

## **Minutes of the Fairfax County Consumer Protection Commission**

July 17, 2018

7:30 PM Conference 8  
Government Center  
12000 Government Center Pkwy.  
Fairfax, Virginia 22035  
Chairman Fee, presiding

Attendance:

Commissioners: Belkowitz, Fee, Kazmi, Kirk,  
Rosier

Absent:

Commissioners: Callender, Gulakowski,  
Hargraves, Hine, Javed, Omeish, Roark

Staff:

Michael S. Liberman, Director  
Cable and Consumer Services  
Rebecca L. Makely, Director  
Consumer Services Division  
Susan C. Jones, Branch Chief  
Consumer Affairs Branch  
Michelle Margeotes, Consumer Specialist  
Consumer Affairs Branch  
Michelle L. Thompson, Consumer Specialist  
Consumer Affairs Branch

The meeting was called to order at 7:41 PM by Chairman Fee.

### **Minutes**

The minutes for the June 19, 2018, meeting were not approved due to lack of quorum.

### **Report of the Chairman**

Chairman Fee had no matters to bring before the Commission.

### **Report of the Director**

Director Liberman announced the retirement of Dave Molchany, Deputy County Executive. The Department of Cable and Consumer Services now reports to Joseph Mondoro, Chief Financial Officer.

### **Commission Matters**

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Belkowitz had no matters to bring before the Commission.

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Kazmi spoke about his problems with Verizon concerning his underground FiOS wire and the difficulty of getting the right person to address the issues. He stated the language on the Verizon billing letting customers know where to get assistance is not sufficient and should be reviewed by Communications Policy and Regulation Division.

### **Old Business**

There was no old business before the Commission.

### **New Business**

**1. HOA Legislation.** Michelle Margeotes, Consumer Specialist, Consumer Affairs Branch, spoke about the 2018 Virginia Common Interest Community Legislation Review. Ms. Margeotes' presentation consisted of a session overview, session highlights, Common Interest Community Board (CIC) disclosure cover sheets, association disclosure packets, associations under developer control, access to books and records, allowable fees, history of CIC and purpose, CIC Ombudsman, complaint statistics, notice of final adverse decisions, and contact information for these various agencies. Handouts were provided on disclosure packet notice, allowable fees, and guidelines for complaint submission.

A discussion ensued on homeowner's responsibility vs. homeowners' association, bylaws, transparency, and disclosure packets.

The meeting adjourned at 8:29 PM.