

### **Questions about HOAs in general**

[What is an HOA?](#)

[Why do people want to live in HOAs?](#)

[What is the Planned Community Act?](#)

[Who is the developer... Board Member... Community Manager?](#)

### **Questions about your Elite Management Team**

[What does my community manager do?](#)

[What does my community service administrator do?](#)

[What does my account manager do?](#)

### **Questions about the Board of Directors**

[Is Elite the Board of Directors?](#)

[How do I get on my Board of Directors?](#)

[I want to be involved, but I don't have time to be on the Board.](#)

[Will you send me the phone number of the Board President?](#)

### **Questions about covenants and violations**

[What are covenants?](#)

[Why do I have to abide by the covenants?](#)

[Why did I receive a violation letter? The HOA is too strict.](#)

[Why do I see violations in my neighborhood? The HOA is too lenient.](#)

[Aren't the rules and covenants made to settle neighbor disputes?](#)

### **Questions about buying, renting, or selling your home**

[I want to purchase a home in an HOA. What should I do?](#)

[I am selling my home... how do I notify the HOA?](#)

[I plan to rent out my home... anything I should do first?](#)

### **Questions about making changes to the exterior of your home and yard**

[I want to start an exterior improvement project. What should I do first?](#)

[Why do exterior changes require prior approval?](#)

[What types of projects require prior approval?](#)

[What types of projects do not require prior approval?](#)

[How long before construction should I apply?](#)

### **Questions about assessments and budgets**

[How are my assessments being spent?](#)

[Who decides how my assessments are being spent?](#)

[Do I have to pay assessments?](#)

### **Questions about submitting complaints**

[How do I submit a complaint against my neighbor?](#)

[How do I submit a complaint against Elite?](#)

[How do I submit a complaint against the Board a Board member?](#)

### **Questions about submitting kudos**

[How do I thank a Board member / committee member / Elite employee / community contractor?](#)

### **Questions about HOAs in general**

What is an HOA?

A homeowners association is a corporation created in order to enforce Covenants, Conditions &

### **Why do people want to live in HOAs?**

Many reasons, but the most common two we hear are access to amenities one may not be able

### **What is the Planned Community Act?**

(The North Carolina Planned Community Act Senate Bill 801, now Chapter 47F) became law on  
It also can apply to any smaller or nonresidential development which the developer chooses to s

You can read it by [Clicking here](#) .

### **Who is the developer... Board Member... Community Manager?**

Click here [for more information and a general definition of these different types of](#)

### **Questions about your Elite Management Team**

#### **What does my community manager do?**

He or she implements the decisions of the Board of Directors, attends Board meetings, oversees

#### **What does my community service administrator do?**

He or she answers questions by mail, phone, and e-mail about the association, processes archit

#### **What does my account manager do?**

He or she handles the collection of assessments, answers account balance questions, tracks de

### **Questions about the Board of Directors**

### **Is Elite the Board of Directors?**

No. Each HOA has its own Board of Directors formed from members of the association (i.e. homeowners).

### **How do I get on my Board of Directors?**

If any Board terms are coming available at the time of the association's annual homeowner meeting, you can contact the Board.

### **I want to be involved, but I don't have time to be on the Board.**

You may want to consider joining a committee or asking the Board about starting a new one. Many committees are formed to help with specific tasks.

### **Will you send me the phone number of the Board President?**

No. Some Boards give out their own contact information and that is their choice. However, Board members are available to answer questions.

## ***Questions about covenants and violations***

### **What are covenants?**

Covenants are the legal documents that govern your HOA. You will also hear them called protective covenants.

### **Why do I have to abide by the covenants?**

When you purchased your home, you signed a rider on your deed that stated you would abide by the covenants.

### **Why did I receive a violation letter? The HOA is too strict.**

99% of "violation" or inspection letters are just to bring an issue to the homeowner's attention. We are not trying to punish anyone.

### **Why do I see violations in my neighborhood? The HOA is too lenient.**

Elite completes routine drive through inspections. When there is a violation, a notice is sent and the homeowner is given a chance to correct it.

### **Aren't the rules and covenants made to settle neighbor disputes?**

No. The covenants exist to protect the appearance and value of the neighborhood as a whole. They are not meant to settle individual disputes.

## ***Questions about buying, renting, or selling your home***

### **I want to purchase a home in an HOA. What should I do?**

First, obtain a copy of the legal documents (covenants and by-laws) of the association. If your neighbor is selling, you can ask them for a copy.

### **I am selling my home... how do I notify the HOA?**

Your closing attorney will need to contact the accounting department so you will no longer be billed for HOA dues.

### **I plan to rent out my home... anything I should do first?**

Please update the HOA with your new address and phone number (this must be done in writing) so we can contact you if needed.

## ***Questions about making changes to the exterior of your home and yard***

### **I want to start an exterior improvement project. What should I do first?**

Exterior changes require homeowners to submit a completed architectural application first. Many projects require approval from the Board.

### **Why do exterior changes require prior approval?**

Because the covenants require it. The idea behind the restriction is to ensure that the appearance

### **What types of projects require prior approval?**

Please review your covenants and/or your architectural guidelines, as each community is different

- changing the exterior siding, shutter, or door color of your home
- removing a tree
- adding a new deck
- widening your driveway
- building an addition or sunroom, etc.

### **What types of projects do not require prior approval?**

Please review your covenants and/or your architectural guidelines, as each community is different

- repainting your home the same color
- replacing windows
- repairing a deck but not changing the size, shape, color, or material
- replacing a dead bush with one of the same type and size

Many landscaping projects do not require approval, but major landscaping projects and tree removal

### **How long before construction should I apply?**

Please review your covenants and/or your architectural guidelines, as each community is different

### ***Questions about assessments and budgets***

#### **How are my assessments being spent?**

Each year, the annual budget is mailed to each homeowner. If you are new to the neighborhood, you

#### **Who decides how my assessments are being spent?**

The Board of Directors, under the authorization of the bylaws and covenants.

#### **Do I have to pay assessments?**

Assuming you live in an HOA with a membership that is mandatory, the covenants specify that you

### ***Questions about submitting complaints***

### **How do I submit a complaint against my neighbor?**

Complaints must be received in writing (mail, e-mail, or fax) and must contain the correct address

### **How do I submit a complaint against Elite?**

Complaints may be received in writing (mail, e-mail, or fax, attn: Dawn Cothran Hatcher, president)

### **How do I submit a complaint against the Board a Board member?**

Complaints must be received in writing (mail, e-mail, or fax, attn: your HOA community manager).

### ***Questions about submitting kudos***

### **How do I thank a Board member/ committee member/ Elite employee/ community contractor?**

Please submit the information to your community manager who will share it as necessary.Â