



Violations Module

Streamlining the violations process through CINC

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CINC - Violations Module

Template Setup:

There are two main templates that get integrated into the violation notices. These allow you to create a basic letter structure that can be applied for all violation types, levels, and specific situations.

Templates can be found under Tools, Correspondence Template:

The screenshot shows the Barkan CINC Violations Module interface. The 'Tools' menu is open, and 'Correspondence Template' is highlighted. The 'Correspondence Templates' section is visible, showing a table of templates. The 'Template Type' dropdown is set to 'Violation'.

Association	Template
All Associations	1st Violation Notice
All Associations	2nd Violation Notice
All Associations	3rd Violation Notice

From the Template Type drop down, you can select the following:

- **Violation Template** —The letter the homeowner will receive regarding the violation. A new template should be created for each level of the violation process (first notice, second notice, fine notice, etc.). There are templates currently available for all associations. You can make edits to the template for your specific property by copying the template and pasting it into your property's template list and changing the name to include your property number for easy identification.

The screenshot shows the 'Correspondence Templates' section with the 'Copy' and 'Paste' buttons highlighted. The 'Template Type' dropdown is set to 'Violation'.

Association	Template
☒ All Associations	1st Violation Notice



Edit Correspondence Template

Save Save & New Cancel

Dashboard

Association: *Test Training Association

Template Name: 1st Violation Notice test

Template Type: Violation

Paper Source: Violations - Email AND Letter

Template:

This is recommended as the formatting and tags have already been established for you. If you choose to create a whole new template, the following tags are recommended to generate the correct information:

- Today's Date (long)
 - Owner Name and Address
 - Owner Name
 - Association Name
 - Homeowner Address 1
 - Unit Number
 - Violation Date (long or short)
 - Escalation Date (long or short)
 - Violation Sub Template
 - Violation Picture
- **Covenant Template**—The section of the violation template that will list the specific association's policies and regulations regarding the Violation. Each covenant can be used for multiple violations or situations. There is a Global Generic Covenant template available for all associations which is a blanket statement to refer to your association's governing documents. You can use this to get started or create a new template to copy and paste each applicable rule from your documents.

Correspondence Templates

+ New Delete Copy Paste Refresh Cancel

Template Type: Covenant Template

*Test Training Association

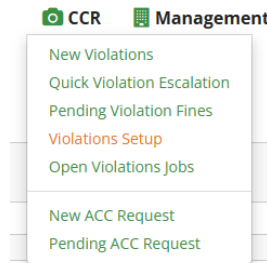
Association	Template
☐ All Associations	*Global Generic Covenant
☐ *Test Training Association	Exclusive use Maintenance
☐ *Test Training Association	Landscaping

*There is an optional **Fining Policy Template** that can be created to include violation specific fining information.

Violation Setup:

Once you are satisfied with your templates, you can create your violation items.

1. Under CCR, Violations Setup,



click new, or you can copy and paste an existing violation and make your changes. There are many sample items set up under the Test association for your reference.

Architectural Violations

+ New + Delete + Copy + Paste + Refresh + Cancel

* = Copied Violation Setup

*Test Training Association

Type	Violation
☒ Animals & Pets	Animals & Pets
☐ * Architectural	Architectural
☐ Common Area	Items on Common Area
☐ * Decorations	Decorations
☐ * Landscaping	Landscaping

2. On the Violations screen, complete the following fields:
 - a. **Violation:** Title describing the violation, this can be the same as the “type”.
 - b. **Violation Type:** Select an option from the dropdown menu. This is a broad category of violation options.
 - c. **Maximum Fine:** This is to cap the total amount to be charged per instance and is not cumulative (ex. you can set a max charge of \$50, but if they are charged daily, they can continue to be charged up to \$50 each day until the violation is closed. They just can’t be charged more than \$50 for that specific day/instance).
 - d. **Details/Instructions:** Optional, for internal notes only (not seen by owner).

