

# FREQUENTLY ASKED QUESTIONS

## AMENITY & ACCESS QUESTIONS

*Request keys or access passes (gate, pool, building, etc) or vehicle decals (cars, boats), schedule Condo Move or Reserve an amenity (clubhouse etc.)*

- **Forms and Payment information for gates/pools/decals**

- You will be required to fill out the association-specific form and usually to pay a fee. Please email [gates@greenacre.com](mailto:gates@greenacre.com) to obtain the form and instructions on how to remit payment (if required).

- **Schedule Condo Move**

- Please contact the Community Association Manager for scheduling, to move in or move out of the condo.

- **Reserve Clubhouse**

- Please email [clubhouses@greenacre.com](mailto:clubhouses@greenacre.com) to check the calendar availability and to obtain the form and instructions on how to remit payment (if required).

## ARCHITECTURAL REQUESTS

*When making exterior property changes an Architectural Review Request (ARC) must be submitted for all modifications, improvements or new construction.*

- **Instructions to submit an Architectural Review Request**

- For access, please go to G360.GREENACRE.COM. The site requires a PIN Code. If you have not created an account or do not have your PIN Code please email [webaccess@greenacre.com](mailto:webaccess@greenacre.com). To login for the first time, please click on the “Create an account now” link and enter the required information. Once completed, click on “Signup” and you will be logged into your account. The PIN is then no longer needed.
- Once you have logged on to the owner portal you will have access to open violations, community documents, ability to view account balances and submit payments.

### To Submit an Architectural request

- Select **Architectural** at the top of the page
- Select **Architectural Request**
- Select **+New Request**

- Choose **Form Type** (i.e. Additions, Awnings, Dumpster, Exterior Paint, Fence, etc.)
- **Read the community instructions**
- **Complete the Application**
- Electronically **sign** and **date** the Form
- **Upload supporting documents** under **Files** (i.e. lot survey, site plans, architect's plans, diagrams, paint swatches, material list, sample products, photographs, product descriptions, model numbers, dimensions, county permits, etc.)
- **Submit**

- You can view the status of your application on the homepage under My Architectural Requests
- Once the committee reviews the application an email will be sent to inform you of the application approval or denial or if you will need to submit further information for the committee to complete the review.
- **NOTE:** In order to receive email notifications from the Association, after login please go to My Account, and then select My Profile. Confirm the information is correct, check the Email Notification box, accept the Disclaimer and Save.

- **I need a copy of my plat map, survey or plans**

- The Association does not maintain property plans for individual lots. You should have received a plot drawing when you purchased your home. If you did not have a survey conducted at the time of purchase, or you cannot find the property markers, you have the option to get a survey done for the purpose of identifying the boundaries of your lot.

- **I submitted an ARC, when will I receive a decision?**

- The ARC review timeframe varies depending on the Association Documents. If your association utilizes the portal please check on the portal for status of your request. If the Association does not utilize the portal for applications, please contact the Community Manager or the Assistant Community Manager.
- **NOTE:** The number of days for rendering a decision will only start once the application is complete. Be sure to check messages in the portal and respond promptly when additional information is requested so that delays can be minimized.

## **BILLING & PAYMENTS**

*Information related to Association billing & payments for assessments, dues or miscellaneous charges, questions about fees, statements or refunds.*

- **How much do I owe?**

- Once you have logged into the portal, you will be able to view your current balance. The upcoming assessment will also be listed if the Board has approved it as of the date you are viewing.

