

**COMMON INTEREST COMMUNITY BOARD  
OMBUDSMAN COMMITTEE MEETING**

**MINUTES OF MEETING**

The Common Interest Community Ombudsman Committee of the Common Interest Community Board met on Wednesday, September 10, 2014, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2<sup>nd</sup> Floor, Board Room 1, Richmond, Virginia 23233.

The following members were present:

Christiaan Melson, Chair Kristie Helmick Mary Elizabeth Johnson Thomas Mazzei Lucia Anna Trigiani (Ex-Officio)	

DPOR staff present for all or part of the meeting included:

Nick Christner, Deputy Director for Licensing, Investigations and Compliance Trisha L. Henshaw, Executive Director Heather Gillespie, Ombudsman Betty C. Jones, Administrative Assistant Lisa Robinson, Licensing Specialist	

James Flaherty from the Office of the Attorney General was not present.

Mr. Melson, Chair, called the meeting to order at 1:11 p.m.	<b><u>Call to Order</u></b>
Ms. Henshaw advised the Board of the emergency evacuation procedures.	<b><u>Emergency Evacuation Procedures</u></b>
Mr. Mazzei moved to approve the agenda. Ms. Johnson seconded the motion which was unanimously approved by: Helmick, Mazzei, Melson, and Johnson.	<b><u>Approval of Agenda</u></b>
Ms. Henshaw introduced Lisa Robinson, Licensing Specialist for the Board's programs, to the Committee.	<b><u>Introduction of Staff Member</u></b>
Mr. Melson opened the floor for public comment. No members of the public present requested to speak.	<b><u>Public Comment Period</u></b>

<p>The Committee discussed issues related to unregistered common interest community associations, associations with no complaint procedures, and how to handle registration issues for associations with defunct/dysfunctional boards. The Committee determined that the most effective method for addressing these issues, given the nature of the issues and resource availability, will be increased education and outreach. The Committee agreed to talk more specifically on resources, methods, and potential industry collaborations at the next meeting.</p>	<p><b><u>Discuss Association Compliance and Outreach</u></b></p>
<p>Regarding a recommendation to the Virginia Housing Commission for SB 332, the Committee is recommending to the Board that the Board advise the Common Interest Communities Workgroup of the Virginia Housing Commission that the Board has established a committee to improve education and outreach from the Board and Office of the CIC Ombudsman. This Committee will oversee the education and outreach initiative in order to maximize outreach and education in line with current resource availability. Further, the Committee will use the “bill of rights” in SB 332 as part of the foundation for educational resources to be developed. The Committee recommends to the Board that its message to the CIC Workgroup include the Board’s consensus that the requirements imposed in the proposed legislation are far-reaching in terms of codification in the law, but believes that the impetus for the bill – educating owners about their rights – can be achieved through non-legislatively mandated education and outreach methods.</p>	<p><b><u>Discuss Recommendations Regarding House Bill 332 (2014 General Assembly Session)</u></b></p>
<p>After discussion, the Committee approved the following meeting date by consensus: December 3, 2014 at 1:00 p.m. In addition, the Training Program Review Committee meeting is scheduled for December 3, 2014 at 3:00 p.m.</p>	<p><b><u>Set Next Meeting Date(s)</u></b></p>
<p>The Board members serving on the Committee were reminded to complete their conflict of interest forms and travel vouchers.</p>	<p><b><u>Conflict of Interest and Travel Voucher Forms</u></b></p>
<p>There being no further business, the meeting was adjourned at 3:00 p.m.</p>	<p><b><u>Adjourn</u></b></p>

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Lucia Anna Trigiani, Chair

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Jay DeBoer, Secretary