Violations

Save + Save & New + Cancel

*Test Training Association

Violation: Animals & Pets

Violation Type: Animals & Pets

Details/Instructions:

Maximum Fine: \$0.00

Client Alert: ☐

3. In the **Choose Mailing Addresses** section of the screen, select “owner address” to default to the owners preferred mailing address. If multiple address types are selected, multiple letters will be generated and mailed to each location.
4. Skip down to the **Escalation Plan** section of the screen and complete the following:



- a. **Level:** Enter the title for the level of offense (e.g., 1st Notice, 2nd Notice, etc.).
- b. **After Number of Days:** Enter the number of days for when escalation is due at each level. For example, the 1st notice would be escalated after 0 days as it is the first step, but then the 2nd notice may need to be generated 7 days later.
- c. **Main Letter Template/Fining Policy Template:** Choose the main letter template (required) and fining policy (if applicable) from the dropdowns.
- d. **Certified:** Toggle (off/on) only if you have and intend to use a certified mail printer onsite. This is for tracking purposes only.
- e. **Assess Fine:** Toggle (off/on) whether a fine should be assessed at that specific level.

Escalation Plan

Add Delete

	Level	After n Days	Main Letter Template / Fining Policy Template	Certified	Assess Fine
☐	1st Notice	0	1st Violation Notice (Select Template)	☐	☐
☐	2nd Notice	7	2nd Violation Notice (Select Template)	☐	☒
☐	3rd Notice	7	3rd Violation Notice (Select Template)	☐	☒

- f. To add a new escalation plan, click Add (in the top right corner of this section). To delete an escalation plan, select the checkbox next to the escalation plan to be deleted and click Delete.
5. Go back up to the **Violation Items** section of the screen and complete the following information:
- a. **Item:** These are the specific violations for each category. For example, if Animals & Pets is the violation type, Violation Items could include unregistered or unapproved pet, pet waste, pet off leash, etc.
 - b. **Select Template:** Select the “general sub-violation template” from the drop down. This will pull in the violation item, the description with specific details (see #7 under Creating Violation Notices), and the covenant associated with the item into your letter.
 - c. **Assessment:** Choose the assessment type that would be charged if you were to assess a fine for this violation (where do you want it to show on your financial).
 - d. **Fine Amount:** The amount that you would typically fine the homeowner for that type of violation.
 - e. **Frequency:** The frequency at which the fine should be charged based on the violation. If you choose “After Escalation”, this will generate a charge when the violation is escalated to the next level or notice.
 - f. **Covenant:** Select the covenant template with the rule associated with this violation.
 - g. **Starting on Level:** The covenant verbiage will begin displaying in the violation letters on the level that is selected here. Levels must be set up prior to an option being available in the dropdown. 1st Notice is recommended for all.
 - h. To add a new violation item, click Add. To delete a violation item, select the checkbox next to the violation items to be deleted and click Delete.
 - i. Hit save at the top to save your items. If most of your violations follow the same basic structure, it is recommended to copy and paste your items and then change the names/covenants as necessary.



Below is a sample set up for “Animals & Pets” violations:

Violation Items

Add Delete

Item	Sub-Template	Assessment	Fine Amount	Frequency
☐ Pet Waste	general sub-violation template	Owner Fines	\$25.00	After Escalation
Covenant	Pet Waste	starting on level 1st Notice		
☐ Pet Off Leash	general sub-violation template	Owner Fines	\$25.00	After Escalation
Covenant	*Global Generic Covenant	starting on level 1st Notice		
☐ Unapproved Pet	general sub-violation template	Owner Fines	\$25.00	After Escalation
Covenant	Pet Registration	starting on level 1st Notice		

Creating Violation Notices:

1. Select CCR/*New Violations*.
2. Select the appropriate association (if applicable).
3. Select the Homeowner.

New Violations

Save Preview Post Close Refresh Cancel

Dashboard

First Training Homeowners Association

Homeowner John Ringer

Violation Date 08/07/2024

New Job

John Ringer Mary Ringer (Owner Occupied)
6332 Washington Avenue #5200
Upstairs Unit
Lawrenceville, GA 30058-1234

Navigation icons

Current Open Violations

Covenant Violations 07/02/2024

Escalation Date: 08/02/2024

Cert. Mail #

Due For Escalation On 8/2/2024

☒ Basketball Goal

Add'l Descr

Level 3rd Notice - Fine Regenerate

View Notes

4. Select the Violation Date and enter a job name in the “New job” field. This can be just the date and property number as an internal note.



5. Select the checkbox next to the applicable violation in the Create New Violations section at the bottom of the screen.

