

Minutes of the Fairfax County Consumer Protection Commission

July 21, 2026

7:30 p.m.
Fairfax County Government Center
12000 Government Center Parkway
Fairfax, VA 22035
Conference Room 232
Vice-Chairperson Gulakowski, presiding

Attendance:

Commissioners: Gasimov, Gulakowski, Hong, Kharat, Norrgard, Springer, Sullivan

Absent:

Commissioners: Kirk, Kratovil, Reid, Roark, Rosier

Staff:

Rebecca L. Makely, Director
Cable and Consumer Services
Amanda Kastl, Division Director
Consumer Services Division
Christine Reedy, Consumer Specialist II
Consumer Affairs

Guest:

Benjamin Scribner
Quinn Reigster, Boy Scouts of America

The meeting was called to order at 7:33 p.m. by Vice-Chairperson Gulakowski.

Minutes

Commissioner Springer made the motion to approve the June 16, 2026, minutes. Commissioner Norrgard seconded the motion. The motion passed with a vote of 7-0-0.

Report of the Director

Director Makely stated that Fairfax County Government began Fiscal Year 2027 on July 1, 2026, and that the Board of Supervisors (BOS) is currently in summer recess until the end of August 2026.

Director Makely reported that Department of Family Services, Older Adults *Golden Gazette* community newsletter has issued its final print edition in July 2026, and future editions will be available in digital format moving forward. Director Makely encouraged the Consumer Protection Commission (CPC) to sign up for electronic delivery.

Director Makely noted that the CPC's two legislative initiatives have been submitted to Fairfax County's legislative team and will be discussed with County Executives and BOS Chairman McKay.

Division Director Kastl reported on staff efforts to streamline the CPC agenda packet, including the removal of unnecessary pages and the reorganization of content. Going forward, the packet will more prominently highlight staff's work on behalf of consumers, including monthly Consumer Affairs statistics, selected recent case highlights, and a calendar of upcoming outreach events. Division Director Kastl also noted that staff are working with Chairperson Kratovil to finalize the FY 2026 CPC Annual Report.

New Business

2026 Virginia General Assembly Legislative Update

Division Director Kastl presented an update on the 2026 Virginia General Assembly session, highlighting legislation concerning amendments to the Virginia Freedom of Information Act, specifically Virginia Code § 2.2-3707(G). The amendments require public bodies to identify on their meeting agendas any matters on which they intend to vote or take official action. The legislation became effective July 1, 2026.

Consumer Specialist Christine Reedy presented the 2026 Virginia General Assembly Legislative update on bills pertaining to the Virginia Consumer Protection Act (VPCA), Virginia Residential Landlord and Tenant Act (VRLTA), and Common Interest Communities.

A discussion ensued regarding how tenants are informed about changes to the VRLTA, including whether landlords must update lease agreements and provide the revised Virginia Statement of Tenant Rights and Responsibilities at new leases and renewals. Commissioner Sullivan asked for clarification on how landlord is defined, and Commissioner Hong inquired about remedies available to tenants when landlords fail to comply. Vice-Chairperson Gulakowski sought clarification on differentiating large management companies from individuals renting out a room or basement and related business license requirements. Commissioner Springer provided insight on homeowners insurance and the number of tenants in a single-family home.

Remote Participation Policy Annual Renewal

Division Director Kastl informed the Commission that the Remote Participation of Members Policy needed to be re-adopted annually pursuant to the Virginia Freedom of Information Act. A motion was made by Commissioner Gulakowski to approve the Remote Participation of Members Policy. The motion was seconded by Commissioner Gasimov. The motion carried unanimously, 7-0-0.

Report of The Chairperson

Vice-Chairperson Gulakowski presented a resolution recognizing Branch Manager, Susan Jones, on her retirement from the Department of Cable and Consumer Services (DCCS). Commissioner Springer moved to adopt the resolution. Commissioner Gasimov seconded the motion. The motion passed with a vote of 7-0-0.

Old Business

Vice-Chairperson Gulakowski provided an update on the CPC's "Pause. Question. Protect." scam-prevention campaign, noting that the initiative has been well received. He further reported that Chairperson Kratovil has remained actively engaged in its development by gathering stakeholder input and incorporating the campaign into the CPC's legislative initiative.

Commissioner Matters.

Commissioner Kharat had no matters to bring before the Commission.

Commissioner Sullivan asked what obligations Homeowners Associations (HOAs) have to maintain and repair common areas, and who consumers should contact if those obligations are not met. Consumer Specialist, Christine Reedy advised that the Common Interest Community Ombudsman (CICO) with the Virginia Department of Professional and Occupational Regulations (DPOR) is responsible for information on association governance and that she would provide contact information to the Commissioners.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Norrgard had no matters to bring before the Commission.

Commissioner Hong raised concerns regarding solicitor licensing and public transparency, prompting a discussion about making solicitor licensing information publicly accessible. He also discussed mailings from Dominion Energy and HomeServe related to insurance or service-protection plans, noting that the materials may require additional clarification for consumers.

Commissioner Gasimov reported that he had no additional matters to bring before the Commission. However, he raised concerns regarding solicitors who disregard posted “No Soliciting” signs and asked about applicable enforcement measures and solicitation time restrictions. The discussion resulted in an action item for DCCS staff to prepare a summary and presentation addressing the solicitor provisions of the County Code, including relevant exemptions.

Vice-Chairperson Gulakowski had no matters to bring before the Commission.

Vice-Chairperson Gulakowski adjourned the meeting without objection at 8:31 p.m.