

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2025

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SENATE BILL DRS45221-NO-16A

Short Title: HOA Revisions.

(Public)

Sponsors: Senators Sawrey, Johnson, and Sawyer (Primary Sponsors).

Referred to:

1 A BILL TO BE ENTITLED
2 AN ACT TO AMEND LAWS GOVERNING OWNERS' ASSOCIATIONS IN
3 CONDOMINIUMS AND PLANNED COMMUNITIES, TO MANDATE
4 PRELITIGATION MEDIATION OF DISPUTES BETWEEN OWNERS' ASSOCIATIONS
5 AND THEIR MEMBERS, AND TO REQUIRE THE DEPARTMENT OF JUSTICE TO
6 COLLECT AND REPORT ON COMPLAINTS SUBMITTED TO IT INVOLVING SUCH
7 DISPUTES.

8 The General Assembly of North Carolina enacts:

9
10 **PART I. AMEND LAWS GOVERNING OWNERS' ASSOCIATIONS IN**
11 **CONDOMINIUMS AND PLANNED COMMUNITIES**

12 **SECTION 1.** G.S. 47C-3-102(a) reads as rewritten:

13 **"§ 47C-3-102. Powers of unit owners' association.**

14 (a) Unless the declaration expressly provides to the contrary, the association, even if
15 unincorporated, may do all of the following:

16 ...

17 (3) Hire and terminate managing agents and other employees, agents, and
18 independent contractors. A contract between an association and a managing
19 agent shall not have a term exceeding two years and shall not contain an
20 automatic renewal provision that requires the association to give notice of
21 nonrenewal more than 60 days prior to the contract's anniversary date. Any
22 contract with a managing agent that is automatically renewed shall be
23 terminable by the association for any reason upon 90 days' notice. A managing
24 agent shall not be compensated in whole or in part based on the amount of
25 finances collected by the managing agent on behalf of the association.

26 ...

27 (6) Regulate the use, maintenance, repair, replacement, and modification of
28 common ~~elements~~-elements; provided, however, that in the absence of an
29 express authorization in the declaration, an association shall not enforce any
30 restriction on parking of a personal vehicle on a public street, public road, or
31 public right-of-way for which the North Carolina Department of
32 Transportation or local government has assumed responsibility for
33 maintenance and repairs, unless the authority to regulate such parking has
34 been expressly delegated to the association by the Department of
35 Transportation or local government under an agreement prescribing the
36 manner in which the association may exercise that authority. As used in this



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1 subdivision, "personal vehicle" means an automobile with a gross weight of
2 less than 26,001 pounds that is used for personal pleasure, travel, or
3 commuting to and from a place of work, and does not include a motor home
4 or self-propelled recreational vehicle, or an automobile that is otherwise used
5 primarily in connection with any commercial endeavor or business.

6 ...

7 (11) Impose charges for late payment of assessments, not to exceed the greater of
8 twenty dollars (\$20.00) per month or ten percent (10%) of any assessment
9 installment unpaid and, after notice and an opportunity to be heard, suspend
10 privileges or services provided by the association (except rights of access to
11 lots) during any period that assessments or other amounts due and owing to
12 the association remain unpaid for a period of 30 days or longer, and levy
13 reasonable fines not to exceed one hundred dollars
14 (\$100.00)(G.S. 47C-3-107.1) for violations of the declaration, bylaws, and
15 rules and regulations of the association. No fine shall be levied for violation
16 of a provision restricting or prohibiting tutoring, educational lessons,
17 academic lessons, or music lessons provided in the owner's unit to a group of
18 no more than five people at any one time, regardless of whether compensation
19 is received for such lessons.

20 ...

21 (12a) Impose ~~reasonable~~ charges in connection with the preparation of ~~statements a~~
22 lender's questionnaire or certification or a statement of unpaid assessments,
23 which must be furnished within 10 ~~business~~ days after receipt of the request,
24 in an amount not to exceed two hundred dollars (\$200.00) per ~~statement or~~
25 ~~request, item requested,~~ and an additional ~~expedite~~ expedited fee in an amount
26 not to exceed one hundred dollars (\$100.00) if the ~~request is made within 48~~
27 ~~hours of closing, all of which item~~ is requested to be furnished less than 10
28 days after receipt of the request. These charges may be collected by the
29 association, its managers, or its agents. Any charge for preparation of a
30 lender's questionnaire or certification shall be billed to the requesting party.
31 Neither the association nor its managing agent shall impose any charge upon
32 a unit owner or a prospective purchaser of a unit in connection with the
33 conveyance of a unit unless the charge is expressly authorized in this
34 subdivision, or unless the charge is authorized in the declaration and is not
35 otherwise expressly prohibited by law. Violation of this subdivision by an
36 association or by its managing agent shall constitute an unfair and deceptive
37 trade practice under G.S. 75-1.1.

38 (12b) Impose a reasonable charge for providing copies of records requested by a
39 member, not to exceed the actual cost of photocopying the records, including
40 the cost of materials used in responding to the request and the cost of shipping
41 if shipping is required.

42 ...

43 (14a) Exercise any authority granted to it under the declaration to approve or
44 disapprove any proposed changes to a unit or limited common element. In
45 exercising such authority, the association shall provide a fair, reasonable, and
46 expeditious procedure for making its decision, which procedure shall be set
47 forth in the association's governing documents. The procedures shall state the
48 maximum time for issuance of any decision on a proposal or a request for
49 reconsideration. An association may adopt formal submission requirements
50 for any proposed change, which shall be communicated to the members. A
51 decision shall be made within 90 days after the initial submission of the

1 proposal or submission of any additional information or changes to the
2 proposal requested by the association in response to the initial submission. A
3 decision shall be in writing, shall be made in good faith, and may not be
4 unreasonable, arbitrary, or capricious. If the proposal is disapproved, the
5 decision shall include an explanation of why the proposal is disapproved and,
6 if the determination was not issued by the executive board, a description of
7 the procedure for reconsideration of the decision by the executive board.

8"

9 **SECTION 2.** G.S. 47C-3-107.1 reads as rewritten:

10 **"§ 47C-3-107.1. Procedures for fines and suspension of condominium privileges or services.**

11 Unless a specific procedure for the imposition of fines or suspension of condominium
12 privileges or services is provided for in the declaration, a hearing shall be held before the
13 executive board or an adjudicatory panel appointed by the executive board to determine if any
14 unit owner should be fined or if condominium privileges or services should be suspended
15 pursuant to the powers granted to the association in G.S. 47C-3-102(11). Any adjudicatory panel
16 appointed by the executive board shall be composed of members of the association who are not
17 officers of the association or members of the executive board. The unit owner charged shall be
18 given notice of the charge, opportunity to be heard and to present evidence, and notice of the
19 decision. A written notice of hearing shall be sent to the unit owner in the manner provided in
20 G.S. 47C-3-116(e) not less than 10 days prior to the scheduled hearing date. The notice of hearing
21 shall specify the date, time, and place of the hearing and shall include a general description of
22 each alleged violation and the action, if any, required to cure each alleged violation. Not less than
23 two days prior to the scheduled hearing date, the executive board or adjudicatory panel shall
24 provide the unit owner with the names of any persons whose testimony it intends to offer in
25 support of the charge and a copy of any documents, photographs, or other exhibits that it intends
26 to submit in support of the charge. The unit owner shall be given an opportunity to be heard and
27 to present evidence at the hearing. A written notice of the decision specifying each violation
28 verified by the evidence and the action, if any, required to cure each verified violation shall be
29 sent to the unit owner in the manner provided in G.S. 47C-3-116(e). If it is decided that a fine
30 should be imposed, a fine not to exceed one hundred dollars (\$100.00) may be imposed for the
31 violation and without further hearing, for each day more than five days after the decision that the
32 violation ~~occurs~~-occurs, up to a maximum fine of two thousand five hundred dollars (\$2,500).
33 Such fines shall be assessments secured by liens under G.S. 47C-3-116. If it is decided that a
34 suspension of condominium privileges or services should be imposed, the suspension may be
35 continued without further hearing until the violation or delinquency is cured. A unit owner may
36 appeal a decision of an adjudicatory panel to the full executive board by delivering written notice
37 of appeal to the executive board within 15 days after the date of the decision. The executive board
38 may affirm, vacate, or modify the prior decision of the adjudicatory body."

