

## **SILVER WOODS FREQUENTLY ASKED QUESTIONS**

### **Updated 7/17/24**

**1. What is the name and contact information for our property management company?**

Premier Community Association Management (PCAM)  
34634 Bay Crossing Blvd, Suite 4  
Lewes, DE 19958  
302-644-2752

**2. What is the contact information for our property manager?**

Tabitha Hammerstone  
Office – 302-644-2752  
email – [thammerstone@pcam.net](mailto:thammerstone@pcam.net)  
Contact Tabitha with any issues regarding contractors hired by the Silver Woods Community Association (SWCA) or concerns or complaints in the neighborhood.

**3. Where can I find out more information about Silver Woods and what is happening?**

[silverwoodsov.com](http://silverwoodsov.com) is our website. Here you will find forms, governing documents, summaries of rules, events calendar, and much more. Periodically, emails are sent to the entire community with information relating to mowing, pool use, and other community-wide information.

Our new property management company has a portal for owners which has their account information as well as other important information. This is also where you can find the Silver Woods Architectural Review application and process. You can access it at: <https://home.pcam.net/community/documents>

A Facebook page, “I Live In Silver Woods” was created by a homeowner as a means of communication between homeowners. It is not an official page of Silver Woods and is not administered by your Board.

**4. Where can I contact the SWCA Board?**

Questions to the Board should be emailed to: [silverwoodsinfo@mediacombb.net](mailto:silverwoodsinfo@mediacombb.net)

**5. When are the SWCA meetings for our community?**

There are monthly in person meetings (see calendar). 1 meeting each quarter is conducted on Zoom to make it easier for all to participate. These are scheduled in March, June, September, and the annual meeting in December. Agenda and meeting information is sent out at least ten days but not more than sixty days prior to the meeting.

**6. How often are SWCA elections held and how can I get involved?**

Elections are held in December. Each position serves a two-year term. Board terms are staggered.

**7. What time is the clubhouse open?**

The clubhouse is open from 5 am to 11 pm year-round.

**8. What are the hours and time of year that the pool is open?**

The pool is open Memorial Day weekend through Labor Day. The pool closing date may extend extra week(s) if weather allows. Pool hours are 7 am to 11 pm.

**9. Can homeowners rent the clubhouse for a private function?**

Yes, provided the rental date does not conflict with a community wide event. The rental agreement can be found on Premier's homeowner portal: <https://home.pcam.net/community/new-request>

**10. How can I form a new group and schedule gatherings to be held at the clubhouse?**

There are events held at the clubhouse at this time (Poker, Bunco, book club). If someone wishes to start a group, s/he can contact the Clubhouse Coordinator, Trish Scott, to determine a day and time that is available. Information can then be sent out to the community to advise homeowners about the new group.

**11. How do I get a key fob for the pool/clubhouse if I have just moved in? How do I get an extra key fob?**

Contact Premier (PCAM) to get your first fob after settlement. If you need a replacement key fob, contact Premier (PCAM). Additional and replacement key fobs are provided at a cost.

**12. How do I get an extra mailbox key?**

Contact the local post office, which is located at 35764 Atlantic Avenue, Millville, DE, 19967. 302-539-9466.

**13. What trash company serves our community?**

Most homeowners use Blue Hen Dispose-All. Information can be found on their website or by calling 302-945 3500. Omar Collection Station located at 33086 Burton Farm Road is another way to dispose of trash and recycling.

**14. Where can I find a schedule for trash and recycling?**

The schedule is published on the trash company's website and can be printed out for future reference.

**15. Where do I send the Architectural Review Committee (ARC) application?**

Silver Woods ARC applications are found on the Premier (PCAM) website. Go to:

<https://home.pcam.net/community/documents>

Fill out the form in its entirety and submit to Premier (PCAM) with the ARC fee. Please ensure you allow enough time for review before planning to start your project. Completed ARC applications can take up to (30) days for approval.