- **Where should I send my payment?**

- The mailing address varies by association and is listed on the coupon. If you do not have your coupon, you may call 813-600-1100. Check payments are processed electronically at the secure Bank Lockbox processing center.
- Instead of mailing a check, we encourage you to consider making an electronic payment.
- IF MAILING A PAYMENT (or if you issue payment via your bank's online bill pay), BE MINDFUL OF THE FOLLOWING:
  - Write your account number and address on the check (or type it into the memo line if using your bank's bill pay)
  - Include the payment coupon with your check. Payments are due on the 1st of the month.
  - Send multiple checks when paying for multiple properties, each in a separate envelope with its own account number
  - Due to mail delays, please allow 2 – 3 weeks for your payment to arrive and be processed to avoid late fees

- **Payment methods**

- Pay by Auto Draft
- Pay by eCheck
- Pay by Credit Card
- Online bill payment from your bank
- Pay by check in person or by mail

## **DELINQUENCY & COLLECTIONS**

*What happens when the balance on your association account is past due and how to prevent late fees.*

- **I received a notice that my account is being referred to collections. Now what?**

- The association's Delinquency Policy dictates when a delinquent account will be referred for legal action.
- If your account has not yet been turned over to the attorney, you may log in to the portal to bring your balance current.
- Once the matter has been referred to legal counsel all questions must be directed to the attorney.
- Any disputes must be submitted in writing so that the board can consider your appeal.
- Some associations allow owners to enroll in a payment plan to pay down their delinquent balance however that is not always an option. Submit a question in the portal if you would like to enquire about a payment plan.
- Delinquent Fees and Interest are imposed by the association and are made payable to the association. Attorney fees are payable to the collection's attorney.
- If an account in collections remains unresolved then the association has the authority to foreclose on the lien.
- It is very important for you to respond quickly when you receive any communication from the collection's attorney. Do not contact the community manager or the board - reply to the attorney directly.

## **VIOLATIONS & COMPLIANCE**

*How to report a concern and how the association rules are managed through the violations process.*

### **● I have a complaint to make.**

- You can easily submit any questions or concerns in the portal
- Do you have noisy neighbors? Noise restrictions are subject to municipal ordinances. Please contact the police if there is a disturbance as they enforce the ordinance. The Association has limited enforcement authority, which is prescribed by the Restrictive Covenants.
- If you would like to report a concern that relates to the association, you can submit this in the portal by clicking on the contact us button and it will be directed to the Community Association Manager or you can email the Community Association Manager directly. All concerns are reviewed by the Community Manager and a site inspection may be required before action can be taken.

### **● How do I respond to a violation letter?**

- Each violation letter has the Community Association Manager's email address on it. Please respond in writing to the Community Association Manager.

## **MAINTENANCE & REPAIR**

*How are service request managed in an association who is responsible for repairs?*

- **I need the association to repair my home.**

- How do you know when it is your responsibility to make repairs, and when to call the association? Some townhome associations include certain exterior maintenance in the association budget e.g. gutter cleaning or pressure washing. Owners of condominiums may need to coordinate repairs with the association because the condo structure is a 'common element' (or limited common element).
- Look at your copy of the association's governing documents (Declaration of Covenants & Restrictions or Master Deed). This is your legal contract with the association and was given to you when you purchased the home.
- Refer to the Documents section within the online portal. Your association may have a simplified Maintenance Responsibility Chart posted here for your reference.
- Look at the association budget (under Documents in the online portal) and be sure to read all association broadcast messages that notify you of scheduled services that will be done by the association.
- In general, any building component that is under the exclusive control of the property owner (you) or serves only the individual unit (your home) will be your responsibility to maintain and repair. Shared elements may be association responsibility.
- Not sure if it's your responsibility? Submit a Service Request in the online portal by using the Contact Us button. Be sure to include detailed information explaining the exact location and nature of the issue, dates, times & photos if damage was caused (and by whom) and provide information about accessibility so that the association may schedule a service provider to inspect and evaluate the concern.

- **I need emergency repairs.**

- We have a team on-call 24/7 for true association emergencies
- 911: If you see smoke - always call the fire department first! Safety concerns? Call the police. Please notify the association of such incidents so the manager can follow-up with the authorities.
- If you are calling about an emergency involving an active water leak, elevator outage or damage to Association Property, you may call 813-600-1100 and press 0 at any time to page our emergency answering service.
- If your power or water goes out, this is usually individual owner responsibility unless the association pays the bill for those services. There may be a service outage affecting the locality. Check on the utility company's outage tracker site.
- Locked out of your home? - You will need to call a locksmith.
- Roof leak (condominiums)? - take action to stop additional damage by placing a bucket under the leak. OSHA laws prevent anyone from going onto a roof when it

is wet, and definitely not when it is raining. Please contact the Community Association Manager to schedule repairs.

