



**Villages of Westcreek  
Owners' Association**

**JOB DESCRIPTION**

***PART-TIME POSITION:*** Standards Compliance Monitor

***WORK SCHEDULE:*** Twenty (20) hours or less per week

***HOURLY WAGE:*** Minimum starting

***MILEAGE:*** Allowed

***PREPARED BY:*** Superintendent of Standards

***SUPERVISOR:*** Superintendent of Standards

***DATE:*** July 2010

**Necessary Requirements:**

- Possess a valid driver's license and an insured vehicle.
- Able to speak, read, write common English and follow verbal and written instructions.
- Willing to perform the above duties on any day at various hours.
- Basic computer skills including Microsoft Office.
- Possess good public relations and communication skills.
- Must possess a strong desire to fully interpret and understand the objectives of the Village of Westcreek (VWOA) Standards and any variables established by the Standards Superintendent.
- Ability to establish and maintain professional, positive, courteous relations and open communication with residents, office personnel, management staff and members of the Architectural Review Committee (ARC).
- Ability to understand the importance of establishing and maintaining courteous and pleasant relations with residents.
- Ability to personally contact residents to resolve their concerns in a fair and friendly manner.

**Responsibilities and Duties:**

**Read and fully understand the contents of the VWOA Standards.**

**Randomly visit assigned areas to assist the residents in complying with the Standards in accordance with the following:**

- **Determine which portions of the Standards apply to homeowners and renters. (Homeowners are fully responsible for complying with the Standards while renters only have portions to comply with.)**
- **Property inspections may not be performed earlier than 9 AM and no later than 1 hour before darkness. However, before any resident is informed of a discrepancy, office records must be checked first to determine if the resident is the owner or renter. If not successful, inform the Standards Superintendent.**
- **When discrepancies apply to owners and renters, in accordance with the Standards, personal contact is mandatory. It is the utmost importance that every effort be made to verbally contact the resident to resolve any applicable discrepancy before issuing any notice to the resident. If no one is home or the only person is not the responsible resident, return once more at a later time in the evening or weekend. Then if the responsible resident is not at home, leave a Courtesy Notice, update the computer tracking record the following workday to reflect each visit. Then file the form in the resident's property folder. Recommend reference be made to the applicable portion of the Standards so there is no misunderstanding of the instructions provided to the resident.**
- **When verbally contacting residents who are responsible for their portion of the Standards, explain in detail what action is necessary to correct the appropriate discrepancy(s) without issuing a written notice. After leaving, complete a "Verbal Courtesy Request", up-date the computer tracking record the following workday, and file the form in the resident's property folder.**
- **If residents are renters and the discrepancy applies only to the owner, do not contact the renter nor leave a Courtesy Notice. Instead, attempt contacting the property owner or the property management company, then notify the Standards Superintendent of the status who will decide on the next step to be taken.**
- **Personal contact and understanding the resident's needs is of utmost importance especially if the residents are ill, handicapped, undergoing a hardship, etc. In these cases, additional time may only be approved by the Standards Superintendent.**

3.

- If owners have made improvements/changes that are not approved by the ARC, but may be approvable, leave a Courtesy Notice along with the blue Property Improvement Application. For renters, inform the Standards Superintendent who will notify the owner.
- When owners are in the process of making improvements/changes that require ARC approval, but no approval has been obtained, issue a Courtesy Notice along with the White Property Improvement Application. (If ARC approval is not required per Section 9.1, page 31 of the Standards, no Courtesy Notice is necessary.)
- When renters are in the process of making improvements/changes that require ARC approval, but no approval has been obtained, inform the Standards Superintendent who will notify the renter that the change cannot be made without the owner's written permission. The Standards Superintendent will then notify the owner accordingly. (If ARC approval is not required per Section 9.1, page 31 of the Standards, no notice is necessary.)
- If an inoperative vehicle is being repaired and the estimated time of completion exceeds the established time limits, notify the Standards Superintendent who will *decide the next step to be taken*.
- For anything not permitted and the resident is the owner, make every effort to make verbal contact before leaving a Courtesy Notice. If the resident is a renter, inform the Standards Superintendent who will notify the owner.
- The next workday following each daily inspection, 1. up-date the computer tracking record for the assigned areas to reflect all written and verbal notifications; and 2. file the form in the resident's property file.
- During inspections, be aware of any situation within the Community that may need immediate attention, such as vandalism, situation(s) that appears dangerous or suspicious, and water running in the street that appears out of control and not the responsibility of any resident. Report your findings immediately to the Standards Superintendent at 679-8761 or the County Sheriff's office at 270-6000 or Infrastructure Services at 335-6700.
- Entering residential properties behind the fence without the consent of the resident is strictly prohibited. It is preferred that the resident be present if possible. If safety or health concerns are evident, make every effort to obtain the resident's approval before entering the property beyond the fence gates with or without their presence. If no one is at home and the gate is locked, call the Standards Superintendent or the County Sheriff's Office as appropriate. If no one is home and the gate is unlocked, beware of any danger including pets before entering. When in doubt, call the Standards Superintendent at 679-8761 or the County Sheriff's office at 270-6000 as appropriate.

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- When the Architectural Review Committee (ARC) approves a proposed improvement/change, the resident is given 90 days to complete the project. After 90 days and the project is behind the front fence, contact the resident to schedule a date and time to enter the property for a follow-up inspection. If the project is completed as approved, up-date the computer tracking record accordingly. If the project is not completed, provide the resident with a blue Property Improvement Application to apply for an extension, then follow-up accordingly. If it does not comply as approved, issue a Courtesy Notice in accordance with the established time limits and inform the Standards Superintendent as soon as possible. If the project is completed as approved, up-date the computer tracking record accordingly.
- When Yard/Garage or Estate Sale Permits are issued, the resident is instructed to post the Permit on the garage. Yard/Garage Sales may only be held on the 2nd Saturday of each month from 7 AM to 7 PM. Estate Sales may be held up to five (5) consecutive days any day of the week from 7 AM to 7 PM. When Permits are issued, a copy is given to the appropriate Monitor to file in the resident's property file and follow through to assure that Permits are posted appropriately.
- Yard/garage and Estate Sales held without a Permit, the resident will be instructed to close it down.
- Be aware that 'temporary' or 'bandit' signs posted by builders along the major streets are only allowed from 4:00 PM Friday afternoon (Thursday if Friday is a holiday) through 9:00 AM the next workday (Tuesday if Monday is a holiday). If any builder is not complying with these rules, contact their sales office and remind them of the sign policy on page 20 of the VWOA Standards.
- Remove all signs that are homemade and/or attached to trees, street signs, fences, mailbox clusters, utility poles, and the frontal property at any entrance to the Villages of Westcreek.
- When vacant properties are advertised for sale/rent and lawn care is needed in accordance with the Standards, call the appropriate agency and remind them of their responsibility to maintain the lawn. (Assure follow-up)
- Keep the Standards Superintendent informed of any situation that requires their attention.
- Perform other duties as assigned by the Standards Superintendent.

**NOTE:** When in doubt about any responsibility or procedure, contact the Standards Superintendent before making any decision.