
File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Van

Last name: Truong

Email: mr.van.t.truong@gmail.com

Phone: 5713352577

Zip: 22191

Description of complaint:

MJF Associates' faulty reinspection website prevented us from reporting that an HOA violation had already been cured. Approximately \$430 in fines and interest was subsequently charged—not because the repair was incomplete, but because MJF claimed it had not been notified. MJF Associates is the managing agent for Dawson Landing HOA and operates the online portal homeowners are directed to use for reinspection requests. Our shutter was repaired on October 21, 2025, before the November 4 correction deadline and before daily charges were scheduled to begin on November 5. However, MJF's designated portal, <http://mjfarb.com/reinspect/>, did not support HTTPS and failed under ordinary HTTPS-first browser navigation. We repeatedly notified MJF and the HOA about the portal's accessibility and security problems. Nevertheless, the charges were retained based on our failure to notify MJF and request reinspection—not because the physical violation remained. On March 23, 2026, our attorney sent a formal demand letter through MIF

MJF Associates, Inc.

Business Headquarters Location

 10692-A Crestwood Drive
Manassas, VA 20109

 [7033696535](tel:7033696535)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB serving Metro Washington DC, Metro Philadelphia & Eastern Pennsylvania

 1411 K St. NW, 10th Floor
Washington, DC 20005-3404



 [\(202\) 393-8000](tel:(202)393-8000)

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a fully itemized ledger. MJF has not provided a substantive response or an itemized bill. The amount disputed is approximately \$430 because the latest \$960.60 statement combines ordinary HOA dues with violation charges and interest. Without the requested itemization, we cannot determine the exact amount. We do not dispute legitimate HOA dues. We request cancellation of every fine, interest charge, late fee, and related charge arising from Violation #123723; a corrected, fully itemized ledger; and written confirmation that no collection action will be taken regarding those charges.

Account/Order/Tracking number:

Account #18232 / Violation #123723

Money paid to business:

430.60

Desired settlement:

Billing adjustment

Files to upload:

payment.pdf

demandletter.pdf

2ndletter-and-doc-request.pdf

febmeetingminutes.pdf

datedrepairinvoice.pdf

Does your complaint involve a health issue?:

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my

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Signature: _____

Date: _____

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