

Frequently Asked Questions by Residents

Approval Questions:

Q: What do I need to get approval on?

A: Any change to the exterior of the home as well as any improvement being built or added to the home. Frequent improvements proposed are fencing, outbuildings, storage sheds, patio extensions, swimming pools, and pergolas. This also includes any major landscaping changes like xeriscaping and/or turf installation.

Q: What do I NOT need approval on?

A: You do not need approval on any interior changes, repainting/staining any improvement the same color/stain that it was previously, or to rebuild a dwelling with previously approved plans and specifications.

You also do not need approval to replace plant material with anything of equal or greater quality than what was planted previously. Plant material will still need to meet any quantity requirement for your subdivision.

Q: What is required to get approval on proposed improvements?

A: As many details as you can give is helpful however, we specifically need the dimensions, exterior colors, materials, example of finished product, and placement of the improvement on the property. Some improvements may not need all of the forementioned as they are not applicable. Management will request further information if needed once submitted.

Q: How long does it take to get approval?

A: We do our best to respond to submissions with a decision within 1-3 business days as long as we have all information needed.

Regardless, a response is required within 30 days of receiving all requested information. If the resident submitting information has not received a response approving, denying, or requesting additional information within 30 days of submitting an improvement that strictly conforms to the requirements and construction specifications for that improvement, then deemed approval is assumed. However, under no circumstance may approval be deemed or implied for an improvement or modification that would require a variance or not meet construction specifications.

Q: How long do I have to complete my improvement after receiving approval?

A: Once approval is received, improvements must be completed as to the exterior finish and appearance within 9 months.

Q: Where can I find information on what is required for improvements?

A: The CCRs can be viewed and downloaded on PayHOA under "Documents" on the left-hand side. We encourage reading and familiarizing yourself with requirements stated in the CCRs for your subdivision.

Q: Are there any other steps needed for me to start my improvement?

A: Some local governments require permits as well for improvements. We suggest contacting your local City Permitting Department to verify if your proposed improvement needs a permit.

Q: What does ACC mean?

A: The ACC is the Architectural Control Committee, typically this is a group of residents that review proposed improvements to verify that they meet all requirements and grant approval if applicable. However, if your Association is still under the Declarant Control Period, the Developer holds the authority of the ACC.

Q: What is a variance and how do you receive one?

A: The Developer or, if applicable, the Committee, may, on a case-by-case basis, authorize variances from compliance with any of the provisions of the minimum acceptable construction standards or regulations. However, the issuance of a variance does not waive any of the provisions of the CCRs for any purpose except the particular property and provisions specified in the variance. Variances must be signed and recorded in the County Property Records. To receive a variance, you must request said variance in writing and the request will be evaluated for your specific property/circumstances.

General Questions:

Q: What are CCRs?

A: CCR stands for Covenants, Conditions, and Restrictions. Sometimes they are referred to as just restrictions. These state what residents can and cannot do as well as requirements for building construction. A copy of such should have been provided to you by the title company before closing on your home, but you can also view or download a copy in "Documents" on PayHOA.

Q: What is the difference between CCRs and Bylaws?

A: The CCRs are the dos and don'ts for what homeowners are allowed to do whereas the Bylaws are about how the HOA operates. The Bylaws will detail elections, meetings, and day-to-day guidelines for board members.

Q: What is the Declarant and what does the Declarant Control Period mean?

A: The Declarant is an alternate name for the Developer of whom created the subdivision. The Declarant Control Period refers to the time when the subdivision is still being developed and built out. During this period, the Declarant has the sole control over the Association and its functions including the Architectural Control Committee. The length of the Declarant Control Period will depend on what is established in your CCRs.

Q: There are people speeding down my road, who do I report this to?

A: Traffic regulations and citations are enforced by your local Police Department regardless of if the subdivision roads are public or private. The HOA does not have the capability to radar or ticket drivers for speeding or disobeying traffic regulations. All speed limits are set by the Texas Department of Transportation.

Q: My neighbor's dog is barking constantly and/or I am concerned for the animals' safety, who do I report this to?

A: We suggest contacting the local Animal Control for issues concerning pets and/or wild animals in the subdivision. If your area does not have an Animal Control, we suggest contacting the local Police Department about those matters.

Q: Are there any parking regulations?

A: We encourage everyone to park in their driveway or garage, however, the HOA does not have the authority to create rules against parking in the street. As long as they are still following State regulations, they are allowed. If cars are blocking or congesting roads making them impassable for emergency vehicles, Law Enforcement may ticket or tow said vehicles at the owner's expense.

Q: I have tried to login to my account and the login screen, after I submit my credentials, just continues to say "logging in." What do I do?

A: According to the PayHOA website: Check your computer/device time clock and make sure it matches your association's time zone. This is a security feature of PayHOA. Once you fix your time clock, refresh your browser 5 times, and give logging in another shot. If you still see the same results email support@payhoa.com and their support team can investigate.

Q: Where does my money go/what does the HOA use our assessment for?

A: You can view prepared financials under "Documents" in the "Financial Related Documents" folder. As financial reports are received, we will post them there. Some of the common expenses that HOAs have are insurance, utilities (i.e., water, electric, etc.), management services, legal fees, taxes, and landscaping. Depending on the subdivision, some have additional expenses, common areas, and amenities. Gated communities are responsible for maintaining the roads as well in their subdivision because they are considered private roads.

Q: How do we get additional stop signs and/or speed limit signs in the subdivision?

A: Requests for such need to be submitted to the local Public Works department. They must evaluate the area and they will determine if additional signage is needed. This does not apply to gated communities as those are private roads.