39 **SECTION 3.(a)** G.S. 47C-3-116 reads as rewritten:

40 **"§ 47C-3-116. Lien for sums due the association; enforcement.**

41 (a) Any assessment attributable to a unit which remains unpaid for a period of 30 days
42 or longer shall constitute a lien on that unit when a claim of lien is filed of record in the office of
43 the clerk of superior court of the county in which the unit is located in the manner provided in
44 this section. A claim of lien securing a debt consisting of fines or fine-related charges shall be
45 filed separately from a claim of lien securing other sums owed to the association and shall be
46 filed within 90 days after the date the fine was imposed. As used in this section, "fines or
47 fine-related charges" means fines imposed by the association, interest on unpaid fines, or
48 attorneys' fees incurred by the association related to fines imposed by the association. Once filed,
49 a claim of lien secures all sums due the association through the date filed and any sums due to
50 the association thereafter. Unless the declaration provides otherwise, fees, charges, late charges
51 and other charges imposed pursuant to G.S. 47C-3-102, 47C-3-107, 47C-3-107.1, and 47C-3-115

1 are subject to the ~~claim~~claims of lien provided for under this section as well as any other sums
2 due and payable to the association under the declaration, the provisions of this Chapter, or as the
3 result of an arbitration, mediation, or judicial decision.

4 (b) The association must provide proper notice of delinquent assessments to the unit
5 owner before filing a claim of lien. The association must make reasonable and diligent efforts
6 ensure that its records contain the unit owner's current physical mailing address~~address~~ and
7 current electronic mailing address. No fewer than 15 days prior to filing the lien, the association
8 shall ~~mail~~do all of the following:

9 (1) Mail a statement of the assessment amount due by first class mail to the
10 physical address of the unit and the unit owner's address of record with the
11 association and, if different, to the address for the unit owner shown on the
12 county tax records for the unit. If the unit owner is a corporation or limited
13 liability company, the statement shall also be sent by first class mail to the
14 mailing address of the registered agent for the corporation or limited liability
15 company. Notwithstanding anything to the contrary in this Chapter, the
16 association is not required to mail a statement to an address known to be a
17 vacant unit or to a unit for which there is no United States postal address.

18 (2) Send a statement of the assessment amount due via electronic mail if the
19 owner has designated an email address as provided in G.S. 55A-1-70(b).

20 (c) A claim of lien shall set forth the name and address of the association, the name of
21 the record owner of the unit at the time the claim of lien is filed, a description of the unit, and the
22 amount of the lien claimed. A claim of lien may also appoint a trustee to conduct a foreclosure
23 as provided in subsection (f) of this section. The first page of the claim of lien shall contain the
24 following statement in print that is in boldface, capital letters, and no smaller than the largest
25 print used elsewhere in the document:

26 "THIS DOCUMENT CONSTITUTES A LIEN AGAINST YOUR PROPERTY, AND IF THE
27 LIEN IS NOT PAID, THE HOMEOWNERS ASSOCIATION MAY PROCEED WITH
28 ~~FORECLOSURE ENFORCEMENT AGAINST YOU AND YOUR PROPERTY IN LIKE~~
29 ~~MANNER AS A MORTGAGE AS PERMITTED UNDER NORTH CAROLINA LAW."~~

30 The person signing the claim of lien on behalf of the association shall attach to and file with
31 the claim of lien a certificate of service attesting to the attempt of service on the record owner,
32 which service shall be attempted in accordance with G.S. 1A-1, Rule 4(j), for service of a copy
33 of a summons and a complaint. If the actual service is not achieved, the person signing the claim
34 of lien on behalf of the association shall be deemed to have met the requirements of this
35 subsection if service has been attempted pursuant to both of the following: (i) G.S. 1A-1, Rule
36 4(j)(1)c, d, or e and (ii) by mailing a copy of the lien by regular, first class mail, postage prepaid
37 to the physical address of the unit and the unit owner's address of record with the association,
38 and, if different, to the address for the unit owner shown on the county tax records and the county
39 real property records for the unit. The association shall also send the owner a copy of the claim
40 of lien and certificate of service by email if the owner has designated an email address as provided
41 in G.S. 55A-1-70(b). In the event that the owner of record is not a natural person, and actual
42 service is not achieved, the person signing the claim of lien on behalf of the association shall be
43 deemed to have met the requirements of this subsection if service has been attempted once
44 pursuant to the applicable provisions of G.S. 1A-1, Rule 4(j)(3) through G.S. 1A-1, Rule 4(j)(9).
45 Notwithstanding anything to the contrary in this Chapter, the association is not required to mail
46 a claim of lien to an address which is known to be a vacant unit or to a unit for which there is no
47 United States postal address. A lien for unpaid assessments is extinguished unless proceedings
48 to enforce the lien are instituted within three years after the filing of the claim of lien in the office
49 of the clerk of superior court. A lien securing a debt consisting of fines or fine-related charges is
50 extinguished unless proceedings to enforce the lien are instituted within one year after the filing
51 of the claim of lien in the office of the clerk of superior court.

1 (d) A claim of lien filed under this section is prior to all liens and encumbrances on a unit
 2 except (i) liens and encumbrances, specifically including, but not limited to, a mortgage or deed
 3 of trust on the unit, recorded before the filing of the claim of lien in the office of the clerk of
 4 superior court and (ii) liens for real estate taxes and other governmental assessments and charges
 5 against the unit. This subsection does not affect the priority of mechanics' or materialmen's liens.

6 (e) ~~The association shall be entitled to recover the~~ court may, in the court's discretion,
 7 allow the association to recover the reasonable attorneys' fees and costs ~~if the association incurs~~
 8 in connection with the collection of any sums due. A lot owner may not be required to pay
 9 attorneys' fees and court costs until the lot owner is notified in writing of the association's intent
 10 to seek payment of attorneys' fees, costs, and expenses. The notice must be sent by first-class
 11 mail to the physical address of the lot and the lot owner's address of record with the association
 12 and, if different, to the address for the lot owner shown on the county tax records for the lot. The
 13 association must make reasonable and diligent efforts to ensure that its records contain the lot
 14 owner's current mailing address. Notwithstanding anything to the contrary in this Chapter, there
 15 shall be no requirement that notice under this subsection be mailed to an address which is known
 16 to be a vacant lot on which no dwelling has been constructed or a lot for which there is no United
 17 States postal address. The notice shall set out the outstanding balance due as of the date of the
 18 notice and state that the lot owner has 15 days from the mailing of the notice by first-class mail
 19 to pay the outstanding balance without the attorneys' fees and court costs. If the lot owner pays
 20 the outstanding balance within this period, then the lot owner shall have no obligation to pay
 21 attorneys' fees, costs, or expenses. The notice shall also inform the lot owner of the opportunity
 22 to contact a representative of the association to discuss a payment schedule for the outstanding
 23 balance, as provided in subsection (i) of this section, and shall provide the name and telephone
 24 number of the representative.

