

Snowdens Mill Homeowners Association (SMHOA) PROPERTY IMPROVEMENT REQUEST (PIR)
SUBMISSION AND APPROVAL PROCESS

10/2016

This SOP describes the process by which PIRs are received, reviewed and approved by the SMHOA BOD and the SMHOA ACC. This SOP applies to PIRs received from the SMHOA, SMHOA Townhome 1 and SMHOA Townhome II communities.

Acronyms used: Snowdens Mill Homeowners Association (SMHOA); Board of Directors (BOD); Architecture Control Committee (ACC); Property Improvement Request (PIR)

- 1.) Home owners can submit a PIR at any time by mailing or emailing a completed PIR application form to the SMHOA Property Manager (Community Associations, Inc.). PIR application forms are available at www.snowdensmill.com or by request from the SMHOA property manager. Please refer to the PIR request to determine what improvements need HOA approval. If you have any questions, please contact the property manager.
- 2.) When completed forms are received by the property manager they are checked for completeness and if complete are sent to the SMHOA BOD and SMHOA ACC for review. The Property Manager may return an incomplete application or in some cases request additional information before sending off to the ACC Committee.
- 3.) The SMHOA ACC Chairperson examines the PIR application for completeness. If any issues are found, the chair contacts the homeowner for additional information. All PIRs should be reviewed within 30 days of receipt. If the Chairperson or the property manager sends a request for additional information to the applicant, the 30 day approval timer is reset when the required information is received. If there is no response to a request for additional information within 14 days, the application will be disapproved and sent back to the homeowner.
- 4.) The property manager prepares and mails a letter to the applicant's neighbors informing them of the proposed changes. The neighbors can contact the SMHOA ACC Chairperson if they have any issues with the proposed changes.
- 5.) Each member of the PIR committee is requested to visit the property and do other research to evaluate how the proposed changes will affect the home and or the neighborhood. Please note:

SMHOA BOD and SMHOA ACC committee members may need to come on to your property to fully evaluate the proposed changes described in the application and by submitting this application you are agreeing to allow SMHOA committee members to enter your property to view the property before, during and after the proposed changes are completed.

- 6.) ACC committee members vote. The Chair collates the votes and marks the application either conditionally approved or disapproved based on the majority vote and then sends the application to the managing agent. Approval for PIRs expire 1 year after their approval date. If the work is not completed in that time period the homeowner must submit a new PIR to start or resume work.
- 7.) The PIR is ratified by the SMHOA BOD at their monthly meeting.
- 8.) The property manager sends the conditionally approved/disapproved PIR back to homeowner and files the PIR request.
- 9.) When the project is finished the applicant is required to inform the ACC Chairperson that the project was completed. Your application won't be officially marked as approved until you inform the ACC committee that your project is completed and signed off on by the SMHOA ACC committee.
- 10.) After receiving an email from the homeowner that the work has been completed the PIR Chair sends an email to the SMHOA BOD and the SMHOA ACC Committee to evaluate the changes based on the PIR. If the changes match the approved changes the SMHOA ACC Chairperson changes the application status from conditionally approved to approved.
- 11.) If an applicant makes changes not approved, the SMHOA BOD has the right to request that the homeowners alter the changes to reflect those approved in the PIR.