Create New Violations

☐ Covenant Violations

☐ Landscaping

Parking

Level

1st Notice - No Fine

Cert. Mail #

☒ Parking

Add'l Descr

Parking on grass

6. Select the Level and, if applicable, enter the Certified Mail Number.
7. Select the checkbox next to the violation item and enter the details in the description. This is what will show up on the owner's notice so you can be specific (ex. Your dog was seen without a leash around Main Street by several residents).
8. Click Save. The newly created violation is displayed in the Current Open Violations section of the screen.

***Note:** If you want to assign violations to multiple homeowners but keep the same Job Name, click the orange navigation arrows below the address to navigate between homeowners.

Adding Photos to your Letter: Violation pictures can be added manually to violation letters in CINC Systems if not using the CINC Manager app. You may save several photos to the violation, but only one will generate onto the letter.

***Note:** The "Violation Picture" tag must be included in the template of the letter you're sending. The tag may be placed at the bottom of each applicable letter.

1. Save the violation picture(s) as a .jpg and include "1_" as part of the File Name (e.g., "1_YARDPIC.jpg"). The picture must be compressed to a file size of less than 100 KB.
2. Once the violation is created and saved, select **CCR/New Violations**.
3. On the **New Violations** screen, select the property and the **Homeowner**.
4. Click on the name of the appropriate violation to open up the notes history.
5. On the **Notes History** screen, click **Manage** next to the **Attachments** field.

Notes History - John Ringer (Owner Occupied)

[+ New](#)
[Save](#)
[Delete](#)
[PDF](#)
[Email](#)
[Refresh](#)
[Cancel](#)

Dashboard

	Date	Next Contact	Entered By	Note Type	Escalation Level
☐	07/03/2024		Gloria Allen	Note	3rd Notice - Fine
☐	07/03/2024		Gloria Allen	Letter	3rd Notice - Fine
☐	07/03/2024		Gloria Allen	Letter	3rd Notice - Fine
☐	07/03/2024		Gloria Allen	Letter	3rd Notice - Fine
☐	07/03/2024		Gloria Allen	Letter	3rd Notice - Fine
☐	07/03/2024		Gloria Allen	Letter	3rd Notice - Fine
☐	07/02/2024		Gloria Allen	Note	1st Notice - No Fine

Description:

Status:

Escalation:

Note Date:

Next Contact:

Template:

Corr Type:

Violation Type:

Attachments:

Note Type:

[Manage](#)
[View](#)

Normal Times New Roma 3 (12pt) B I U S

- On the Correspondence Attachments screen, click the Choose Files button to browse to and select the applicable image.

Correspondence Attachments - John Ringer (Owner Occupied)

[Save](#)
[Delete](#)
[Refresh](#)
[Cancel](#)

Select an attachment [Choose Files](#) No file chosen

Uploaded	File Name
☐	07/03/2024 <u>1_Dog on deck.jpg</u>

- Click **Save** to include the image in the violation letter. Once the image has been saved, the letter may be previewed and posted from the **Violations** screen.

Previewing Violation Letters:

- In the New Violations screen, click Preview to generate a preview of the letter(s) within that job.
- The letter(s) will generate as a report under Recent Reports in the left navigation menu.
- If satisfied, you must post the violation to generate a finalized letter or email and to complete the creation of the violation.



***Note:** the saving of and previewing of violations will preliminarily generate the violation in the owner's portal, though it will not show any details or letter attachments. It is important that violations be generated with intent to post within the same day. Once the violation is posted, the owner can view the details and get a copy of their letter through the portal.

Editing Violation Letter:

To edit an individual owner's violation letter, there are several areas to access it:

1. **On the New Violations screen** (under CCR), click on the name of the violation under "Current Open Violations" to open up the notes history.

A screenshot of the Barkan portal interface. At the top, there's a header with "Violation Date" set to "02/11/2025" and a calendar icon. Below this, the owner's information is displayed: "Frank Jackson Diane Jackson (Owner)", "1820 Hickory Nut Lane #126", and "Duluth, GA 30096". There are navigation buttons: "H", "<", ">", and "H". A green bar labeled "Current Open Violations" contains a red circle around the text "Animals & Pets 02/11/2025". Below this, there are fields for "Escalation Date" (02/18/2025), "Cert. Mail #", and "Due For Escalation On 2/18/2025". A checkbox is visible on the left. Under a green line, there's a checked box for "Pet Waste" and a text field for "Add'l Descr" with the value "Pick up after your dog.". At the bottom, there's a "Level" dropdown set to "1st Notice" and a green "Regenerate" button.