25 (f) Except as provided in subsection (h) of this section, the association, acting through
 26 the executive board, may foreclose a claim of lien securing a debt consisting of sums due the
 27 association other than fines or fine-related charges in like manner as a mortgage or deed of trust
 28 on real estate under power of sale, as provided in Article 2A of Chapter 45 of the General Statutes,
 29 if the ~~assessment remains unpaid delinquency has continued for 90-180 days~~ or more. The
 30 association shall not foreclose the claim of lien unless the executive board votes to commence
 31 the proceeding against the specific unit. The following provisions and procedures shall be
 32 applicable to and complied with in every nonjudicial power of sale foreclosure of a claim of lien,
 33 and these provisions and procedures shall control to the extent they are inconsistent or in conflict
 34 with the provisions of Article 2A of Chapter 45 of the General Statutes:

35 ...

36 (5) After the association has filed a claim of lien and prior to the commencement
 37 of a nonjudicial foreclosure, the association shall give to the unit owner notice
 38 of the association's intention to commence a nonjudicial foreclosure to enforce
 39 its claim of lien. The notice shall contain the information required in
 40 ~~G.S. 45-21.16(c)(5a)~~ G.S. 45-21.16(c)(5) and G.S. 45-21.16(c)(5a) and shall
 41 specifically reference the unit owner's right of redemption provided under
 42 subdivision (8) of this subsection. The notice shall be sent by first-class mail
 43 to the physical address of the unit and the unit owner's address of record with
 44 the association and, if different, to the address for the unit owner shown on
 45 the county tax records for the unit.

46 (5a) The notice of hearing required pursuant to G.S. 45-21.16(a) shall be
 47 accompanied by the association's certification of the actions it has taken to
 48 give the owner notice of delinquent assessments in compliance with
 49 subsection (b) of this section.

50 (5b) At the commencement of the hearing, the clerk shall inquire as to whether the
 51 owner occupies the unit as his or her principal residence. If it appears that the

owner does currently occupy the unit as a principal residence, the clerk shall further inquire as to the efforts the association has made to communicate with the owner and to attempt to resolve the matter voluntarily before the foreclosure proceeding. The clerk's inquiry shall not be required if the association has submitted, at or before the hearing, an affidavit briefly describing any efforts that have been made to resolve the default with the owner and the results of any such efforts.

(5c) The clerk shall order the hearing continued if the clerk finds that there is good cause to believe that additional time or additional efforts have a reasonable likelihood of resolving the delinquency without foreclosure. In determining whether to continue the hearing, the clerk may consider (i) whether the association has offered the debtor an opportunity to resolve the foreclosure under a payment schedule pursuant to subsection (i) of this section, (ii) whether the association has engaged in actual responsive communication with the owner, including telephone conferences or in-person meetings with the owner or other actual two-party communications, (iii) whether the owner has indicated that he or she has the intent and ability to resolve the delinquency by making future payments under a payment plan, and (iv) whether the initiation or continuance of good-faith voluntary resolution efforts between the parties may resolve the matter without a foreclosure sale. Where good cause exists to continue the hearing, the clerk shall order the hearing continued to a date and time certain not more than 90 days from the date scheduled for the original hearing. Nothing in this part shall limit the authority of the clerk to continue a hearing for other good cause shown.

...

(g) The provisions of subsection (f) of this section do not prohibit or prevent an association from pursuing judicial foreclosure of a claim of ~~lien~~, lien securing a debt consisting of sums due the association other than fines and fine-related charges, from taking other actions to recover the sums due the association, or from accepting a deed in lieu of foreclosure. Any judgment, decree, or order in any judicial foreclosure or civil action relating to the collection of assessments shall include an award of costs and reasonable attorneys' fees for the prevailing party, which shall not be subject to the limitation provided in subdivision (f)(12) of this section.

(h) A claim of lien securing a debt consisting ~~solely of fines imposed by the association, interest on unpaid fines, or attorneys' fees incurred by the association solely associated with fines imposed by the association or fine-related charges~~ may only be enforced by judicial foreclosure, as provided in Article 29A of Chapter 1 of the General Statutes, the filing of a civil action seeking a judgment. In addition, an association shall not levy, charge, or attempt to collect a service, collection, consulting, or administration fee from any unit owner unless the fee is expressly allowed in the declaration, and any claim of lien securing a debt consisting solely of these fees may only be enforced by judicial foreclosure, as provided in Article 29A of Chapter 1 of the General Statutes, the filing of a civil action seeking a judgment. Liens arising as a result of the entry of a judgment in favor of the association in any such civil action shall relate back and be effective as of the date the claim of lien was filed.

...."

SECTION 3.(b) This section becomes effective December 1, 2025, and applies to claims of lien filed and instruments presented for registration on or after that date.

SECTION 4. G.S. 47C-3-118 reads as rewritten:

"§ 47C-3-118. **Association ~~records~~ records and contracts.**

...

(a1) A unit owner or the unit owner's authorized agent is entitled to inspect and copy, at a reasonable time and location specified by the association, any contract entered into by the

1 association if the unit owner gives the association written notice of the demand at least five
 2 business days before the date on which the unit owner wishes to inspect and copy and the request
 3 satisfies the conditions for inspection set forth in G.S. 55A-16-02(c). A demand to inspect made
 4 pursuant to this subsection shall be presumed to have been made in good faith and for a proper
 5 purpose. In any action to compel the inspection and copying of documents, the court may award
 6 reasonable attorneys' fees to the prevailing party. If the association does not allow a unit owner
 7 who complies with this subsection to inspect and copy the requested contract, and if a court of
 8 competent jurisdiction thereafter enters an order compelling the association to do so, the court
 9 shall also order the association to pay the unit owner's costs, including reasonable attorneys' fees,
 10 incurred to obtain the order.

11 (b) The association, upon written request, shall furnish a unit owner or the unit owner's
 12 authorized agents a statement setting forth the amount of unpaid assessments and other charges
 13 against a unit. The statement shall be furnished within 10 ~~business~~-days after receipt of the request
 14 and is binding on the association, the executive board, and every unit owner. The association, its
 15 managers, or its agents may charge a ~~reasonable~~-fee for providing statements of unpaid
 16 assessments and other charges, not to exceed two hundred dollars (\$200.00) per statement or
 17 request, and an additional ~~expedite~~-~~expedited~~ fee in an amount not to exceed one hundred dollars
 18 (\$100.00) if the ~~request is made within 48 hours of closing.~~ item is requested to be furnished less
 19 than 10 days after receipt of the request.

20 ...

