

Regent Park Community Owners Association News
May 11, 2021



Dear Regent Park Residents,
We hope you are doing well! As we move into the busy time of summer there are a few things we would like to bring to everyone's attention.

Annual Meeting

Our annual meeting is scheduled for May 25th, 6:30PM at Lifepointe Church, 390 York Southern Rd., Fort Mill, SC 29715. If you are not able to make the meeting please send in your proxy so a quorum can be achieved.

Pool Opening

The pool will be open May 15th, 16th, 22nd & 23rd from 10:00 AM - 8:00 PM. It will open for the season May 29th, 10:00 AM - 8:00 PM. Adult swim begins June 1st, 5:30 AM - 8:00 AM, unsupervised. Our annual Pool Splash is Memorial Day. You must have a valid/working amenities pass to use the pool. No pass, no entry, no exceptions. **William Douglas Property Management will be at the pool on May 15th to issue passes for those who don't have them or to replace non-working passes, 9:00 AM - 1:00 PM.**



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LET'S GET COOL IN THE POOL

Come join us Memorial Day weekend as we
celebrate the 2021 Regent Park Pool Season

Saturday | May 29, 2021 | 10am-3pm

Pool opens @10am

Food Shane's Rib Shack @11:30am (first come first serve)



As you may or may not have seen on our Facebook page our posts about violations and ARB requests, we wanted to repeat it here to make sure we are sharing the information as far and wide as we can.

The past year has brought change to many of our lives, and one of them is that most of us are home more than ever. With the increased time at home, we've also seen a huge increase in the number of neighbor-submitted violations of our rules and guidelines. Things like: "my neighbor's yard needs to be cut" or "my neighbor has an RV in their driveway". We've also gotten several questions on how to submit a complaint, and then what happens after the complaint is sent. Along those lines, this is also the time of year where the Architectural Review Board (ARB) sees a dramatic increase in requests for modifications for homes and property in the community. In addition to information on violations, we'll also take this opportunity to talk a little about the modification requests. We want these two processes to be clear and straight forward so that issues are addressed appropriately and in a timely manner.

What do you enforce? What constitutes a violation?

We can only enforce and issue violations that are addressed by the governing documents of the Community Owner's Association (COA). Only the covenants, by-laws and ARB guidelines as posted on <https://www.regentparksc.com/realtors/> are enforceable by William Douglas Property Management (WDM). Examples of some of the most common violations include parking on grass, overgrown lawns, mold/mildew on the house/fence, or modification made without ARB approval such as repainting the outside of the house, cutting down trees, adding sun-rooms. We can not and will not enforce county zoning or other

rules. That is for the county enforcement division. Additionally, WDM does not enforce local, state or federal laws around issues such as illegal use of a motorized vehicle, noise violations, illegal substances, or barking dogs, and we advise residents to direct these matters to the attention of security or the appropriate law enforcement agency.

What should I do if my neighbor is violating a rule?

What you should do: You should send that violation **WITH PICTURES** to the property manager, William Douglas. There are several emails you can use, but the easiest to remember is regentpark@wmdouglas.com. That goes to Jeff Jennings, our property manager. It's also helpful if you read the documents of the neighborhood and have a general sense of what is and isn't allowed. They're pretty clear and we're only able to enforce things written into the documents. Link posted below.

What you shouldn't do: Post on social media (for example, the main Facebook page, your individual neighborhood page, your personal social media channels, NextDoor) or send to other neighbors or friends. This is between you and the property management company. There is no reason to involve other people. WDM does not interact with the neighborhood social media channels so they won't see any issues brought up there. WDM does not share the names of people sending in violations so the process should be considered anonymous.

What happens after I file a complaint with the property manager?

For straightforward issues where there is a violation, the property manager will send a letter out to the homeowner, typically after inspecting the violation himself. If the pictures are clear, he may not do a physical inspection. If the issue is a bit convoluted, he will bring it to the Board at the next board meeting, which happens once a month.

