

Office of Community Relations (OCR) Common Ownership Communities (COC) Unit

Planning, Housing, and Economic Development Committee Briefing October 16, 2025



Engage • Educate • Elevate

Office of Community Relations (OCR)



Prince George's county
Office of Community Relations
Elevate Prince George's County
connecting people, connecting resources

The Office of Community Relations ensures that County residents connect with government resources, agencies, and personnel. Our responsibility is to serve as a bridge between the government and its people. We do so by using data-driven analysis and input received from constituents. We're dedicated to a world-class service delivery model and ensuring Prince George's County residents know they can count on OCR to be highly visible, accessible, and accountable.

Common Ownership Communities (COC) Unit



The Prince George's County Council established the Common Ownership Communities program for the purpose of assisting governing bodies, owners, and residents of homeowners' associations, condominiums, and cooperative housing corporations with education, training, and dispute resolution services in matters related to these communities.

Commission on Common Ownership Communities (CCOC)

The purpose of the Commission is to ensure the proper establishment and operation of common ownership communities; promote education, public awareness, and association membership understanding of the rights and obligations of living in a common ownership community. Recent legislation expands the commission and provides for certain powers to hold administrative hearings.

Our Mission

01

Engage with residents to strengthen and support common ownership communities.

02

Educate communities to foster stronger neighborhoods through collaboration, fairness, and education.

03

Elevate residents, boards, and associations to resolve issues effectively.

Program Pillars



1. EDvantage Online Training Program



2. Community Association Registration



3. Alternative Dispute Resolution (ADR)



4. Commission on Common Ownership Communities (CCOC)



5. Administrative Hearings

EDvantage Online Training Program



Virtual learning for board members, residents, and managers.



Provides tools for governance, budgeting, and conflict resolution.



Promotes compliance with laws and best practices.

Community Association Registration



Centralized system for registering associations.



Enhances accountability and transparency.



Ensures the county has accurate records for outreach and support.

Alternative Dispute Resolution (ADR)

Neutral and cost-effective process to resolve conflicts.

Promotes harmony between homeowners, boards, and management.

Reduces the need for litigation.



Commission on Common Ownership Communities (CCOC)

New legislation expands the commission and provides for certain powers to rule in the administrative hearing process.

The Commission will expand from nine to 15 voting members.

Residential members will increase from five to eight members selected from unit or lot owners or residents of self-managed and professionally managed communities.

Professional members will increase from four to seven members of professions associated with common ownership.

Administrative Hearings



Formal hearings to address unresolved disputes.



Provides impartial, legally sound decisions.



Ensures fairness and compliance with county regulations.

Administrative Hearing Program Implementation Roadmap

Phase I (0-3 months): Planning & Design

- Research best practices
- Stakeholder engagement
- Develop Roles and Responsibilities
- Legal compliance review

Phase II (3-6 months): Infrastructure Development

- Human Resources
- Case Management
- Document Management

Phase III (6-9 months): Pilot & Rollout

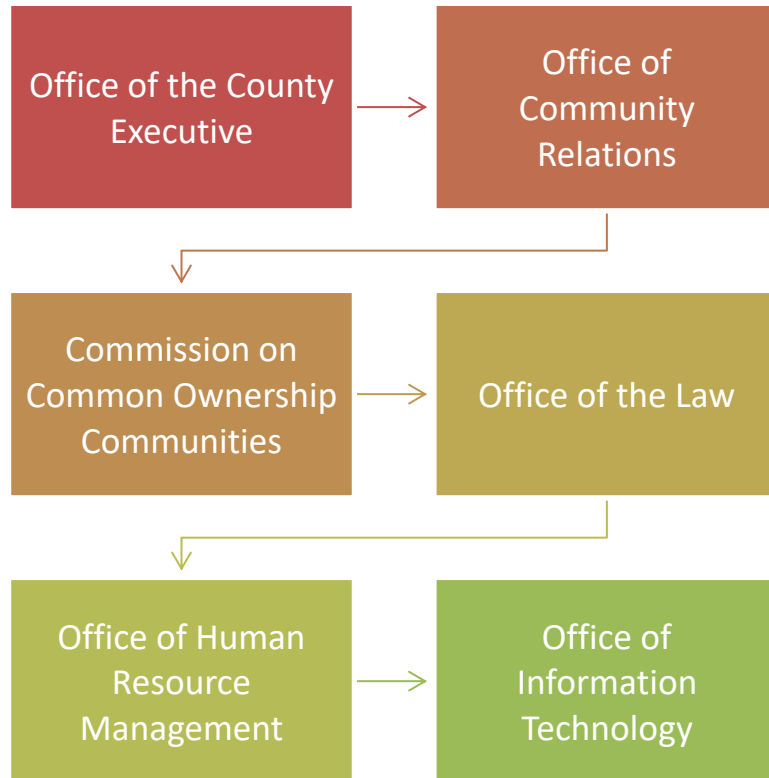
- Pilot in select communities
- Collect data & feedback
- Refine procedures and training

Phase IV (9-12 months): Full implementation & Evaluation

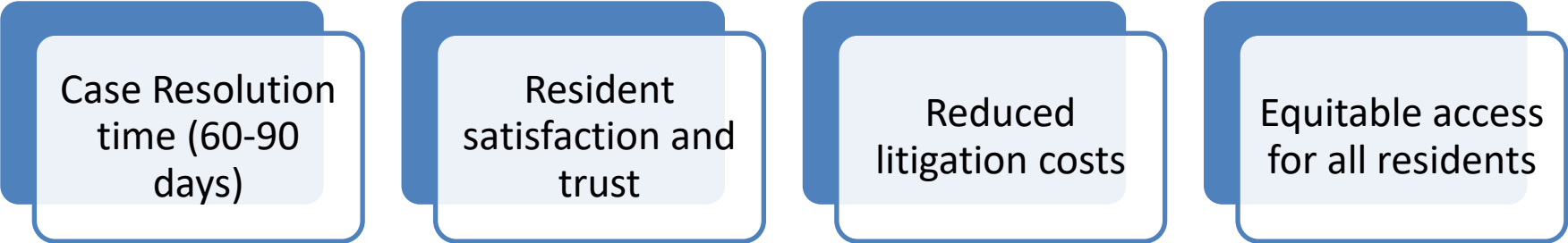
- Expand to all COCs
- Annual Reporting
- Continuous improvement (SWOT)



STAKEHOLDERS



Success Metrics



Case Resolution
time (60-90
days)

Resident
satisfaction and
trust

Reduced
litigation costs

Equitable access
for all residents

Resources Needed



Staff



Training



Technology



Outreach & Education



Budget Support

Closing/Call to Action



ADMINISTRATIVE
HEARINGS STRENGTHEN
FAIRNESS & TRUST



A STRUCTURED ROADMAP
ENSURES SUCCESS



COLLABORATION ACROSS
STAKEHOLDERS IS
ESSENTIAL

Together, we are building stronger, more resilient communities where every voice is heard, every dispute is addressed fairly, and every resident has access to the tools they need to thrive.