21 (d) The association shall keep written records of any policy regarding automatic license
 22 plate reader systems adopted pursuant to G.S. 20-183.33. The records shall be made reasonably
 23 available for examination by any unit owner and the unit owner's authorized agents."

24 **SECTION 5.** G.S. 47F-3-102 reads as rewritten:

25 **"§ 47F-3-102. Powers of owners' association.**

26 Unless the articles of incorporation or the declaration expressly provides to the contrary, the
 27 association may do all of the following:

28 ...

29 (3) Hire and discharge managing agents and other employees, agents, and
 30 independent contractors. A contract between an association and a managing
 31 agent shall not have a term exceeding two years and shall not contain an
 32 automatic renewal provision that requires the association to give notice of
 33 nonrenewal more than 60 days prior to the contract's anniversary date. Any
 34 contract with a managing agent that is automatically renewed shall be
 35 terminable by the association for any reason upon 90 days' notice. A managing
 36 agent shall not be compensated in whole or in part based on the amount of
 37 finest collected by the managing agent on behalf of the association.

38 ...

39 (6) Regulate the use, maintenance, repair, replacement, and modification of
 40 common ~~elements~~-~~elements~~; provided, however, that in the absence of an
 41 express authorization in the declaration, an association shall not enforce any
 42 restriction on parking of a personal vehicle on a public street, public road, or
 43 public right-of-way for which the North Carolina Department of
 44 Transportation or local government has assumed responsibility for
 45 maintenance and repairs, unless the authority to regulate such parking has
 46 been expressly delegated to the association by the Department of
 47 Transportation or local government under an agreement prescribing the
 48 manner in which the association may exercise that authority. As used in this
 49 subdivision, "personal vehicle" means an automobile with a gross weight of
 50 less than 26,001 pounds that is used for personal pleasure, travel, or
 51 commuting to and from a place of work, and does not include a motor home

1 or self-propelled recreational vehicle, or an automobile that is otherwise used
 2 primarily in connection with any commercial endeavor or business.
 3 ...

4 (12) After notice and an opportunity to be heard, impose reasonable fines or
 5 suspend privileges or services provided by the association (except rights of
 6 access to lots) for reasonable periods for violations of the declaration, bylaws,
 7 and rules and regulations of the association. No fine shall be levied for
 8 violation of a provision restricting or prohibiting tutoring, educational lessons,
 9 academic lessons, music lessons, or swimming lessons provided on the
 10 owner's lot to a group of no more than five people at any one time, regardless
 11 of whether compensation is received for such lessons.
 12 ...

13 (13a) Impose ~~reasonable~~ charges in connection with the preparation of ~~statements~~a
 14 lender's questionnaire or certification or a statement of unpaid assessments,
 15 which must be furnished within 10 ~~business~~-days after receipt of the request,
 16 in an amount not to exceed two hundred dollars (\$200.00) per ~~statement or~~
 17 ~~request, item requested,~~ and an additional ~~expedite~~expedited fee in an amount
 18 not to exceed one hundred dollars (\$100.00) if the ~~request is made within 48~~
 19 ~~hours of closing, all of which item is requested to be furnished less than 10~~
 20 days after receipt of the request. These charges may be collected by the
 21 association, its managers, or its agents. Any charge for preparation of a
 22 lender's questionnaire or certification shall be billed to the requesting party.
 23 Neither the association nor its managing agent shall impose any charge upon
 24 a lot owner or a prospective purchaser of a lot in connection with the
 25 conveyance of a lot unless the charge is expressly authorized in this
 26 subdivision, or unless the charge is authorized in the declaration and is not
 27 otherwise expressly prohibited by law. Violation of this subdivision by an
 28 association or by its managing agent shall constitute an unfair and deceptive
 29 trade practice under G.S. 75-1.1.

30 (13b) Impose a reasonable charge for providing copies of records requested by a
 31 member, not to exceed the actual cost of photocopying the records, including
 32 the cost of materials used in responding to the request and the cost of shipping
 33 if shipping is required.
 34 ...

35 (15a) Exercise any authority granted to it under the declaration to approve or
 36 disapprove any proposed changes on a lot or limited common element. In
 37 exercising such authority, the association shall provide a fair, reasonable, and
 38 expeditious procedure for making its decision, which procedure shall be set
 39 forth in the association's governing documents. The procedures shall state the
 40 maximum time for issuance of any decision on a proposal or a request for
 41 reconsideration. An association may adopt formal submission requirements
 42 for any proposed change, which shall be communicated to the members. A
 43 decision shall be made within 90 days after the initial submission of the
 44 proposal or submission of any additional information or changes to the
 45 proposal requested by the association in response to the initial submission. A
 46 decision shall be in writing, shall be made in good faith, and may not be
 47 unreasonable, arbitrary, or capricious. If the proposal is disapproved, the
 48 decision shall include an explanation of why the proposal is disapproved and,
 49 if the determination was not issued by the executive board, a description of
 50 the procedure for reconsideration of the decision by the executive board.
 51 "

1 **SECTION 6.** G.S. 47F-3-107.1 reads as rewritten:

2 "**§ 47F-3-107.1. Procedures for fines and suspension of planned community privileges or**
3 **services.**

4 Unless a specific procedure for the imposition of fines or suspension of planned community
5 privileges or services is provided for in the declaration, a hearing shall be held before the
6 executive board or an adjudicatory panel appointed by the executive board to determine if any
7 lot owner should be fined or if planned community privileges or services should be suspended
8 pursuant to the powers granted to the association in G.S. 47F-3-102(11) and (12). Any
9 adjudicatory panel appointed by the executive board shall be composed of members of the
10 association who are not officers of the association or members of the executive board. The lot
11 owner charged shall be given notice of the charge, opportunity to be heard and to present
12 evidence, and notice of the decision. A written notice of hearing shall be sent to the unit owner
13 in the manner provided in G.S. 47F-3-116(e) not less than 10 days prior to the scheduled hearing
14 date. The notice of hearing shall specify the date, time, and place of the hearing and shall include
15 a general description of each alleged violation and the action, if any, required to cure each alleged
16 violation. Not less than two days prior to the scheduled hearing date, the executive board or
17 adjudicatory panel shall provide the unit owner with the names of any persons whose testimony
18 it intends to offer in support of the charge and a copy of any documents, photographs, or other
19 exhibits that it intends to submit in support of the charge. The unit owner shall be given an
20 opportunity to be heard and to present evidence at the hearing. A written notice of the decision
21 specifying each violation verified by the evidence and the action, if any, required to cure each
22 verified violation shall be sent to the unit owner in the manner provided in G.S. 47F-3-116(e). If
23 it is decided that a fine should be imposed, a fine not to exceed one hundred dollars (\$100.00)
24 may be imposed for the violation and without further hearing, for each day more than five days
25 after the decision that the violation ~~occurs~~ occurs, up to a maximum fine of two thousand five
26 hundred dollars (\$2,500). Such fines shall be assessments secured by liens under G.S. 47F-3-116.
27 If it is decided that a suspension of planned community privileges or services should be imposed,
28 the suspension may be continued without further hearing until the violation or delinquency is
29 cured. The lot owner may appeal the decision of an adjudicatory panel to the full executive board
30 by delivering written notice of appeal to the executive board within 15 days after the date of the
31 decision. The executive board may affirm, vacate, or modify the prior decision of the
32 adjudicatory body."