**16. What changes to my home and grounds require ARC approval?**

An ARC application is needed for many/most changes or improvements to the exterior of your home. This includes, but is not limited to, patios, storm doors, awnings, trash enclosures, exterior paint, and door colors. Owners should review the Architectural Guidelines for permits before proceeding with any exterior projects. Storm doors, trash enclosures and solar panels that comply with the permit by rule on our Silver Woods website, do not require an ARC application or fee.

**17. Is an ARC required for landscaping?**

While an ARC is not currently required for landscaping, homeowners should consider how their landscaping choices may affect their neighbors, avoid choices that may negatively impact their neighbors and choose landscaping that will be aesthetically pleasing.

**18. Who is responsible for the common areas?**

The developer is responsible for common areas until the property is turned over to the homeowners.

**19. Who do I call if I have issues with the company that mows our lawn?**

If a homeowner notices any damage, contact the Board liaison, Cal Hargett or our landscaper (Bay Country) directly. The employees of the landscaping company will not approach homeowners with any issues. These issues are managed by the supervisor.

**20. What are the responsibilities of the lawn service company?**

At the time of this publication our contract includes:

- Mowing and trimming lawns (April - October)
- Applying four applications to lawns:
  - Early Spring** (March/April) (Liquid Spray):
    - Application of Pre-Emergent and Post-Emergent Herbicide, for control of Grassy and Broadleaf Weeds.
    - An Application of Slow-Release Fertilizer for overall Turf Health.
  - Late Spring approx. 30 days after first application** (March/April) (Liquid Spray):
    - Application of Pre-Emergent and Post-Emergent Herbicide, for control of Grassy and Broadleaf Weeds.
    - An Application of Slow-Release Fertilizer for overall Turf Health.
    - An Application of Broadleaf Weed Control for Difficult and Easy to Control
  - Early Fall** (September):
    - An Application of Slow-Release Fertilizer for overall Turf Health.
    - Broadleaf Weed Control Saturation or Spot Spray, as needed for Difficult or Easy to Control Weeds.
  - Late Fall** (Sept/Oct):
    - An Application of High Nitrogen Fertilizer to promote vigorous leaf and Stem Growth to improve overall quality of the Turf. This also strengthens the Root System over the Winter Months.

**21. Do we follow a geese management protocol?**

Yes. Homeowners were surveyed in October 2020 and the majority approved use of geese management protocol. We use monofilament rid above the pond surface from October to March to prevent migratory geese from landing on our ponds. Geese will not remain at a pond that they cannot walk into. Contrary to some uninformed perceptions, this process is an environmentally friendly, non-toxic approach that does not harm the geese and is recommended by the Delaware Division of Fish & Wildlife.

<https://documents.dnrec.delaware.gov/fw/Fisheries/Documents/Best%20Management%20Practices.pdf>

Additionally, we addle eggs per state protocol with the help of our pond management company.

## **22. How can I get involved in an existing committee?**

Currently, we have the following committees:

- a. Landscaping committee which is responsible for flowers and decorations at the entrance. Cal Hargett leads this committee – [cal0325@hotmail.com](mailto:cal0325@hotmail.com)
- b. Social committee plans social events both inside and outside of Silver Woods community. Joe Seeger leads this committee- [j13seeger.js@gmail.com](mailto:j13seeger.js@gmail.com)
- c. Decorating committee is responsible for decorating the inside the clubhouse and seasonal decorations at the entrance and outside the clubhouse. Denise Stock leads this committee – [Ddstock2@verizon.net](mailto:Ddstock2@verizon.net)
- d. Maintenance committee performs maintenance tasks at the clubhouse and pool area as needed. Joe Giorgianni leads this committee- [joegii@mediacombb.net](mailto:joegii@mediacombb.net)
- e. Welcoming Committee which is responsible to welcome new homeowners. Trish Scott leads this committee – [trishmscott49@gmail.com](mailto:trishmscott49@gmail.com)
- f. Clubhouse and Pool Committee is responsible for overseeing the clubhouse and pool. Trish Scott leads this committee – [trishmscott49@gmail.com](mailto:trishmscott49@gmail.com)