

National Consumer Protection Week 2011

Resources and Relationships



Consumer Affairs Branch
Fairfax County Department of
Cable and Consumer Services
fairfaxcounty.gov/consumer

Consumer Affairs Branch

Michelle L. Thompson
Homeowner and Condominium
Association Liaison





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Consumer Central

Consumer Education

consumer information topics, newsletter, video-on-demand, podcasts, presentations and resources

Consumer Complaints

submit consumer complaints, search complaint history, mediation, arbitration and consumer protection laws

Tenant-Landlord

tenant-landlord complaints, lease issues, deposits and fees, evictions and laws

Homeowner and Condominium Associations

laws, authorities, liabilities, fees and guidelines

Licensing

taxi, massage, solicitor, charitable/non-profit laws and requirements

Public Utilities

electric, natural gas and telephone companies and contact information

Cable Regulation

construction, rates & fees, provider choice and service standards

Connecting Your Home

make informed choices for your telephone, television and internet services

News

- National Consumer Protection Week 2011
- Consumer Tips: Financially Fit in 2011
- Door-to-Door Solicitors
- Report: Rates Charged by Water Systems Serving Fairfax County
- Digital Television Transition Information
- Opt Out of Comcast Arbitration

Citizen Commissions

- Consumer Protection Commission
- Tenant-Landlord Commission
- Trespass Towing Advisory Board

Channel 16 Consumer Programs

- Consumer Focus
- Connecting Your Home
- Your Community, Your Call



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Homeowner and Condominium Associations

Through publications, presentations, and Channel 16 programs, the Consumer Affairs Branch provides advice and guidance for the over 1,500 homeowner and condominium associations in Fairfax County. If you have a question about homeowner or condominium associations, or if you would like to set up a presentation, [contact](#) the county Homeowner and Condominium Association Liaison or call 703-222-8435, TTY 711.

While staff is available to provide information about mandatory membership condominium and homeowners associations, and voluntary membership civic and citizen associations, the county does not regulate mandatory membership condominium or homeowners associations and cannot give legal, accounting, management or other professional advice. Industry professionals should be consulted when deemed necessary.

Fairfax County Community Associations

To view a list of community associations in Fairfax County or to add or update your listing, visit <http://www.fairfaxcounty.gov/library/internet/assoc.htm>.

Education

On Channel 16 every other month, the County Homeowner and Condominium Association Liaison and industry professionals are available to answer questions the public may have about homeowner and condominium association issues. Tune in to "Your Community, Your Call".

Publications

The [Community Association Manual](#) is a guide to the legal, fiscal, operational, and administrative management of common interest community associations.

[2010 Community Association Supplement Guide](#) - Current information for laws and community resources.

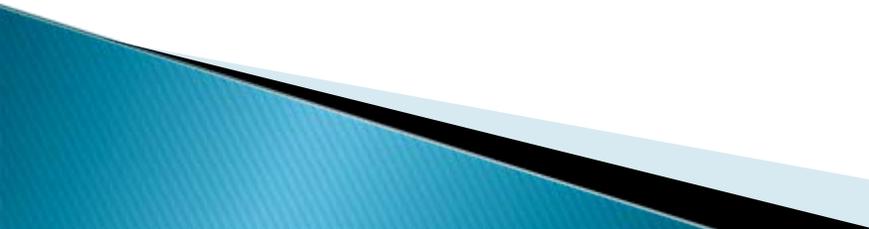
[Transparent Governance](#) - PowerPoint Presentation

The Washington Metropolitan Chapter Community Associations Institute (WMCCAI) produces a monthly magazine that provides WMCCAI's membership with information on community association issues. The June 2010 edition of the *Quorum* magazine features an article highlighting the services provided to leaders and members of common interest communities by the

Resources

- ▶ Fairfax County Community Association Manual
 - ▶ Fairfax County 2010 Community Association Supplement Guide
 - ▶ Your Community, Your Call – Channel 16
 - ▶ *Informed Consumer* Newsletter
 - ▶ Countywide Community Association Education Programs
 - ▶ Fairfax County Code and Ordinances
 - ▶ Virginia State Code
 - ▶ State Regulations and Resources
- 

Relationships

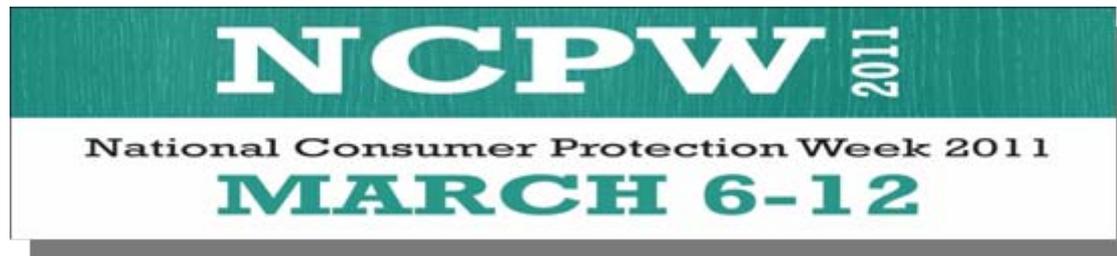
- ▶ Homeowner and Condominium Association Liaison
 - ▶ Neighboring Homeowners Associations and Condominium Associations
 - ▶ District Councils
 - ▶ Neighborhood and Community Services
 - Karla Bruce 703-324-5360
 - Janet Hubbell 703-324-4022
 - ▶ Neighborhood Enhancement Partnership Program – Grant Funding Opportunity
 - Rachel Robinson 703-324-5639
- 