33 **SECTION 7.(a)** G.S. 47F-3-116 reads as rewritten:

34 "**§ 47F-3-116. Lien for sums due the association; enforcement.**

35 (a) Any assessment attributable to a lot which remains unpaid for a period of 30 days or
36 longer shall constitute a lien on that lot when a claim of lien is filed of record in the office of the
37 clerk of superior court of the county in which the lot is located in the manner provided in this
38 section. A claim of lien securing a debt consisting of fines or fine-related charges shall be filed
39 separately from a claim of lien securing other sums due the association and shall be filed within
40 90 days after the date the fine was imposed. As used in this section, "fines or fine-related charges"
41 means fines imposed by the association, interest on unpaid fines, or attorneys' fees incurred by
42 the association related to fines imposed by the association. Once filed, a claim of lien secures all
43 sums due the association through the date filed and any sums due to the association thereafter.
44 Unless the declaration provides otherwise, fees, charges, late charges, and other charges imposed
45 pursuant to G.S. 47F-3-102, 47F-3-107, 47F-3-107.1, and 47F-3-115 are subject to the ~~claim~~
46 claims of lien provided for under this section as well as any other sums due and payable to the
47 association under the declaration, the provisions of this Chapter, or as the result of an arbitration,
48 mediation, or judicial decision.

49 (b) The association must provide proper notice of delinquent assessments to the lot owner
50 before filing a claim of lien. The association must make reasonable and diligent efforts to ensure
51 that its records contain the lot owner's current physical mailing address. ~~address and current~~

1 electronic mailing address. No fewer than 15 days prior to filing the lien, the association shall
2 mail-do all of the following:

3 (1) Mail a statement of the assessment amount due by first-class mail to the
4 physical address of the lot and the lot owner's address of record with the
5 association and, if different, to the address for the lot owner shown on the
6 county tax records for the lot. If the lot owner is a corporation or limited
7 liability company, the statement shall also be sent by first-class mail to the
8 mailing address of the registered agent for the corporation or limited liability
9 company. Notwithstanding anything to the contrary in this Chapter, the
10 association is not required to mail a statement to an address known to be a
11 vacant lot on which no dwelling has been constructed or to a lot for which
12 there is no United States postal address.

13 (2) Send a statement of the assessment amount due via electronic mail if the
14 owner has designated an email address as provided in G.S. 55A-1-70(b).

15 (c) A claim of lien shall set forth the name and address of the association, the name of
16 the record owner of the lot at the time the claim of lien is filed, a description of the lot, and the
17 amount of the lien claimed. A claim of lien may also appoint a trustee to conduct a foreclosure,
18 as provided in subsection (f) of this section. The first page of the claim of lien shall contain the
19 following statement in print that is in boldface, capital letters, and no smaller than the largest
20 print used elsewhere in the document:

21 "THIS DOCUMENT CONSTITUTES A LIEN AGAINST YOUR PROPERTY, AND IF THE
22 LIEN IS NOT PAID, THE HOMEOWNERS ASSOCIATION MAY PROCEED WITH
23 ~~FORECLOSURE ENFORCEMENT AGAINST YOU AND YOUR PROPERTY IN LIKE~~
24 ~~MANNER AS A MORTGAGE AS PERMITTED UNDER NORTH CAROLINA LAW."~~

25 The person signing the claim of lien on behalf of the association shall attach to and file with
26 the claim of lien a certificate of service attesting to the attempt of service on the record owner,
27 which service shall be attempted in accordance with G.S. 1A-1, Rule 4(j), for service of a copy
28 of a summons and a complaint. If the actual service is not achieved, the person signing the claim
29 of lien on behalf of the association shall be deemed to have met the requirements of this
30 subsection if service has been attempted pursuant to both of the following: (i) G.S. 1A-1, Rule
31 4(j)(1)c, d, or e and (ii) by mailing a copy of the lien by regular, first-class mail, postage prepaid
32 to the physical address of the lot and the lot owner's address of record with the association, and,
33 if different, to the address for the lot owner shown on the county tax records and the county real
34 property records for the lot. The association shall also send the owner a copy of the claim of lien
35 and certificate of service by email if the owner has designated an email address as provided in
36 G.S. 55A-1-70(b). In the event that the owner of record is not a natural person, and actual service
37 is not achieved, the person signing the claim of lien on behalf of the association shall be deemed
38 to have met the requirements of this subsection if service has been attempted once pursuant to
39 the applicable provisions of G.S. 1A-1, Rule 4(j)(3) through G.S. 1A-1, Rule 4(j)(9).
40 Notwithstanding anything to the contrary in this Chapter, the association is not required to mail
41 a claim of lien to an address which is known to be a vacant lot on which no dwelling has been
42 constructed or to a lot for which there is no United States postal address. A lien for unpaid
43 assessments is extinguished unless proceedings to enforce the lien are instituted within three
44 years after the filing of the claim of lien in the office of the clerk of superior court. A lien securing
45 a debt consisting of fines or fine-related charges is extinguished unless proceedings to enforce
46 the lien are instituted within one year after the filing of the claim of lien in the office of the clerk
47 of superior court.

48 (d) A claim of lien filed under this section is prior to all liens and encumbrances on a lot
49 except (i) liens and encumbrances, specifically including, but not limited to, a mortgage or deed
50 of trust on the lot, recorded before the filing of the claim of lien in the office of the clerk of

1 superior court and (ii) liens for real estate taxes and other governmental assessments and charges
2 against the lot. This subsection does not affect the priority of mechanics' or materialmen's liens.

3 (e) ~~The association shall be entitled to recover the court may, in the court's discretion,~~
4 allow the association to recover the reasonable attorneys' fees and costs ~~it~~ the association incurs
5 in connection with the collection of any sums due. A lot owner may not be required to pay
6 attorneys' fees and court costs until the lot owner is notified in writing of the association's intent
7 to seek payment of attorneys' fees, costs, and expenses. The notice must be sent by first-class
8 mail to the physical address of the lot and the lot owner's address of record with the association
9 and, if different, to the address for the lot owner shown on the county tax records for the lot. The
10 association must make reasonable and diligent efforts to ensure that its records contain the lot
11 owner's current mailing address. Notwithstanding anything to the contrary in this Chapter, there
12 shall be no requirement that notice under this subsection be mailed to an address which is known
13 to be a vacant lot on which no dwelling has been constructed or a lot for which there is no United
14 States postal address. The notice shall set out the outstanding balance due as of the date of the
15 notice and state that the lot owner has 15 days from the mailing of the notice by first-class mail
16 to pay the outstanding balance without the attorneys' fees and court costs. If the lot owner pays
17 the outstanding balance within this period, then the lot owner shall have no obligation to pay
18 attorneys' fees, costs, or expenses. The notice shall also inform the lot owner of the opportunity
19 to contact a representative of the association to discuss a payment schedule for the outstanding
20 balance, as provided in subsection (i) of this section, and shall provide the name and telephone
21 number of the representative.

22 (f) Except as provided in subsection (h) of this section, the association, acting through
23 the executive board, may foreclose a claim of lien securing a debt consisting of sums due the
24 association other than fines or fine-related charges in like manner as a mortgage or deed of trust
25 on real estate under power of sale, as provided in Article 2A of Chapter 45 of the General Statutes,
26 if the ~~assessment remains unpaid delinquency has continued for 90-180 days or more.~~ The
27 association shall not foreclose the claim of lien unless the executive board votes to commence
28 the proceeding against the specific lot.

