

|| INSPECTION CLARIFICATION FAQ

1. Why are we doing this?

Inspection of homeowner lots occur annually to help maintain the overall appearance of the community by notifying residents of exterior maintenance items associated with home ownership.

2. Why were we not given any prior notice that there was a new process for the home inspections?

The decision was published in the Manager's Corner of the Chronicle in the July/August edition. A letter was also sent via U.S. mail to all addresses in mid to late July regarding the inspections prior to starting the first inspections.

3. Why isn't Management staff doing it like in the past?

Unfortunately, this task could not be effectively performed by Management due to the lack of resources and the time required for the labor-intensive inspection process.

4. Whose idea was this?

Due to the increased number of resident complaints regarding homeowner maintenance, Management suggested outsourcing the process to an independent 3rd party vendor to provide more consistent inspections and follow-up. In the June 19, 2019 Board meeting, the Board voted to utilize Community Inspection Services (CIS).

5. Where are the HOA inspection standards?

The Design Standard Guidelines can be found in your HOA documents or on the King Farm website. [Equity Resolution No.1, Exhibit A](#) and [Equity Resolution No.6](#) speak to most of the guidelines but are not limited to all of them.

6. What do I do if I am in violation?

The general inspection process has remained the same: inspections are performed, a 1st notice is sent to the identified home to report the findings and a timeline for correction (currently 45 days from the date of the letter), a follow-up inspection will be performed, if there are outstanding items, a 2nd notice will be sent with a timeline for correction (currently 30 days from the date of the letter), another follow-up inspection will be performed, and then a final notice will be sent with a timeline for correction (currently 15-30 days) before a hearing is scheduled. Extensions do not need to be requested until the final notice has been issued.

7. Who do I contact for more information?

There is no need to ask for an extension until a Final Notice is received.

Contact a licensed contractor/handyman for guidance on how to properly address/resolve the issue(s) cited including products/services to purchase.

Contact the Board or Property Manager for guidance on acceptable paint colors and other design standards, if applicable. If there are any exterior additions/alterations, then it may require deferment to the Architectural Design Trust for further review.

8. Who is HoaInspectionServices.com?

The 3rd party inspection vendor is Community Inspection Services (CIS).

HoaInspectionServices.com is the portal to contest findings and request extensions.



HOA INSPECTION SERVICES
HOA Inspection Experts

We help **HOAs** and **Property Management Companies** by conducting architectural & covenant compliance inspections

If you received a notice and need an extension/clarification

CLICK HERE

Check out a podcast dedicated to all things HOA and beyond!

HOA
Talk Time

9. How can I see the photos clearly if they are in black and white?

For more details on your inspection findings, log into the portal at portal.HoaInspectionServices.com and use your PIN located at the top of your Inspection Findings. Once logged in, you will find the photos for your property in color.

HOA Inspection 360 - Customer Portal

Enter your credentials below

House Number

Customer Number (PIN)

(not case sensitive)

Sign In

10. What do I do if I do not agree with the findings?

Contestations – If findings are determined to be erroneous or unwarranted, upon re-inspections the issues will be closed, and you will not be subject to receiving any further notices for those issues.

Clarifications- Log in to the site to see the color photos or seek the advice of a professional. Resources are provided on the CIS FAQ sheet, but you are not limited to utilize them as they are merely suggestions.

If contesting, you will have the option to select from: change of address/ownership, incorrect home or location cited, issue addressed but received a notice, or not warranted – should not have been cited. There is also space provided to write specific details.

11. Why does the notice say that I can't contact Management?

You are always welcome to contact Management. However, for the purposes of documentation and the inspection process, it is required to go to HoaInspectionServices.com (refer to FAQ #8), check the appropriate box, and provide additional details which are reviewed prior to the next inspection.