



HOMEOWNER FREQUENTLY ASKED QUESTIONS

A PRACTICAL REFERENCE FOR WORKING WITH
ALFA HOMES AND NAVIGATING COMMON
COMMUNITY PROCESSES

This document answers common questions homeowners ask about day to day requests, payments, violations, and communication. It is designed to reduce confusion, set expectations, and help you get answers quickly. This document is informational only. Your Association's governing documents, board adopted policies, and applicable law control in the event of any conflict.

ACCOUNT ACCESS, PORTAL, AND CONTACT

Where do I submit questions or requests?

You may email your community manager directly or admin@alfahomesllc.com. Our phone number is 678.250.9300, or you may use the Alfa Homes portal.

How do I get portal access or reset my password?

Use the portal login page and select the password reset option. If you are locked out or never received an invitation, submit a request via email to admin@alfahomesllc.com and please include your property address and name so we can verify ownership.

What should I include in a request, so it gets handled faster?

Include your property address, a clear subject line, photos when applicable, and the exact location of the issue. If there is a deadline, include the date and the reason.

Can I contact a board member directly?

Board members are volunteers and decisions are made by the Board as a body. For consistency, use the official channels. Messages sent to individual directors may be redirected to management or addressed at a board meeting.

ASSESSMENTS, PAYMENTS, AND STATEMENTS

Why do I pay assessments, and what do they cover?

Assessments fund the Association's shared obligations, which typically include common area maintenance, landscaping, utilities for common areas, insurance, management, and reserves, depending on your community. Your budget and financial reports provide full details of what is covered.

When are payments due, and what happens if I pay late?

Due dates are set by your governing documents and board policy. Late payments may result in late fees, interest, and additional collection actions as permitted. If you are unsure of your balance, check your statement or portal.

Can I set up autopay?

Yes, you can enroll inside your account on the portal. You can also use online bill pay through your bank. Make checks payable to your association and not to Alfa Homes. The mailing address to use for bill pay, or to mail personal checks is:

COMMUNITY NAME
c/o Alfa Homes
PO BOX 620814
Orlando, FL 32862



Can late fees or interest be waived?

Only the Board can approve waivers, and waivers are not guaranteed. If you want a waiver request considered, submit a written explanation via email to your community manager with supporting facts, and be prepared that the Board may decline.

Do you offer payment plans?

Payment plan availability is determined by the Board's policy and may require a written agreement. If you need a plan, request it early, before the account escalates. Speak with your community manager on arranging the payment plan and submitting for Board approval.

MAINTENANCE, REPAIRS, AND COMMON AREAS**What is my responsibility versus the Association's responsibility?**

Your governing documents define responsibilities. In general, you maintain your lot or unit, and the Association maintains defined common areas. If you are unsure, submit the question with a photo and location details.

How do I report a common area issue?

Submit a portal request with the exact location, photos, and whether it is urgent. Examples include broken irrigation, lighting outages, trip hazards, and fallen limbs.

How quickly will maintenance issues be addressed?

Response timing depends on severity, vendor availability, and board approved priorities. Safety issues are prioritized. Non urgent items may be grouped for cost control and efficient scheduling.

Can I hire a vendor to work in a common area?

No. Work in common areas generally requires Board authorization and must follow the Association's process. Do not direct vendors to common areas without written approval.

Who do I call for an emergency?

If there is an immediate threat to life or property, call 911 first. Then notify management by calling 678.250.9300 and follow the prompts.

ARCHITECTURAL REQUESTS, EXTERIOR CHANGES, AND IMPROVEMENTS**Do I need approval before making exterior changes?**

Most communities require approval for exterior changes, including painting, roofing, fences, landscaping changes, exterior lighting, and other visible modifications. If you are unsure, ask before starting work or check your governing documents.

How do I submit an architectural request?

Submit through the portal using the ACC request. Please fill out the modification request form in full and obtain signatures if needed. Include drawings, colors, materials, vendor details, and photos of the proposed location. Incomplete submissions delay review. Incomplete forms will delay the review process.