29 The following provisions and procedures shall be applicable to and complied with in every
30 nonjudicial power of sale foreclosure of a claim of lien, and these provisions and procedures shall
31 control to the extent they are inconsistent or in conflict with the provisions of Article 2A of
32 Chapter 45 of the General Statutes:

33 ...

34 (5) After the association has filed a claim of lien and prior to the commencement
35 of a nonjudicial foreclosure, the association shall give to the lot owner notice
36 of the association's intention to commence a nonjudicial foreclosure to enforce
37 its claim of lien. The notice shall contain the information required in
38 ~~G.S. 45-21.16(e)(5a)~~ G.S. 45-21.16(c)(5) and G.S. 45-21.16(c)(5a) and shall
39 specifically reference the lot owner's right of redemption provided under
40 subdivision (8) of this subsection. The notice shall be sent by first-class mail
41 to the physical address of the lot and the lot owner's address of record with the
42 association and, if different, to the address for the lot owner shown on the
43 county tax records for the lot.

44 (5a) The notice of hearing required pursuant to G.S. 45-21.16(a) shall be
45 accompanied by the association's certification of the actions it has taken to
46 give the owner notice of delinquent assessments in compliance with
47 subsection (b) of this section.

48 (5b) At the commencement of the hearing, the clerk shall inquire as to whether the
49 owner occupies the lot as his or her principal residence. If it appears that the
50 owner does currently occupy the lot as a principal residence, the clerk shall
51 further inquire as to the efforts the association has made to communicate with

1 the owner and to attempt to resolve the matter voluntarily before the
 2 foreclosure proceeding. The clerk's inquiry shall not be required if the
 3 association has submitted, at or before the hearing, an affidavit briefly
 4 describing any efforts that have been made to resolve the default with the
 5 owner and the results of any such efforts.

6 (5c) The clerk shall order the hearing continued if the clerk finds that there is good
 7 cause to believe that additional time or additional efforts have a reasonable
 8 likelihood of resolving the delinquency without foreclosure. In determining
 9 whether to continue the hearing, the clerk may consider (i) whether the
 10 association has offered the owner an opportunity to resolve the foreclosure
 11 under a payment schedule pursuant to subsection (i) of this section, (ii)
 12 whether the association has engaged in actual responsive communication with
 13 the owner, including telephone conferences or in-person meetings with the
 14 owner or other actual two-party communications, (iii) whether the owner has
 15 indicated that he or she has the intent and ability to resolve the delinquency
 16 by making future payments under a payment plan, and (iv) whether the
 17 initiation or continuance of good-faith voluntary resolution efforts between
 18 the parties may resolve the matter without a foreclosure sale. Where good
 19 cause exists to continue the hearing, the clerk shall order the hearing continued
 20 to a date and time certain not more than 90 days from the date scheduled for
 21 the original hearing. Nothing in this part shall limit the authority of the clerk
 22 to continue a hearing for other good cause shown.

23 ...

24 (g) The provisions of subsection (f) of this section do not prohibit or prevent an
 25 association from pursuing judicial foreclosure of a claim of ~~lien, lien~~ securing a debt consisting
 26 of sums due the association other than fines and fine-related charges, from taking other actions
 27 to recover the sums due the association, or from accepting a deed in lieu of foreclosure. Any
 28 judgment, decree, or order in any judicial foreclosure or civil action relating to the collection of
 29 assessments shall include an award of costs and reasonable attorneys' fees for the prevailing
 30 party, which shall not be subject to the limitation provided in subdivision (f)(12) of this section.

31 (h) A claim of lien securing a debt consisting ~~solely of fines imposed by the association,~~
 32 ~~interest on unpaid fines, or attorneys' fees incurred by the association solely associated with fines~~
 33 ~~imposed by the association or fine-related charges~~ may only be enforced by judicial foreclosure,
 34 as provided in Article 29A of Chapter 1 of the General Statutes. ~~the filing of a civil action seeking~~
 35 a judgment. In addition, an association shall not levy, charge, or attempt to collect a service,
 36 collection, consulting, or administration fee from any lot owner unless the fee is expressly
 37 allowed in the declaration, and any claim of lien securing a debt consisting solely of these fees
 38 may only be enforced by ~~judicial foreclosure, as provided in Article 29A of Chapter 1 of the~~
 39 ~~General Statutes.~~ the filing of a civil action seeking a judgment. Liens arising as a result of the
 40 entry of a judgment in favor of the association in any such civil action shall relate back and be
 41 effective as of the date the claim of lien was filed. If, prior to any hearing held pursuant to a civil
 42 action filed under this subsection, the lot owner satisfies the debt giving rise to the civil action,
 43 the association shall dismiss the civil action and cancel the claim of lien. The lot owner shall
 44 have all rights granted under Article 4 of Chapter 45 of the General Statutes to ensure the
 45 association's satisfaction of the claim of lien, and the association shall not be entitled to the
 46 collection or award of any attorneys' fees or court costs related to the dismissed civil action or
 47 cancelled claim of lien.

48"

49 **SECTION 7.(b)** This section becomes effective December 1, 2025, and applies to
 50 claims of lien filed and instruments presented for registration on or after that date.

51 **SECTION 8.** G.S. 47F-3-118 reads as rewritten:

1 **"§ 47F-3-118. Association ~~records~~records and contracts.**

2 ...

3 (a1) A lot owner or the lot owner's authorized agent is entitled to inspect and copy, at a
 4 reasonable time and location specified by the association, any contract entered into by the
 5 association if the lot owner gives the association written notice of the demand at least five
 6 business days before the date on which the lot owner wishes to inspect and copy and the request
 7 satisfies the conditions for inspection set forth in G.S. 55A-16-02(c). A demand to inspect made
 8 pursuant to this subsection shall be presumed to have been made in good faith and for a proper
 9 purpose. In any action to compel the inspection and copying of documents, the court may award
 10 reasonable attorneys' fees to the prevailing party. If the association does not allow a lot owner
 11 who complies with this subsection to inspect and copy the requested contract, and if a court of
 12 competent jurisdiction thereafter enters an order compelling the association to do so, the court
 13 shall also order the association to pay the lot owner's costs, including reasonable attorneys' fees,
 14 incurred to obtain the order.

15 (b) The association, upon written request, shall furnish to a lot owner or the lot owner's
 16 authorized agents a statement setting forth the amount of unpaid assessments and other charges
 17 against a lot. The statement shall be furnished within 10 ~~business~~-days after receipt of the request
 18 and is binding on the association, the executive board, and every lot owner. The association, its
 19 managers, or its agents may charge a ~~reasonable~~-fee for providing statements of unpaid
 20 assessments, not to exceed two hundred dollars (\$200.00) per statement or request, and an
 21 additional ~~expedite~~-expedited fee in an amount not exceeding one hundred dollars (\$100.00) if
 22 ~~the request for a statement is made within 48 hours of closing.~~item is requested to be furnished
 23 less than 10 days after receipt of the request.

24 ...