What happens when the homeowner receives the letter?

90% of the time, the violation is rectified without further issues. 10% of the time, it is not, and a second letter will be sent, typically about 1 month later. Often the property owner will contact WDM to let them know that the issue has been resolved; a property manager will also inspect the property to ensure the violation has been corrected.

What happens after the second letter?

If the homeowner does not correct the violation after the second letter, the COA Board will call the homeowner in for a hearing. We hold neighbor hearings almost every month. The hearing is the opportunity for the homeowner to state their case, and the Board listens to the homeowners reasons or issues.

What happens next?

Based on the hearing, the COA Board can and will levy daily fines, until the violation is corrected, according to our documents on acceptable fines. As with earlier phases of the process, a representative from WDM will verify the violation has been corrected. These fines are attached to homeowner accounts, which make them highly collectible. If necessary, and as a last resort, the COA can go to court for the violation to be corrected and/or fine to be paid.

What communication will I receive back from the property manager related to my complaint on my neighbor?

Nothing. The COA does not communicate status or updates on violations to the complaining neighbor as it's UNETHICAL and most likely ILLEGAL. You will probably receive a "thank you, I will pass this along to the Board" email back and that's it.

How long does this take?

Typically, neighbors respond quickly but it could be 2-3 months to get through the letters and hearings process. Sometimes the process takes even longer if the homeowner does not address the violations and it results in fines or court.

What happens if my neighbor is a repeat offender?

If your neighbor corrects the issue and a few months later, it becomes an issue again, you have to file a new complaint. The process starts all over again. This is a function of how our governing documents are written, as such, they can not be changed without a considerable vote from all members.

If I complained last week, should I expect this to be fixed by now?

Most likely not, refer above for the timeline.

You mentioned modifications too; what do I need to know about that?

While it may sound intimidating, the Architectural Review Board (ARB) process is typically very straightforward and quick. Most exterior modifications to the home or changes to the yard do require submittal to the ARB and guidance for this process is laid out in the same documents that we referenced above for understanding violations.

What is a modification? Are there any changes that DON'T require approval?

We strongly encourage residents to review the ARB guidelines for a complete understanding of what does and does not need an approval. Examples of modifications that require an approval include building a fence, adding a swimming pool, cutting down trees, or adding a driveway expansion on your driveway. Some examples of modifications that DO NOT require approval would be repainting the shutters/front door to the same color, updating perennial plants in your flower beds, or adding landscaping lighting around planting beds. When in doubt, ASK! It's an easy way to avoid a violation in the future.

How does the ARB process go?

Use the aforementioned link to navigate to the ARB Modification Guidelines document where you will find the application for modifications. Fill it out in its entirety, include any necessary supporting documentation (for example, a survey showing the location you intend to build a fence or a color chip you wish to use on your shutters) and submit to WDM at the email address above. Once received, WDM will forward the application to the chair of the ARB, who will in turn distribute to the rest of the ARB. These neighbors will review the application and make a determination of the request. The approval/denial will then be transmitted back to the homeowner. We can't stress this enough - **DO NOT** begin work on your project until you receive an approval; other wise, the process could result in a violation.

How long does the process take?

The ARB aims to review all requests within thirty days. Often requests are reviewed within a few days, but timing may vary on the completeness of the submission, the complexity of the submission, or even the volume of submissions being related, and may impact how quickly the ARB is able to return a decision. Again, **DO NOT** begin work prior to receiving approval of your request.

What if my submission is denied?

Very rarely, this does happen. If the ARB denies a request, the homeowner can modify the original submission and resubmit. There is also the option to appeal the ARB's decision to the COA Board. If the decision is appealed, please note that the Board meets once a month; these appeals would be added to the regular agenda for the upcoming meeting.

This is a lot of information and we hope you find it helpful. Again, please refer to our website for all documents referenced above, <https://www.regentparksc.com/realtors/>.

Sincerely,

Regent Park Board of Directors