

Keys Rules & Regulations

Frequently Asked Questions

1. May I start my project before receiving HOA approval?
 - Answer: No, you must have a signed and approved HOA request form prior to starting any projects on your unit as described in the Rules and Regulations (R&R).
2. Do I have to fill out a request form for the decorations I have currently?
 - Answer: No, these updates are applicable to any change/addition/deletion made from June 11, 2021 forward. If existing decorations do not fit within the revised R&R, the BOD will ask the resident to remove the problematic decorations.
3. When do I need to submit a change request?
 - Answer: Change requests must be submitted and approved prior to making any changes to the outside of your property as described in the R&R. See question #10 for information on how long it will take to receive a decision on your request.
4. Where do I get a change request form?
 - Answer: The change request form can be found on the website (<https://keyshoa.com/keyswp/request-forms>) in the office at the club house and in the unlocked glass cabinets at both mailbox stations.
5. Why do my neighbors need to sign my change request?
 - Answer: By reviewing and signing your proposed change before you submit your request, your adjoining/adjacent neighbor(s) has an opportunity to share their opinion on changes that will/may impact your shared common areas.
6. What neighbors need to sign my change request?
 - Answer: Adjoining and adjacent neighbors.
7. As a neighbor, what if I do not want to sign the change request?
 - Answer: In these situations, the Board asks the neighbor to reach out to the assigned BOD Rep for the request and discuss your concerns with signing.
8. What if my neighbors will not sign my change request?
 - Answer: On the request, provide the reason your neighbor would not sign. The Board will determine next steps in these situations.

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9. Where do I turn in my completed change request?

- Answer: You can email a scanned version of your completed document and supporting materials to keysboa@gmail.com or you can bring your packet to the Office in the clubhouse during office hours.

10. How long will it take to get a decision on my change request?

- Answer: Your request will be reviewed by the appropriate HOA lead. If the request is standard*, a decision will be communicated within 14 days. If the request is non-standard (all others), the board will decide at the next monthly board meeting. The request must be received a minimum of 5 days before the board meeting to be considered at that month's meeting.

* Standard Requests:

- Architectural
 - Replace deck materials – no change to deck footprint.
 - Replace windows – must conform to current windows.
 - Hurricane Shutters – must conform to current guidelines.
- Landscape/Groundskeeping
 - Remove damaged/dead tree/shrub.
 - Add/replace plants from recommended list.
 - Repair damaged irrigation sprinklers or lines.
- Joint: Architectural & Landscaping/Groundskeeping
 - Home Generator
- Decorations
 - Decorative planters/pots
 - Paver requests in common areas
 - Yard Ornaments, Seasonal Flags, Benches in mulched area

11. Who makes the decision on my change request?

- Answer: In most cases the HOA board will be responsible. Once we get the Community Liaison program up and running, your Community Liaison may be able to approve the request depending on complexity.

12. How do I contest the change request decision?

- Answer: You may appeal the decision. A hearing date will be set for you and the Board to discuss your appeal.

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13. What if I do/do not agree with the modifications proposed by the BOD?

- Answers:
 - If you agree with the modifications, you will sign off on the modification description posted to your request form. At that point, your request will be approved as modified.
 - If you do not agree with the modifications, you may appeal the decision. A hearing date will be set for you and the Board to discuss your appeal.

14. Why did the HOA make these changes?

- Answer: The original R&R were written over 25 years ago with occasional updates. As a result of our community feedback, the R&Rs Committee was formed to recast the R&R in today's environment. Our guiding principle was to keep the community attractive and safe while protecting property values.

15. What if I want to recommend a change to these rules, the form, or the process?

- Answer: The Board is eager for community feedback. Please email your feedback to keyshoa@gmail.com. Our plan is to work within these revised R&Rs for one year. In May 2022, owners will be asked to comment on their experiences of the new practices and propose edits to the R&R. This input will be used to produce a proposed updated version which will be reviewed, discussed, and voted upon during the regular annual HOA meeting in October of 2022.

16. Why are charcoal and wood burning devices not permitted?

- Answer: As per the Town of Kure Beach Fire Chief, these devices present more of a fire hazard within an adjoining home situation than propane gas and electric devices.

17. What is the Community Liaison program? Why do we need it?

- Answer: Community Liaisons are volunteers who help Keys residents/owners submit their change requests. The Liaisons work with the Board and the Requester during the change request decision process.

Beginning in late 2021, a "Liaison", assigned to each resident/owner, will help community members navigate through the R&R and address any Keys questions or concerns.

Program goals include improving community communication, improving transparency of the change request decision process, and expanding our volunteer community.

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18. Who is my Community Liaison?

- Pairings of Liaisons to Community Members will occur once the program begins in late 2021. Until that time, Board members Nancy Brickman, Susann Ebberts, & Mary Lowrance are available to help you with your request submittals.

19. How do I become a Community Liaison?

- We plan to add 3-4 Liaisons when we launch this program. If you want to get involved and are interested in becoming a Community Liaison, please reach out to keyshoa@gmail.com and let them know you are interested in the role and they will connect you with the correct person(s).