25 (d) The association shall keep written records of any policy regarding automatic license
 26 plate reader systems adopted pursuant to G.S. 20-183.33. The records shall be made reasonably
 27 available for examination by any lot owner and the lot owner's authorized agents."

28
 29 **PART II. PRELITIGATION MEDIATION**

30 **SECTION 9.(a)** G.S. 7A-38.3F reads as rewritten:

31 **"§ 7A-38.3F. Prelitigation mediation of condominium and ~~homeowners~~owners' association**
 32 **disputes.**

33 (a) Definitions. – The following definitions apply in this section:

- 34 (1) Association. – An association of unit or lot owners organized as allowed under
 35 North Carolina law, including G.S. 47C-3-101 and G.S. 47F-3-101.
- 36 (2) Dispute. – Any matter relating to real estate under the jurisdiction of an
 37 association about which the member and association cannot agree. The term
 38 "dispute" does not include matters expressly exempted in subsection (b) of
 39 this section.
- 40 (3) Executive board. – The body, regardless of name, designated in the
 41 declaration to act on behalf of an association.
- 42 (4) Mediator. – A neutral person who acts to encourage and facilitate a resolution
 43 of a dispute between an association and a member.
- 44 (5) Member. – A person who is a member of an association of unit or lot owners
 45 organized as allowed under North Carolina law, including G.S. 47C-3-101
 46 and G.S. 47F-3-101.
- 47 (6) Party or parties. – An association or member who is involved in a dispute, as
 48 that term is defined in subdivision (2) of this subsection.

49 (a1) Disputes related solely to a member's failure to timely pay an association assessment
 50 or any fines or fees associated with the levying or collection of an association assessment are not
 51 covered under this section.

1 (b) ~~Voluntary Prelitigation Mediation. – Prior to filing a civil action, the~~ The parties to a
2 dispute arising under Chapter 47C of the General Statutes (North Carolina Condominium Act),
3 Chapter 47F of the General Statutes (North Carolina Planned Community Act), or an
4 association's declaration, bylaws, or rules and regulations are encouraged to initiate mediation
5 pursuant to this section. However, disputes related solely to a member's failure to timely pay an
6 association assessment or any fines or fees associated with the levying or collection of an
7 association assessment are not covered under this section. may agree at any time to mediation of
8 the dispute pursuant to this section.

9 (b1) Mandatory Prelitigation Mediation. – Prior to filing a civil action arising under
10 Chapter 47C of the General Statutes (North Carolina Condominium Act), Chapter 47F of the
11 General Statutes (North Carolina Planned Community Act), or an association's declaration,
12 bylaws, or rules and regulations, a party shall initiate mediation pursuant to this section. If an
13 action is initiated, it shall, upon the motion of any party prior to trial, be dismissed without
14 prejudice by the court unless any one or more of the following apply:

15 (1) The nonmoving party has satisfied the requirements of this section, and this
16 fact is indicated in the mediator's certification issued under subsection (g) of
17 this section.

18 (2) The court finds that a mediator failed to issue a mediator's certification under
19 subsection (g) of this section indicating that the nonmoving party satisfied the
20 requirements of this section.

21 (3) The court finds good cause for a failure to attempt mediation. Good cause
22 includes a determination that the time delay required for mediation would
23 likely result in irreparable harm or that injunctive relief is otherwise
24 warranted.

25 (c) Initiation of Mediation. – Either an association or a member may contact the North
26 Carolina Dispute Resolution Commission or the Mediation Network of North Carolina for the
27 name of a mediator or community mediation center. Upon contacting a mediator, either the
28 association or member may supply to the mediator the physical address of the other party, or the
29 party's representative, and the party's telephone number and e-mail address, if known. The
30 mediator shall contact the party, or the party's representative, to notify ~~him or her~~ the party of the
31 request to mediate. ~~If the parties agree to mediate, they~~ Unless the mediation is waived pursuant
32 to subsection (e) of this section, the parties shall request in writing that the mediator schedule the
33 mediation. The mediator shall then notify the parties in writing of the date, time, and location of
34 the mediation, which shall be scheduled not later than 25 days after the mediator receives the
35 written request from the parties.

36 (d) Mediation Procedure. – The following procedures shall apply to mediation under this
37 section:

38 (1) Attendance. – The mediator shall determine who may attend mediation. The
39 mediator may require the executive board or a large group of members to
40 designate one or more persons to serve as their representatives in the
41 mediation.

42 (2) All parties are expected to attend mediation. The mediator may allow a party
43 to participate in mediation by telephone or other electronic means if the
44 mediator determines that the party has a compelling reason to do so.

45 (3) If the parties cannot reach a final agreement in mediation because to do so
46 would require the approval of the full executive board or the approval of a
47 majority or some other percentage of the members of the association, the
48 mediator may recess the mediation meeting to allow the executive board or
49 members to review and vote on the agreement.

50 (e) Decline Mediation. – ~~Either party to a dispute may decline mediation under this~~
51 section. ~~If either party declines mediation after mediation has been initiated under subsection (c)~~

1 of this section but mediation has not been held, the party declining mediation shall inform the
 2 mediator and the other party in writing of his or her decision to decline mediation. No costs shall
 3 be assessed to any party if either party declines mediation prior to the occurrence of an initial
 4 mediation meeting. Waiver of Mediation. – The parties to a dispute may agree to waive mediation
 5 required by this section by informing the mediator of the waiver in writing.

6 (f) Costs of Mediation. – The costs of mediation, including the mediator's fees, shall be
 7 shared equally by the parties unless otherwise agreed to by the parties. Fees shall be due and
 8 payable at the end of each mediation meeting. A mediator may charge a reasonable fee, as
 9 applicable, to prepare a mediator's certification required under subsection (g) of this section when
 10 parties to a dispute agree to waive mediation pursuant to subsection (e) of this section or when
 11 one or more parties failed or refused without good cause to attend the mediation meetings or
 12 otherwise participate in the mediation. When an attorney represents a party to the mediation, that
 13 party shall pay his or her the attorneys' fees.

14 (g) Certification That Mediation Concluded. – Upon a waiver of the mediation under
 15 subsection (e) of this section or upon the conclusion of mediation, the mediator shall prepare a
 16 certification stating the date on which the mediation was concluded and a statement of the general
 17 results of the mediation, including, as applicable, that the parties waived the mediation, that an
 18 agreement was reached or reached, that mediation was attempted but an agreement was not
 19 reached, reached, or that one or more parties failed or refused without good cause to attend the
 20 mediation meetings or otherwise participate in the mediation. If both parties participate in
 21 mediation and a cause of action involving the dispute mediated is later filed, either party may file
 22 the certificate with the clerk of court, and the parties shall not be required to mediate again under
 23 any provision of law. The Supreme Court may adopt additional rules and standards to implement
 24 this section, including an exemption from the provisions of G.S. 7A-38.1 for cases in which
 25 mediation was attempted under this section. The sanctions in G.S. 7A-38.1(g) do not apply to
 26 prelitigation mediation conducted under this section.

27 ...

28 (j) Association Duty to Notify. – Each association ~~shall, in writing, shall~~ notify the
 29 members of the association ~~each year annually in writing~~ that they may initiate mediation under
 30 this section to try to resolve a dispute with the association. The association shall publish the
 31 notice required in this subsection on the association's ~~Web site; but if the association does not~~
 32 ~~have a Web site, the association website or it~~ shall publish the notice ~~at the same time and in the~~
 33 ~~same manner as the names and addresses of all officers and board members of the association~~
 34 ~~are published as provided in G.S. 47C-3-103 and G.S. 47F-3-103."~~

35 **SECTION 9.(b)** This section becomes effective October 1, 2026, and applies to
 36 actions filed on or after that date.

