COMMON INTEREST COMMUNITY BOARD

Thursday, March 05, 2025 – 10:00 a.m.
2nd Floor – Board Room 2

Department of Professional and Occupational Regulation
9960 Mayland Drive
Richmond, Virginia 23233

Mission: Our mission is to protect the health, safety and welfare of the public by licensing qualified individuals and businesses enforcing standards of professional conduct for professions and occupations as designated by statute.

I. CALL TO ORDER

a. Emergency Egress (pg. 3)
b. Determination of Quorum (pg. 4)

II. APPROVAL OF AGENDA

III. APPROVAL OF MINUTES

a. Common Interest Community Board Meeting, January 15, 2026 (pg. 5)

IV. WELCOME, INTRODUCTIONS, AND RESOLUTIONS

V. PUBLIC COMMENT PERIOD *FIVE MINUTE PUBLIC COMMENT, PER PERSON*

VI. CASE FILES - NONE

VII. NEW BUSINESS

a. Executive Director's Update
b. CIC Training Program Review Committee Update

VIII. OTHER BUSINESS

a. Ombudsman Report

IX. COMPLETE CONFLICT OF INTEREST FORM AND TRAVEL VOUCHER

a. Travel Voucher
b. Conflict of Interest Form

X. ADJOURNMENT

NEXT MEETING SCHEDULED THURSDAY, JUNE 4, 2026

- ❖ Agenda materials made available to the public do not include disciplinary case files or application files pursuant to §54.1-108 of the Code of Virginia.

- ❖ Five-minute public comment, per person, with the exception of any open disciplinary or application file.

- ❖ Persons desiring to participate in the meeting and requiring special accommodations or interpretative services should contact the Department at (804) 367-2785 at least ten days prior to the meeting so that suitable arrangements can be made for an appropriate accommodation. The Department fully complies with the Americans with Disabilities Act.

PERIMETER CENTER CONFERENCE CENTER
EMERGENCY EVACUATION OF BOARD AND TRAINING ROOMS
(Script to be read at the beginning of each meeting.)

PLEASE LISTEN TO THE FOLLOWING INSTRUCTIONS ABOUT EXITING THE PREMISES IN THE EVENT OF AN EMERGENCY.

In the event of a fire or other emergency requiring the evacuation of the building, alarms will sound. When the alarms sound, leave the room immediately. Follow any instructions given by Security staff

Board Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT.** Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Room 2

Exit the room using one of the doors at the back of the room. (Point) Upon exiting the room, turn **RIGHT.** Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

You may also exit the room using the side door, turn **Right** out the door and make an immediate **Left**. Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Board Rooms 3 and 4

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **RIGHT.** Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Training Room 1

Exit the room using one of the doors at the back of the room. Upon exiting the room, turn **LEFT.** Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

Training Room 2

Exit the room using one of the doors at the back of the room. Upon exiting the doors, turn **LEFT.** Follow the corridor to the emergency exit at the end of the hall.

Upon exiting the building, proceed straight ahead through the parking lot to the fence at the end of the lot. Wait there for further instructions.

DETERMINATION OF QUORUM:

- The Common Interest Community Board, consisting of eleven members, adheres to the requirement that a quorum, defined as the minimum number of members necessary to conduct official business, is constituted by six board members in accordance with § 54.1-2348.

COMMON INTEREST COMMUNITY BOARD

MINUTES OF MEETING

January 15, 2026

The Common Interest Community Board met at the Department of Professional and Occupational Regulation, 9960 Mayland Drive, Richmond, Virginia. The members indicated below were present. All members present were qualified to vote, except where a specific reason for disqualification is stated. There are eleven (11) members on this Board, in which six (6) constitutes a quorum pursuant to § 54.1-2348.

The following Board members were present:

Margaret "Meg" Tunstall, Chair
Catherine Noonan
Marcy Peacock
Tracey Talbert
Michael Cummins
Daniel Zickefoose
Joshua Arthur
Donald Boswell

The following Board members were absent:

Drew Mulhare (Vice Chair)
Melissa Shaheen
Deborah Casey

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

Jeb Wilkinson, Agency Director
Stephen Kirschner, LRPD Deputy Director
Tom Payne, CID Deputy Director
Anika Coleman, Executive Director
Joe Haughwot, Regulatory Affairs Manager
Christina Dumas, CIC/Cemetery Manager
Jennifer Plummer, Regulatory Operations Administrator
Shaifali Prajapati, Administrative Coordinator
Khang Le, Administrative Coordinator
Connor Davis, Budget Officer

CALL TO ORDER

Ms. Tunstall determined a quorum was present and called the meeting to order at 10:00 A.M.

