

START

Complaint sent to BOD*. Must be written preferably via email. Cannot be anonymous.

* Each violation is handled separately through closure. A second violation of noise on a different date for example is a new violation.

Is more info on complaint needed?

Yes

BOD (or designees) investigate further. May contact Complainant

No

Is property a Short Term Rental (STR)?

Yes

BOD determines whether to submit complaint to Town of Dillon

Submit to Town of Dillon?

Yes

Town of Dillon implements their STR Complaint Process

No

Yes

Town of Dillon notifies owner of complaint. Owner has 1 hr to fix violation

BOD sends notification** of violation to owner. Owner has 30 days after receipt of notification to fix. Owner must notify BOD as soon as violation is fixed.

Does violation threaten Health or Safety?

No

Yes

BOD sends notification** of violation to owner. Owner has 72 hrs after receipt of notification to fix. Owner must notify BOD as soon as violation is fixed.

** Notification will be by certified mail, email, and at BOD's discretion, by regular mail and text. Every effort will be made to contact Owner ASAP.

BOD NEEDS TO DISCUSS THESE AND DECIDE WHAT SHOULD BE ON THIS LIST.

Examples of Health or Safety Violations:

- * Over occupancy of STR - can impact Emergency Response
- * Excessive noise during quiet hours - impacts neighbors' sleep which can impact health
- * Overnight street parking - can impact snow removal and access for emergency vehicles
- * Outside trash - can attract unwanted wildlife, including bears
- * Loose dog with no owner in sight - can impact health

NOTE: For on-going Safety or Health violation, Association may impose fines every other day after 1st 72-hrs have passed until violation is fixed. There is no maximum fine. For all other violations, fines start after the 1st 30-day period. The maximum fine for a single violation is \$500.

NOTE: BOD may initiate legal action after 2 72-hr periods for Health or Safety Violation OR after 2 30-day periods for all other violations.

Is violation fixed within allowed timeframe?

Yes

No

2nd notification** with fine and hearing info sent via certified mail and email. Owner has 72 hrs for Safety or Health violation or 30 days for all other violations after receipt of notification to fix. Owner must notify BOD as soon as violation is fixed.

END

Violation closed

Is violation fixed within timeframe?

Yes

No

Is hearing requested within allowed timeframe?

No

BOD notifies owner that no further fines are imposed and the balance of outstanding fine. Violation closed

END

BOD schedules hearing

BOD notifies all parties and All owners of hearing at least 10 days in advance of public hearing.

Public Hearing held

BOD makes decision within 30 days, communicates decision to all parties

Does decision validate or invalidate violation?

Invalidate

Fine(s) removed, Violation Closed

END

BOD determines next steps. May involve legal action or negotiation with owners for additional timeframe to fix violation before legal action is initiated. BOD also notifies owner of outstanding fine balance and possible future fines

END

Validate