37 38 **PART III. DEPARTMENT OF JUSTICE TO COLLECT AND REPORT ON OWNERS'** 39 **ASSOCIATION COMPLAINTS**

40 **SECTION 10.(a)** Article 1 of Chapter 114 of the General Statutes is amended by
 41 adding a new section to read:

42 **"§ 114-8.8. Collection and report of owners' association complaint data.**

43 (a) The Department of Justice shall receive and record data from all complaints
 44 concerning disputes between associations of unit owners or lot owners and their members as
 45 required by this section. The Department of Justice shall publish a complaint form providing for
 46 electronic submission of those complaints on its website. When the Department receives a
 47 complaint via phone, mail, or online submission, it shall collect the following information from
 48 the complainant:

49 (1) The name and contact information of the complainant.

50 (2) Whether the complainant is an association of unit owners or lot owners, or is
 51 a unit owner or lot owner belonging to those associations.

- 1 (3) The name and contact information of the other party or parties to the dispute
2 giving rise to the complaint.
- 3 (4) The name, address, and contact information of the association management
4 company, if any, involved in the dispute.
- 5 (5) Details on whether the association member involved in the dispute (i) was
6 informed of the requirement of membership in the association as a condition
7 of unit or lot ownership and, if so informed, when and by whom, (ii) received
8 a copy of the governing documents of the association before obtaining title to
9 the property, (iii) was denied access to the association's governing documents,
10 and (iv) understood the rights and obligations of owners and the association
11 under the governing documents.
- 12 (6) The nature of the complaint.
- 13 (7) The background information regarding the dispute, including whether the
14 member and association communicated about the dispute and whether all
15 other remedies available under the association's governing documents were
16 exhausted before the complaint was made.
- 17 (8) The complainant's understanding of the rights and obligations under the
18 association's governing documents as they relate to the dispute.
- 19 (9) The complainant's desired remedy regarding the dispute.
- 20 (b) Upon receiving the complaint, the Department shall provide a copy of the complaint
21 to the party complained against informing the party of the complaint made against it and allowing
22 for the party to respond.
- 23 (c) The Department shall publish the following information on its website:
- 24 (1) Information on the process to submit complaints pursuant to this section.
- 25 (2) Information about the laws and documents governing associations of unit
26 owners and lot owners in North Carolina.
- 27 (3) General information about roles, rights, and responsibilities of associations of
28 unit owners and lot owners, their members, and other related parties.
- 29 (4) Any other information the Department deems relevant to understanding the
30 rights and obligations of associations of unit owners and lot owners and
31 members of such associations.
- 32 (d) The Department is prohibited from promulgating regulations or issuing guidelines
33 concerning the administration, governance, or governing documents of associations of unit
34 owners or lot owners. The Department shall not serve as an arbiter in disputes between an
35 association of unit owners or lot owners and its members.
- 36 (e) By July 1 of each year, the Department shall submit a report to the House Standing
37 Committee on Commerce and Economic Development, the Senate Standing Committee on
38 Commerce and Insurance, and the Fiscal Research Division and shall also publish the report on
39 its website. The report shall include, at a minimum, a summary of all of the following:
- 40 (1) The total number of complaints received pursuant to this section.
- 41 (2) The number of those complaints submitted by unit owners or lot owners.
- 42 (3) The number of those complaints submitted by associations of unit owners or
43 lot owners.
- 44 (4) The number of complaints originating in each county of this State.
- 45 (5) The number of complaints that involved association management companies.
- 46 (6) The nature of the disputes reflected in the complaints, including:
- 47 a. Access to association records.
- 48 b. Access to executive board meetings.
- 49 c. Assessments.
- 50 d. Executive board transparency.
- 51 e. Fines.

1 f. Collections of delinquent accounts.

2 g. Liens.

3 h. Foreclosures.

4 i. Content of restrictive covenants.

5 j. Enforcement of restrictive covenants.

6 (7) A ranking of the top five disputes based on the nature of the dispute reflected
7 in the complaints.

8 (8) The number of responses to the complaints received by the Department.

9 The information summarized in the report must be categorized, filterable, and searchable. The
10 Department must redact any personal or private information from the report, such as names,
11 addresses, and telephone numbers of individuals. This redaction requirement does not apply to
12 information concerning a homeowners association or a homeowners association management
13 company."

14 **SECTION 10.(b)** This section becomes effective July 1, 2025.

15
16 **PART IV. ASSOCIATION USE OF AUTOMATIC LICENSE PLATE READER**
17 **SYSTEMS**

18 **SECTION 11.(a)** Article 3D of Chapter 20 of the General Statutes is amended by
19 adding a new section to read:

20 **"§ 20-183.32B. Use of automatic license plate reader systems by certain private**
21 **associations.**

22 (a) Definitions. – The following definitions apply to this section:

23 (1) Association. – Either (i) an owner's association organized under
24 G.S. 47F-3-101 or (ii) a unit owner's association organized under
25 G.S. 47C-3-101.

26 (2) Lot owner. – As defined in G.S. 47F-1-103.

27 (3) Unit owner. – As defined in G.S. 47C-1-103.

28 (b) An association shall not operate an automatic license plate reader system without first
29 doing all of the following:

30 (1) Notifying a local law enforcement agency of the association's intent to begin
31 using the system at least 30 days before the system is operational.

32 (2) Providing a local law enforcement agency ongoing access to the system.

33 (3) Notifying all lot owners or unit owners of the association's intent to begin
34 using the system at least 30 days before the system is operational.

35 (4) Adopting a written policy governing the system's use before the automatic
36 license plate reader system is operational. The policy shall address all of the
37 following:

38 a. Data retention. The data retention policy adopted pursuant to this
39 subdivision shall provide that captured plate data will not be retained
40 for longer than 30 days unless a law enforcement agency requests that
41 specific data be retained for a longer duration, in accordance with
42 G.S. 20-183.32.

43 b. Training of automatic license plate reader system operators.

44 c. Supervisory oversight of automatic license plate reader system use.

45 d. Internal data security and access.

46 e. Annual or more frequent auditing to ensure proper operation of the
47 system.

48 f. Maintenance and calibration of the system, as recommended by the
49 system's manufacturer.

50 g. Annual or more frequent notifications to lot owners or unit owners if
51 the association continues to operate the system.

1 (c) Data obtained by an association in accordance with this section shall be accessed,
2 disclosed, preserved, or retained only for the purpose of assisting law enforcement agencies in
3 connection with a law enforcement purpose. Notwithstanding, data obtained under the authority
4 of this section shall not be used for the enforcement of traffic violations."

5 **SECTION 11.(b)** This section becomes effective October 1, 2025.

6
7 **PART V. EFFECTIVE DATE**

8 **SECTION 12.** Except as otherwise provided, this act is effective when it becomes
9 law. The provisions in Sections 1 and 5 of this act relating to managing agent compensation apply
10 to contracts between an association and a managing agent entered into on or after January 1,
11 2026.