Contact Consumer Affairs

12000 Government Center Parkway, Suite 433
Fairfax, Virginia 22035
703-222-8435 TTY 711



www.fairfaxcounty.gov/consumer
consumer@fairfaxcounty.gov



Department of Professional and Occupational Regulation

Common Interest Community Board

Trisha L. Henshaw, Executive Director
Common Interest Community Board



Department of Professional & Occupational Regulation

- ▶ Regulates many non-medical professions and occupations including:

- Contractors
- Real Estate Agents
- Cosmetologists
- Professional Engineers
- Architects
- Tradesmen

And about 30 more occupations and professions

- ▶ Check license look-up at www.dpor.virginia.gov for license information and disciplinary action

Common Interest Community Board

- ▶ Housed within the Department of Professional and Occupational Regulation
- ▶ Regulates:
 - Property Owners' Associations
 - Condominium Unit Owners' Associations
 - Cooperative Associations
 - Common Interest Community Managers
 - Time-Share Programs
 - Condominium Projects

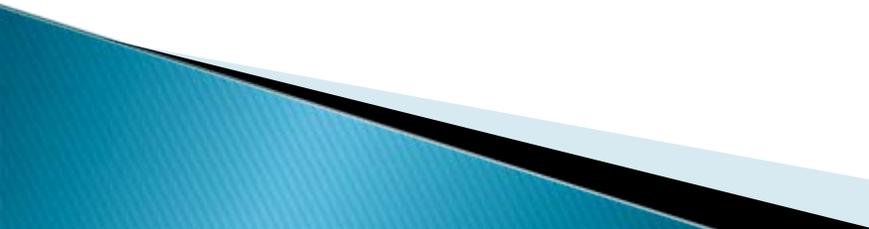
Association Registrations

- ▶ Association requirements in statutes and CIC Management Information Fund Regulations
- ▶ All associations that are fall under the POA Act, Condominium Act, or Cooperative Act must register with the Board and file an annual report.
- ▶ How to register/file an annual report?
 - Complete the appropriate form
 - Pay the application/filing fee
 - Pay the annual assessment fee (required by Code)
 - Pay a one-time recovery fund fee (if not previously submitted)

Where We Are Now

Current Pending Regulatory Actions

- ▶ **Common Interest Community Manager Regulations**
 - Regulations revising manager licensing requirements and establishing employee certification requirements
 - Proposed Stage
 - Public Comment January 17–March 18

 - ▶ **Common Interest Community Ombudsman Regulations**
 - Regulations governing association complaint processes and final adverse decisions
 - Proposed Stage
 - Public Comment January 17–March 18
- 

What is the Office of the Common Interest Community Ombudsman?

- ▶ Created in Section 55-530 of the Code of Virginia
- ▶ Assists members in understanding their rights/processes pursuant to declaration and bylaws of the association
- ▶ Receive notices of complaints filed
- ▶ Assist members in using procedures and processes available to them, including nonbinding explanations of laws regulations, or interpretations by the Board
- ▶ Provide to members and other citizens information concerning common interest communities

Need more information?

- ▶ The most current status of all regulations, board meetings, agendas, and more can be found at www.townhall.virginia.gov
- ▶ Forget to check the site? You can sign up to receive automatic notifications!

Contact Information

▶ CIC Board

- Main Phone: (804) 367-8510
- Board Information: (804) 367-0362
- Property Registration: (804) 367-2684
- Board Email: cic@dpor.virginia.gov

▶ CIC Ombudsman

- Main Phone: (804) 367-2941
- Email: CICOmbudsman@dpor.virginia.gov

▶ Web: www.dpor.virginia.gov

Washington Metropolitan Chapter Community Associations Institute

Sarah Patterson, Executive Director





- ▶ Community Associations Institute (CAI) is dedicated to fostering vibrant, competent, harmonious community associations, both nationally and internationally.
- ▶ For almost 40 years, CAI has been the leader in providing education and resources to the volunteer homeowners who govern community associations and the professionals who support them.



- ▶ Members include community association volunteer leaders, professional managers, community management firms and other professionals and companies that provide products and services to associations.
- ▶ CAI also advocates for legislative and regulatory policies that support responsible governance and effective management.



- ▶ Washington Metropolitan Chapter Community Associations Institute (WMCCAI) is one of sixty CAI chapters.
- ▶ WMCCAI serves the educational, business, and networking needs of the community association industry in more than twenty cities and counties in Maryland and Virginia and the entire District of Columbia.
- ▶ WMCCAI has close to 2,800 members including 300 businesses, 650 professional managers from 100 management companies, and more than 1,700 community association volunteer leaders.



www.caidc.org



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community
ASSOCIATIONS INSTITUTE

MARCH

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2011

Washington, DC
Convention
Center



WMCCAI Conference & Expo

SPRING
INTO ACTION
taking charge

WASHINGTON METROPOLITAN
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12000 Government Center Parkway, Suite 433
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