

At Homeside Properties, an Associa Company, our goal is to help assist the association with processing architectural modification requests. Our role is to establish and adhere to a streamlined process that is in accordance with the governing documents of the community. Please use the commonly asked questions below as a guide to facilitate your communication with the Homeside Properties Team.

---

***\*Prior to submitting a modification request, please carefully review your community's Declaration of Protective Covenants, as well as any architectural guidelines and design standards that may be written for your association. These documents are available to you on your association's website at [www.homesideproperties.com](http://www.homesideproperties.com).***

## THE APPLICATION PROCESS

Applications are submitted via email to Homeside Properties as a scanned PDF at [acc@homesideproperties.com](mailto:acc@homesideproperties.com) or through the U.S. Mail at Homeside Properties, Inc., 2555 Westside Pkwy, Suite 600, Alpharetta, Georgia 30004. Due to quality and clarity issues, applications **cannot** be accepted via fax or via a smartphone photo of the application, and also cannot be sent via cloud document services (e.g. DropBox). Upon receipt of completed applications, Homeside immediately sends the application to the association for review. Once reviewed, written notification of the association's decision will be mailed to you.

## FREQUENTLY ASKED QUESTIONS

### ***Is submitting a request really necessary?***

Yes, the covenants for your community requires that a request be submitted prior to any modification being performed. In addition, it also is to assure the installation, construction, or alteration of an improvement to the property (structure and lot) is in conformity and harmony with the external design, quality and existing standards of the community. The process also protects you as an owner in the event of a community-wide audit. Homeside recommends that you retain a copy of your submission for your records.

### ***Is all of the supporting documentation listed by category on the request form required?***

Yes, the supporting documentation is necessary for the reviewer(s) to have a clear understanding of the modification for which you are seeking approval. Accurate and educated decisions cannot be based on statements that do not have supporting documentation. All required information is needed so it can be provided at the time of the review, and photos are always encouraged. During the review process, you may be asked to provide additional information. This request will come in the form of a letter from Homeside Properties indicating that additional information is needed before a decision can be made regarding the request. Incomplete requests can be denied based on information not being returned or received in a specific timeframe.

### ***What is a plat and why do I need it?***

A plat is a map, drawn to scale, showing the divisions of a piece of land. It is a term for the survey of a piece of property to identify boundaries, easements, flood zones, roadways, etc. Plats are requested for various reasons. Some of the most common are to see property lines, setbacks, easements, neighboring lots, tree safe areas, and waterways. If you did not receive a plat at closing, you may obtain one by contacting the real estate division of the county where the property is located. If one is not on file, a surveyor will need to provide one.

### ***Can I check on the status of my modification request?***

Many modification applications are answered and letters of decision are mailed within a few weeks of submission. Please wait at least twenty-five (25) days to contact Homeside Properties regarding the status of the request. You may email [acc@homesideproperties.com](mailto:acc@homesideproperties.com) to inquire as to the status of the decision for your request. Please include your name, address and community in the subject line of your communication. This will help ensure that your status request is responded to timely.

***How long will the request process take?***

Your association's timeframe is outlined in the Declaration of Covenants. The timeframe is also indicated in the first paragraph of the modification request application. To avoid delays, please ensure that you are submitting a signed and complete request with all required supporting documentation. Incomplete applications can delay the process.

***Can the request be rushed?***

If there is damage to your home or neighboring property, the association can consider an urgent review of your modification request on a case-by-case basis. Please remember that the reviewers are volunteers in your community and are not always available on an urgent basis. Examples of situations which would constitute an urgent request is damage due to flooding, fallen trees, sewer backup, fire or other major damage that, if not repaired, could result in further property loss or safety issues.

***How do I contact the reviewer?***

Remember, the reviewer(s) is a fellow-member of the community, your neighbor, and due to privacy reasons, Homeside does not disclose the names of the reviewing party. Many prefer to have all communication made through Homeside, and we are happy to accept questions or concerns via email and forward those on your behalf. If the reviewing party feels it necessary to meet to discuss a request after the initial review of the submission, you will be contacted directly by either Homeside or potentially a member of the committee to schedule a meeting.

***Who reviews my modification request?***

Each community association has different terminology for referring to the party reviewing the modification request. Often times, the Board of Directors review the requests. In larger communities, committees may be the reviewing party. You may hear Architectural Control Committee (ACC), Architectural Review Board (ARB), or even Architectural Review Committee (ARC); however, the focus is that members of the association are reviewing the making the decision regarding the modification requests.

***How am I notified about the decision?***

Once a decision is reached regarding your modification request, a letter of decision will be mailed to your address of record. We urge you to keep your account updated with current mailing and contact information.

***What if I don't agree with the decision?***

If you wish to appeal the decision, it must be submitted in writing and addressed to the Board of Directors within ten (10) days following the denial. You must present supporting documentation on why you disagree with the decision. If you have questions related to the appeals process, you may contact [acc@homesideproperties.com](mailto:acc@homesideproperties.com) for additional information.