- a. Click on the "Letter – Private" note to pull up the letter draft and make your edits in the text box as shown below.



Notes History - Frank Jackson (Owner)

[New](#) [Save](#) [Delete](#) [PDF](#) [Email](#) [Refresh](#) [Cancel](#)

☐	Date	Next Contact	Entered By	Note Type	Escalation L
☐	02/11/2025		Annie Caldon	Note - Private	1st Notice
☐	02/11/2025		Annie Caldon	Letter - Private	1st Notice

Description:	Animals & Pets	Corr Type:	ACC Violation
Status:	Open	Violation Type:	Animals & Pets
Escalation:	1st Notice	Attachments:	(Select Attachment)
Note Date:	02/11/2025	Note Type:	Letter - Private
Next Contact:			
Template:	(Select a Template)		

Normal Times New Roma 3 (12pt) B I U S

February 11, 2025

Frank Jackson
Diane Jackson
1820 Hickory Nut Lane # 126
Duluth, GA 30096

RE: *Test Training Association
Friendly Reminder for 1820 Hickory Nut Lane

Dear Frank Jackson & Diane Jackson:

During a recent property inspection within your community, which occurred on 02/11/2025, it was noted that you are currently in violation of the following:

- b. Click save to make your changes.
 - c. If satisfied, be sure to post the violation prior to sending the letter.
2. **From the Quick Violation Escalation screen** (CCR, Quick Violation Escalation), click on the owner's name from the current open violations list.
 - a. Repeat steps 1. a-c above.
3. **From the owner's correspondence tab**, (Homeowners, Homeowners, click on the name from the owner list and scroll down to the correspondence tab)
 - a. Find the violation in question (note that you may need to change the correspondence parameters above).
 - b. Click on the date of the violation to pull up the notes history and repeat steps 1. a-c above.

Posting Violations:

1. Go to CCR, New Violations and check the box to the left of the violation and hit post.

New Violations

*Test Training Association
 Homeowner
 Violation Date
 New Job

Jane Doe (Owner)
 1 main st
 new york, NY 10701

Current Open Violations

Decorations 02/12/2025

Escalation Date:

Cert. Mail #

Due For Escalation On 2/19/2025



☒ Holiday Decorations Left Up

Add'l Descr

Level

Sending Violation Letters:

Once your violation has been posted, it will go to the queue where you can export the letter as a PDF to print/mail or hit email at the top to send it directly to the owner.

1. Click on the queue in the upper left corner
2. Filter by "Report" type for your association and change the "show items created" to fit the timeline of when you posted your violation (ex. last 2 days).

AC

Annie Caldon

Assoc: TEST

Region:

Office:

Alerts: ● 10 Alerts waiting

Queue: ● 0 / 54

CallLog: 0 / 0

File Queue

Type
 Publish To Website
 *Test Training Association
 Show Items Created

Date	Description	Status
02/12/2025	test 2 (Violations - Email AND Letter)	Completed



- a. To print and mail, click on the linked description to download a copy of the letter.
- b. To email, click the checkbox to the left and select Email at the top. A screen will pop up to enter the email address and an email message.

Email Reports ✕

Email
 Refresh
 Cancel

Association *Test Training Association

To 🔍

Subject

Message

Please see violation letter attached. Let me know if you have any questions. Thank you.

88 / 1000

Reports To Be Attached	Date
test 2 (Violations - Email AND Letter)	02/12/2025

- c. Click email to send.
- d. You can also go to Homeowners, Email Correspondence and find the violation job from the drop down. Check off the letter you want to send and click Email. The letter will be sent to the email address listed on the job screen and will send an automated message to check the portal for more details.

Homeowners

[Post Adjustments](#)
[Post Charges](#)
[Pending Payments](#)
[Unmatched Payments](#)
[Pending Closing Checks](#)
[Pending Scanned Checks](#)
[Batch Posting](#)
[Email eStatements](#)
Email Correspondence
[Export Print Jobs](#)

Email Correspondence

Email
 Delete
 Refresh
 Cancel

Email Correspondence Jobs 02/12/2025 [TEST] 2 Violation

Invalid Email Address

Account #	Name / Address
*Test Training Association	
☐ *TEST1820HNL	Frank Jackson Hickory Nut Lane
☒ test001	Jane Doe main st

Escalating Violations:

If a violation is not closed prior to the next date of notification, the violation will be due for escalation and a new letter will need to be generated and sent.

