

FREQUENTLY ASKED QUESTIONS

AMENITY & ACCESS QUESTIONS

- **Forms and Payment information for gates/pools/decals**
 - Please log on to the homeowner portal, home.greenacre.com to request access devices/information. Navigate to Requests - Submit a Request – Gate Access Request.

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

- **Reserve Clubhouse**
 - Please log on to the homeowner portal, home.greenacre.com to check the calendar availability, reserve and make payment if required. Navigate to Requests - Submit a Request - Reservation Request.

ARCHITECTURAL REQUESTS

- **Instructions to submit an Architectural Review Request**
 - Log on to the owner portal, home.greenacre.com
 - Select **Requests**
 - Select **Submit a Request** and then **ARC Request**
 - **Read the community instructions!**
 - Fill out the attached fillable pdf application and re-upload with any pertinent supporting documents attachments (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.) and select Submit Form.

- You can view the status of your application on the portal homepage under Recent 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, please log on to your portal and go to My Profile, and then select Profile Settings. Confirm the information is correct and check the Email box.

- **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. You may check the portal for status of your request or 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

- **How much do I owe?**
 - Once you have logged on to the portal, home.greenacre.com, you will be able to view your current balance and Make a Payment online. 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?**
 - Please review your coupon for Alliance Association Bank's lockbox address. 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 via the portal, home.greenacre.com.
 - **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 (ACH)- Free Option
 - Pay by eCheck- \$2.99 Processing Fee
 - Pay by Credit Card- 3.99% Processing Fee
 - Online bill payment from your bank
 - Pay by check in person or by mail

DELINQUENCY & COLLECTIONS

- **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 on 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

- **I have a complaint or concern to report.**
 - You can easily submit any questions or concerns in the portal under “Requests” tab.
 - 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.

○ **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.
- You may also respond via the homeowner portal:
 - Scroll down to the bottom of the page on home.greenacre.com
 - Under the Messages tab select the violation and review accordingly
 - Select Type a message, choose Manager under Send To, type your response and then click Send Message
 - Note that unread messages will appear at the top of the list

MAINTENANCE & REPAIR

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

- Submit a Service Request in the online portal by navigating to Requests - Submit a Request – Service Request. 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

- **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 placed an order in Homewise – When will I receive my order?**
 - When you placed the order in HomeWiseDocs.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 do I register on the portal?

- Go to home.greenacre.com. To log on for the first time, please click "Sign Up", enter your Account Number and Registration Key. If you don't have these, click the "Don't have an account number or registration key?" link and complete the required fields to request them.
- Once you have logged on to the owner portal you will have access to open violations, community documents, various requests, and have the ability to view account balances and submit payments.
- In order to receive email notifications from the Association, please log on to your portal and go to My Profile, and then select Profile Settings. Confirm the information is correct and check the Email box.
- NOTE: To prevent the association's messages from being lost in your spam folder, it is recommended that you add support@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 via the portal, go to My Profile, and then select Profile Settings. Select New Address under Mailing Address and then Update. You may also update your communications preferences on this page.

○ 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 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. To obtain the Association code you may contact the Assistant Community Association Manager.