Emergency Egress

Ms. Coleman informed the Board of the emergency evacuation procedures.

APPROVAL OF AGENDA

Mr. Boswell moved to approve the agenda as presented. **Ms. Noonan seconded** the motion, which was unanimously approved by members: Arthur, Boswell, Cummins, Noonan, Peacock, Talbert, Tunstall, and Zickefoose.

APPROVAL OF MINUTES

Mr. Arthur moved to approve the minutes from September 25, 2025, Common Interest Community Board meeting and October 14, 2025, Common Interest Community Board Public Hearing. **Mr. Boswell seconded** the motion, which was approved by members: Arthur, Boswell, Cummins, Noonan, Peacock, Talbert, Tunstall, and Zickefoose.

Welcome and Introductions

Ms. Tunstall allowed board members and board staff to introduce themselves.

PUBLIC COMMENT

Krista White addressed the Board by phone requesting consideration of remote participation options for the public. White requested live streaming of Board meetings to increase accessibility for constituents rather than having to rely on meeting information from Town Hall.

Robert French introduced himself in person as the Vice President of the Ashcreek Homeowner's Association, which had filed an approximately 70-page complaint against their former management company. Mr. French requested the Board to have staff expedite their submitted complaint, citing this management company has ongoing systemic issues that is affecting other HOAs. He requested staff reach out to update him regarding the status of the case.

Cynthia Gale addressed the Board in person concerning recovery fund requirements per the *Code of Virginia*. Another concern was brought up that the recovery fund does not bring in enough minimum balance to sustain itself. An additional concern was that there are inconsistencies with how some associations are collecting the Resale Certificate. Additionally, Ms. Gale indicated there was a timing conflict with registrations, Ms. Gale proposed legislation to alleviate this issue.

Public comment period concluded at 10:19AM.

NEW BUSINESS

Executive Director's Update

Ms. Coleman provided the Board with the Executive Director's Update, with notice of new regulations taking effect as of December 31, 2025. Additionally, the Department will re-establish Committees to continue Regulatory Reviews in 2026.

Recovery Fund Financial Statement

Mr. Kirschner provided the Board with an update on the status of the Recovery Fund, noting that the Fund is currently operating above the statutory minimum. He cautioned, however, that recent Recovery Fund claims could significantly deplete the Fund, thereby necessitating a transfer from the Information Management Fund. Mr. Kirschner further explained the risks associated with the Fund operating below statutory minimum levels and outlined alternative options for replenishing the Fund. He also highlighted the statutory authority that permits the Agency Director to impose a special assessment on homeowners' associations (HOAs).

Mr. Davis, DPOR's Budget Officer, presented a financial update to the Board. He reported that the General Fund remains financially healthy, while the Recovery Fund is anticipated to experience a significant deficit due to upcoming claim payouts. Mr. Kirschner provided recommendations for expenditure adjustments, including potential fee increases. Mr. Davis recommended that the Board approve a transfer of $250,000 from the Information Management Fund to the Recovery Fund.

Upon **motion by Mr. Arthur** and **seconded by Ms. Peacock**, the Board approved the transfer of $250,000 to the Recovery Fund. Members voting in favor were Arthur, Boswell, Cummins, Noonan, Peacock, Talbert, Tunstall, and Zickefoose.

General Review of Common Interest Community Manager Regulations

Mr. Haughwot presented to the Board the General Review of Common Interest Community Manager Regulations (18 VAC 48 - 50).

Review Public Comments and Draft Responses

After review, **Mr. Boswell moved** that public comments and draft responses are approved, and **Ms. Talbert seconded** the motion, which was approved by members Arthur, Boswell, Cummins, Noonan, Peacock, Talbert, Tunstall, and Zickefoose.

After the vote on approval of public comments and draft responses, **Mr. Boswell moved** for adoption of final regulations as amended, **Ms. Noonan seconded** the motion, which was approved by members: Arthur, Boswell, Cummins, Noonan, Peacock, Talbert, Tunstall, and Zickefoose.

OTHER BUSINESS

Ombudsman Report

Mr. Payne informed the Board that a candidate for Ombudsman position will begin in February with job interviews concluded. He also reported that complaints and phone calls have been up, with a suggestion to make complaints automated to streamline work processes. The Ombudsman Report was submitted in a timely manner to the General Assembly website.

COMPLETION OF PAPERWORK

Ms. Tunstall reminded the Board members to complete their conflict-of-interest forms and travel vouchers.

ADJOURN

There being no further business, the Board adjourned at 11:17 a.m.

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Margaret "Meg" Tunstall, Board Vice-Chair

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Laura McClintock, Board Secretary