Q: I have a home being built near me and there are a lot of people, materials, and loud noises, who do I report this to?

A: As we do understand that sometimes construction can be frustrating, it is only for a temporary time. If you know who the builder is for that home, please contact them. They are more likely to listen to a resident than they are the management company because in the end, the resident could be a potential homebuyer in the future; Perception is key for business. But remember, at one point they were building your home as well.

Q: For gated communities – My gate tag is not working, I got a new vehicle, or I need another tag; how do I receive a new one?

A: Please submit a request on PayHOA regarding such and we will get a new tag to you.

Q: For gated communities – Where is the best place to place my gate tag on my vehicle?

A: There is not a perfect one size fits all placement for gate tags, it will depend on the size and height of your vehicle. We suggest holding the tag up in a few places while going through the gates before placing it on the windshield to make sure it is in the best place for your vehicle.

Q: Can I have holiday decorations on my home?

A: Yes. Holiday decorations are permitted during that holiday period. You may place them 30 days prior but must remove them within 30 days after.

Q: Am I allowed to have chickens at my home?

A: This will depend on how the CCRs for your subdivision are written. However, the majority of subdivisions have certain animal restrictions and prohibit chickens from being on property in the neighborhood. Although there have been several attempts by State government to pass legislation allowing poultry to be permitted, none of the legislation has passed. That being said, if the rule is in place, it will stand.

Q: I am having issues with my PayHOA account, who do I contact?

A: If you have issues with the PayHOA website itself, please email support@payhoa.com and they will help resolve it.

Q: Can I submit an anonymous complaint about a neighbor?

A: Yes. Anonymous complaints can be submitted, and we will do our best to keep them anonymous. There will be no names or addresses disclosed to the other party as to who made the complaint. However, in the past we have had residents presume who the complainant was. So, there is always a chance that they may know regardless.

Q: Who do I contact regarding home warranty issues?

A: You must contact your builder's warranty department directly. The HOA is not involved with any aspect regarding that process.

Q: Are rental properties allowed in our subdivision?

A: Yes. Per the Texas Property Code section 209.016, HOAs can only request names and contact information for each person residing at a property in the subdivision. They can also only restrict the length of a lease term. Typically, subdivisions only allow leases of 6 months or longer but that will depend on what is specified in the CCRs for your subdivision. HOAs cannot ask for copies of leases, copies of credit reports, copies of any criminal records, or some of the other personal information that some landlords may require.

Q: Do we have HOA meetings and how often are they held?

A: The board meetings are intended for HOA business and not as an open forum town hall meeting. Meetings are held annually. These are business meetings that should be held during standard business hours. While under declarant control, these meetings do not have to be open to the homeowners. The developer has chosen to allow homeowners to listen in as a courtesy and for transparency. Once the HOA turns over to full homeowner control, these meetings will be open to homeowners and the homeowner HOA Board can choose to hold the meetings during whatever time of day they choose.

Q: Why doesn't the HOA do anything about my neighbor's backyard?

A: Management staff does canvas the neighborhood often. However, we are limited to what we can see. This means we may not see that a backyard has a problem. If you see that a backyard is becoming a problem, please submit it through PayHOA and we will do our best to investigate.

Q: When does the fining process start for violations and where do these funds go?

A: You will not be charged a fine immediately. Texas state law requires we provide a reasonable number of days to remedy the situation. We use a 2-warning system for our violations. Each warning provides the resident with a compliance date of 10 days from the warning. Once both warnings have expired, the fining process begins and can occur every

10 days until the matter has been remedied. If you have failed to remedy the issue after several fines the HOA can take legal action. All fine income goes right back into the HOA. Your HOA is a non-profit agency. Everything which comes into the HOA goes out.

Payment Questions:

Q: The invoice I received in my email shows the due date being the same as the invoice date, do I only have 1 day to pay the Assessment?

A: No, the message attached to the invoice states the last day the Assessment will be accepted before late fees or penalties will be added as well as other details regarding the Assessment billing.

Q: Why does the invoice I received in my email have a Lot and Block description instead of my address?

A: PayHOA defaults to using the legal description of the property. The property address will be shown when logged into your account under "Unit Details".

Q: How often are Assessments billed and how much are they?

A: The frequency and amount of the Assessment depends on what is established in the CCRs. We recommend reviewing the CCRs for further information.

Q: What payment methods are accepted?

A: We accept Checks, Cashier's Checks, Money Orders in office and EChecks and Credit Cards online through your PayHOA account. We do not accept any cash.

Q: Is there a fee if I pay with my bank account online with PayHOA?

A: Yes. PayHOA sets those fees, and the HOA cannot change them. Echeck payments cost \$1.00 per payment per unit processed. This fee goes to PayHOA, not the HOA.

Q: Is there a fee if I pay with my credit or debit card online with PayHOA?

A: Yes. PayHOA sets those fees, and the HOA cannot change them. There is a 2.9% + \$.30 cent processing fee per payment per unit processed. This fee goes to PayHOA, not the HOA.

Q: Can I pay with a paper check and if so, where do I mail the check to?

A: Yes. We will still accept paper check, money order, or cashier's check in our office. The mailing address is 5310 E US Hwy 377 suite 100 Granbury Tx 76049. We do not accept cash payments.

Q: Can I use my card or make an online payment at the management office?

A: No. Unfortunately, management can only accept checks, money orders, or cashier's checks in the office. PayHOA does not allow management to see payment information or submit online payments on behalf of residents as an advanced security measurement. The HOA does not accept cash payments.

Q: I am having an issue with my online payment through PayHOA, who do I contact?

A: Please contact support@payhoa.com if you are having issues submitting your payment online.