1. Select CCR/Quick Violation Escalation.
2. Search for and select the desired association.
3. Search for and select the homeowner or leave this field blank to view all.
4. To view only violations that are due for escalation, toggle on Violations Due for Escalation.

Quick Violation Escalation

☐

*Test Training Association

☐
☒

Violations Due For Escalation

Current Open Violations

☒

Michael Jones (Owner)

28 Cape Codder # 100

Trash & Recycling 02/05/2025

Escalation Date:

Cert. Mail #

Due For Escalation On 2/12/2025

☒
☐

Trash Bins Left Out

Add'l Descr

Level

- In the Current Open Violations section, review the Due for Escalation date. Dates in red are ready for escalation based on the "After Number of Days" entered on the Violations screen (see Violation Setup 4.b.).
- To escalate a violation, select the checkbox next to the violation to be escalated and update the Level as applicable.

Current Open Violations

☒

Michael Jones (Owner)

28 Cape Codder # 100

Trash & Recycling 02/05/2025

Escalation Date:

Cert. Mail #

Due For Escalation On 2/12/2025

☒
☐

Trash Bins Left Out

Add'l Descr

Level

☐

Michael Jones

28 Cape Codder

Trash & Recycling

Escalation Date

Cert. Mail #

1st Notice

2nd Notice

3rd Notice

Hearing Notice

Decision Fine

Decision No Fine

- Click Save.
- You can then preview the letter for the next level and post the escalation. You will be prompted to assign a new job name before saving or posting.

***Note: the regenerate button may be used if you've modified any of the main templates, not to refresh an individual letter.**

Managing Violation Fines:

Once a violation is escalated to a level where fines can be assessed, approval is required or the fine will not be generated or posted. To approve a violation fine:

1. Select **CCR/Pending Violation Fines**.
2. Search for and select the desired association or all associations.
3. If needed, edit the **Start On** date, fine amount, and frequency which are all predetermined from the violations set up screen.
4. Select the checkbox next to the appropriate violation fine and click **Approve**.

Violation Fine Approval

View: Violations Pending Approval
First Training Homeowners Association

Primary Homeowner / Address	Violation Detail
 John Ringer Mary Ringer 6332 Washington Avenue	Parking 08/07/2024 Level: 3rd Notice - Fine Start On: 08/07/2024 Calendar ☒ Parking \$15.00 After Escalation

5. Once the fine is approved, a batch will generate, and the fee will appear on the homeowner's ledger the next day. The batch must be reviewed and posted from the **Homeowners/Batch Posting** screen, or you can notify your AR Specialist to look for and post the batch.

If the fine is approved accidentally or needs to be removed prior to the batch being generated, you can move the violation back to a pending status and decline it.

1. Go to CCR, Pending Violation Fines.
2. Change the view to Violations w/Active Fines and change the Action to Stop Violation Fine.

Violation Fine Approval

View: Violations w/Active Fines
*Test Training Association

Action: Stop Violation Fine

Primary Homeowner / Address	Violation Detail
 Test User 123 Main St.	Items on Common Area 06/09/2024 Level: 3 Fine Started: 07/25/2024 ☒ Improperly stored trash \$50.00 After Escalation

3. Check off the violation you want to stop and click save.
4. Change the view back to Violations Pending Approval and either modify or decline the violation fine.



Violation Fine Approval

*Test Training Association

View

Violations Pending Approval



Primary Homeowner / Address

Violation Detail

Items on Common Area 06/09/2024

Level: 3

Start On: 01/27/2025

☒ Improperly stored trash

\$50.00

Daily

Test User

123 Main St.

You also have an opportunity to delete the batch before it gets posted the next day if necessary.

Closing Violations:

To close a violation, under CCR, Quick Violation Escalation, select the checkbox next to the violation and click Close.

***Note:** if you don't close out a violation, it will sit in your quick violation escalation queue as an open violation until you close it. It will also show on the owner's portal as an active violation.

Violation reports are available under Reports, Homeowner Reports. For questions or assistance processing your violations, reach out to support@barkanco.com.