How long does approval take?

Timelines vary by governing documents and meeting schedules. Some requests are reviewed on a rolling basis, others at scheduled ARC or board meetings. Submit early to avoid project delays.

What if I start work without approval?

Starting work without approval may result in a violation notice and could require you to modify or remove the improvement. Approval is intended to protect consistency and fairness across the community.

VIOLATIONS, NOTICES, HEARINGS, AND COMPLIANCE

Why did I receive a violation notice?

Notices are issued when an observed condition appears inconsistent with the governing documents or board adopted rules. Notices are not personal; they are part of the Association's obligation to apply standards consistently.

How do I fix a violation and close it out?

Follow the instructions in the notice. Complete the correction, then respond through the portal with photos when applicable. If the issue cannot be corrected by the deadline, communicate early and request an extension if your policy allows.

Can I dispute a violation?

Yes. If you believe a notice is incorrect, respond via email or directly in the violation on the portal with facts and photos. If your documents provide for a hearing, you may request one within the time allowed.

Who decides fines or further action?

The Board makes enforcement decisions according to your governing documents. Alfa Homes supports the process administratively, including notices, tracking, and scheduling hearings when applicable. The enforcement policies and procedures are part of your governing documents.

Why does enforcement seem inconsistent?

Some issues are not visible from the street, some are reported later, and some are handled on different timelines due to safety, severity, or due process. The goal is consistent application, but timing can vary.

COMMUNITY STANDARDS, PARKING, NOISE, AND NUISANCES

Where can I find the rules for parking, trash, noise, and pets?

Rules are contained in your governing documents and board adopted policies. These documents can be obtained on the Alfa Homes portal.

My neighbor is violating rules. What should I do?

Please email your community manager, or admin@alfahomesllc.com with the address, description, dates, and photos if possible. We cannot discuss another owner's account with you, but your report will be reviewed and processed. All submissions are treated as anonymous.



Will you tell me what happened after I report it?

We can confirm receipt and that it will be reviewed, but we cannot share enforcement details for another account due to privacy.

MEETINGS, RECORDS, AND TRANSPARENCY**When are board meetings and how do I attend?**

Meeting schedules and notices are provided according to your governing documents and applicable requirements. Meeting schedule is posted on the Alfa Homes portal, or you can email your community manager to inquire.

Can I get copies of records and financials?

Most associations provide core documents in the portal. If you need additional records, submit a written request identifying the document, date range, and purpose. Some records may be restricted, and some requests may involve a fee as permitted.

Can I speak at a board meeting?

Many boards allow homeowner comment periods. Procedures vary. If you want an item on an agenda, submit it in advance so the Board can consider it.

MOVING, LEASING, AND OWNERSHIP CHANGES**I am selling my home, what do I need from the Association?**

Closing documents can be requested on our website. Fill out the request form and pay the processing fee. Once we receive the completed request and the payment, we will complete the necessary documents and will email them directly to the closing attorney firm.

Can I rent my home?

Leasing rules are community specific and controlled by the governing documents. Before leasing, confirm restrictions, required forms, and approval steps, if any.

How do I update my mailing address or contact information?

Update your profile in the Alfa Homes portal or submit a written request via email. Accurate contact information ensures you receive notices and statements.

INSURANCE, CLAIMS, AND DAMAGE**Does the Association's insurance cover damage to my home?**

It depends on your community's coverage and the location of the damage. Association policies often cover defined common elements, while owners insure their own unit or lot. Review your governing documents and consult your insurance agent.

How do I report damage in a common area or claim related item?

Please email your community manager or admin@alfahomesllc.com. If a claim is appropriate, the Board will decide on the next steps and professional coordination.

This FAQ is provided for convenience and does not create contractual rights or obligations. Your Association's governing documents and board adopted policies control. Nothing in this document is legal advice.

