

**KEYS Change Request**

(eff. 6/1/21)

Owner's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

**Office Use Only**  
Log #: \_\_\_\_\_  
Date Logged: \_\_\_\_\_  
Next Board Meeting Date: \_\_\_\_\_  
Assigned to: \_\_\_\_\_

Request Type:  Architect  Landscape  Decorations

Planned Start Date: \_\_\_\_\_

Adjoining Neighbor Signoff included:  Yes  No (If no, explain why) \_\_\_\_\_

**Change Description** (use additional sheet if necessary):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ALL Requests - Documents included in Request Packet:**

- Drawing/Plans/Photos (with dimensions & property location stated)
- Materials List (with Manufacturer info)  Contractor Name/Info
- Other: \_\_\_\_\_

**Architecture only Request** (check box by type of architecture request)

- New/Replace Windows  Back Porch Enhancement  Doors
- Hurricane Shutters  Deck Repair/Extension  Exterior Damage Repair
- Other: \_\_\_\_\_

**Landscape only Request** (check box by type of landscape request)

- Plant New or Replace Healthy  Remove or Replace Dead/Diseased
- Trim Overgrowth  Sprinklers – Damaged, Other
- Other: \_\_\_\_\_

Plant/Tree Name: \_\_\_\_\_ On approved  list:  Yes  No

Owner Expense (all or HOA shared):  Yes  No

**Decorations only Request** (check box by type of decoration request)

- Planters/Pots/Pavers  Yard Ornaments/Seasonal Flags/Benches
- Other: \_\_\_\_\_

Color & Dimension: \_\_\_\_\_

**Office Use Only**

- Approved Original  Approved as Modified  Rejected
- Rejection Reason: \_\_\_\_\_

Date: \_\_\_\_\_

Appeal Requested:  Yes  No

Appeal Scheduled Date: \_\_\_\_\_

**Keys Change Request** (back)

**SIGNATURES:**

**Owner's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Adjoining/Adjacent Neighbor(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_

Neighbor Comments on request: \_\_\_\_\_

\_\_\_\_\_

**Adjoining/Adjacent Neighbor(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_

Neighbor Comments on request: \_\_\_\_\_

\_\_\_\_\_

**Office Use Only**

**BOD / Liaison Decision:**

Approved	Rejected	Original/ Modified	Liaison/BOD	Signature	Date

**Rejection Reason:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Modification Suggestions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date decision shared with Owner:** \_\_\_\_\_

**Date for Appeal Hearing:** \_\_\_\_\_

**Owner Signature accepting modification:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## KEYS MANUAL – Unit/Yard Change Requests

### 1. Unit/Yard Change Requests (Architectural, Landscape, Decorations)

- a. **Purpose:** The Keys requires owners to submit change requests to protect the attractiveness and safety of our community. Approval must be received **BEFORE** owners make the requested change. Changes include:
  1. Adding planters/pots/pavers, shrubs, trees, and/or decorations to common areas,
  2. Removing shrubs and trees from common areas,
  3. Making exterior changes to unit.
- b. **Submitting a Keys Change Request\*:**
  1. Owner completes form and gathers supporting information (e.g. drawings, pictures, diagrams, material lists, etc.)
  2. Owner reviews request with their adjoining neighbor(s).
  3. Neighbors sign the form to show their awareness and agreement with the change request.
    - i. Adjoining neighbor(s) signature is required for all requests.
    - ii. Adjacent neighbors may be requested to sign if deemed necessary by the liaison.
  4. Owner turns in completed request form to Keys Admin Staff at the clubhouse.
  5. Keys Admin Staff logs request and gives owner a date for HOA decision.
- c. **Review Process:**
  1. Keys Admin Staff hands request over to responsible Board member or Community Liaison (see #3 below for more on Community Liaisons).
  2. Liaisons approve/reject simple requests (e.g. a decoration that conforms to Keys R&R; a planter in the common area). Liaison provides feedback to owner within 14 days.
  3. The Keys Board approves/rejects the remaining requests. Requests are decided at each Board meeting.
    - a. Requests with complete support documentation must be received 5 days before board meeting to receive BOD decision at that meeting.
    - b. Approval/reject decision will not be made off-cycle unless the request fixes an unsafe situation.
    - c. Owner may appeal decision. Appeal hearing will be set with a Board member, Community Liaison and Owner within 14 days. The Board member will make final decision.
- e. **Modification Process:**
  1. Liaisons and/or Board may approve a request with prescribed modifications.
  2. Owners who accept the modifications will sign off on the changes on the request form.

## KEYS MANUAL – Unit/Yard Change Requests (continued)

- f. **Finalization:**
  - 1. The Board will return a copy of the signed approved/modified/declined request form to the owner.
  - 2. The original finalized request form will be filed at the Keys office.
- g. **Reminders:** Email reminders for submitting requests will be sent:
  - i. when board meeting date is determined
  - ii. six days before next board meeting.
  - iii. Reminders are intended to give owners time to plan and prepare their requests so they are ready for the board meeting.
- 2. **Keys Change Request Form\*:** Forms are available at the clubhouse, at the mailbox stations and online.
- 3. **Community Liaisons** (launching late 2021): Your community liaison is your contact whenever you need help with a Keys-related item. Their contact information will be posted on the mailbox stations. Liaisons represent you and our community. They are volunteers who work directly with you on your change requests, using their knowledge of the Keys Rules & Regulations and the trees/shrubs recommended for our area. Two-three liaisons, volunteering for a one-year term, will also work collaboratively with the Board.
- 4. **Process Review:** The Keys introduced new Rules & Regulations and Community Liaisons in 2021. These changes will be tested for one year. Owners will be given opportunities to comment on their experiences of the new practices and propose any edits to the Rules & Regulations in May of 2022. This input will be used to produce an updated version which will be reviewed, discussed, and voted upon during the regular annual HOA meeting in October of 2022.