- Weekends and late at night we are unable to make repairs if there is a roof leak or exterior damage. We will schedule maintenance during regular business hours. When submitting the request, please attach photos and include all details regarding exact location, time of incident etc. so that we can better assist you.

## **REAL ESTATE & CLOSINGS**

*Information about Resale disclosure processing for buying or selling a property in an association and the closing and new owner process.*

- **I just bought this home. How long will it take for my account to be set up?**
  - Once the closing documents have been received and processed, you will receive a welcome letter with instructions for creating your online portal account.
- **I place an order in Homewise – When will I receive my order?**
  - When you placed the order in [Homewise](https://homewise.com)docs.com you identified an expected closing date. You should check the Order Confirmation email that you received when you placed the order.
  - The Estoppel Certificate is available in 10 days once the order is placed and paid.
  - An Additional RUSH Fee can be paid with the order to get the Estoppel Certificate in 3 days.
  - Lender Questionnaire is available in 5 days once the order is placed and paid.
  - An Additional RUSH Fee can be paid with the order to get the Lender Questionnaire in 2 days or 3 days. (There is a 2 day or 3 day option and the additional RUSH Fee varies on the selection made.)
  - Governing Documents are available immediately once the order is placed and paid.
  - If the document request is not available, once the order is placed and paid, the document is available in 10 days.
- **What is Working Capital?**
  - The association Covenants or Bylaws dictate what amounts will be collected when a home is sold, and homeowner liability for ongoing association assessments (dues). Working capital contributions (also known as Capital Contribution) are generally used to replenish the association's reserves and may be used for improvements within the association or to maintain common area structures.

- These amounts vary by association and are most commonly collected from the first buyer of a new home in a developing community.
- Ask your Closing attorney if you have questions about any charges on your HUD statement, including working capital or other fees.

## **ONLINE PORTAL AND ACCOUNT INFORMATION**

*How to access the online portal and how to make sure that your account information is up to date, add/remove authorized users, tenant info, new owners.*

### **• How do I register on the portal?**

- Registering on the portal requires a pin number. To obtain your pin number please email [webaccess@greenacre.com](mailto:webaccess@greenacre.com).
- Go to <https://g360.greenacre.com>. To login for the first time, please click on the “Create an account now” link and enter the required information. Once completed, click on “Signup” and you will be logged into your account. The PIN is then no longer needed.
- Once you have logged on the owner portal you will have access to open violations, community documents, ability to view account balances and submit payments.
- In order to receive email notifications from the Association, after login please go to My Account, and then select My Profile. Confirm the information is correct, check the Email Notification box, accept the Disclaimer and Save.
- To prevent the association’s messages from being lost in your spam folder, it is recommended that you add [noreply@greenacre.com](mailto:noreply@greenacre.com) to your contacts and ‘Safe Senders’ list.

### **• I want to update my name or contact information.**

- The ownership on your account is set up to correspond to the name(s) on the deed. If there is a change in ownership status, you must provide a legal document showing proof of the change in ownership status.
- To update your mailing address you may submit the requested change through the Contact Us button on the portal or reach out directly to the Accounts Receivable representative in the Accounting Department.

### **• I am a new owner – how do I get set up?**

- When you purchase a home in an association, the Closing Attorney must complete the resale transaction and send all the documents and payment to the management company. This can take a few weeks, however we know that you are anxious to settle in to your new home!

- Once the closing documents have been received and processed, you will receive a welcome letter with instructions for creating your online portal account.

## **LEASING AND PURCHASING APPLICATION REQUIREMENTS**

*How to submit an application for leasing or purchasing.*

- **How do I submit an application to lease or purchase if required.**
  - You may check the portal for leasing information
  - Applications are submitted through [www.tenantev.com](http://www.tenantev.com). To obtain the Association code you may contact the Assistant Community Association Manager.