW.SOUTHRIDING.NET](http://WWW.SOUTHRIDING.NET) FOR A LIST OF PROJECTS THAT MAY QUALIFY.

**Why do I have to get my neighbors approval to submit an Application for Exterior Modification?** You are providing notice to your neighbor that you intend to complete a project at your home. Acknowledgement is required from your neighbors, but not approval. Secondly, it might be a project that could seriously impact them and it's important for them to be made aware even if it's just so they can anticipate an increase in noise. Thirdly, you will likely hire contractors who will be walking around your home, they are strangers after all. Lastly, it's the neighborly thing to do.

**I've knocked on my neighbor's door to get their acknowledgment signature and they won't answer the door. The other neighbor is out of town. What should I do?** We encourage you to leave a note for your neighbor so they can call you to set up a time to collect the signature. If you try repeatedly to no avail please document dates and times and submit that information to us and we will attempt to connect with them.

**How can I contact the Community Standards Department?** We love email, send one to [communitystandards@southeriding.net](mailto:communitystandards@southeriding.net). You can call the main number at Town Hall (703) 327-4390 and follow the phone prompts to connect with us.

