

MODIFICATION APPLICATION

FREQUENTLY ASKED QUESTIONS

Q. What modifications require an application?

A. All exterior changes being made to a home require an application. The following modifications have applications that can be completed online: driveways, exterior paint and siding, garage doors (including privacy screens), roofs and roof enhancements, storm doors, glass doors and front doors, trees and windows. All other applications must be submitted in person.

Q. Where can I find a modification application?

A. Applications that can be submitted online can be found on the Modifications page of www.SunCityHiltonHead.org. Hard copy forms can be downloaded on the Forms page located under the Community Library tile of Resident Central. Applications are also available at Palmetto Commons.

Q. Where can I find guidelines for any changes and fees associated with an application?

A. The Design Guidelines for both Sun City and Riverbend and the Schedule of Fees and Community Rules can be found on the Governing Documents page of www.SunCityHiltonHead.org. Homeowners in a managed neighborhood should also check with Managed Neighborhoods for any further restrictions.

Q. I have questions about how to fill the application out. How can I reach a Modifications Coordinator?

A. The Modifications team can be reached at (843)705-4000 or by email at modifications@schhca.com.

Q. Can my contractor submit an application for me?

A. Applications will not be accepted from contractors without prior written authorization from the homeowner.

Q. Can I drop off a hard copy application at Palmetto Commons, or do I need to make an appointment?

A. We are happy to accept your hard copy application at Palmetto Commons. Please check the back of *SunSations* magazine for current hours. No appointment is required. If you choose to drop off an application, please do not apply online. Submitting a hard copy and an online application will delay the approval process.

Q. My color printer is not working properly. How do I submit a color photo to go with my application?

A. Any store with photo printing, such as CVS, Walgreens, Staples, etc., will be able to print color photos for you.

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Q. What is a plot plan and how do I get a plot plan for my home?

A. The plot plan identifies the location of your home and the setback lines on your plot.

The majority of plot plans are on file at Palmetto Commons. If you move into a new home, the developer should give you a copy of your plot plan.

To obtain a plot plan for your home, please call the Resident Services Department at (843) 705-4000 and ask to speak with a Modifications Coordinator. You can also email modifications@schhca.com and request one a plot plan.

If we do not have a plot plan on file, please email hiltonheadservice@delwebb.com.

If neither the Community Association nor the developer have a record of your plot plan, you need to reach out to Beaufort County or the City of Hardeeville to attempt to secure one

Since most projects require a plot plan, residents are encouraged to have their plot plan on file.

Q. Do all applications require a plot plan?

A. With the exception of roof replacements and exterior paint and siding changes, all applications require a plot plan. The plot plan must have the proposed modification area clearly marked. Plot plans should be no larger than 11" x 17" and drawn to scale.

Q. What other supporting documents are required with an application?

A. Color photographs of the entire area where work will be performed are required with each application. A full list of additional supporting documents can be found with the application.

According to the Design Guidelines, only a completed application will be accepted for review. Homeowners shall fill out application forms completely and attach any required documents such as elevations, plans, plot plans, photos, material samples and product information/specification.

Q. I just submitted my application; what are the next steps?

A: Certain modification applications are able to be approved by staff. Others must be sent to the Modifications Committee. If staff are able to approve your application, they will reach out for additional information. If the Modifications Committee needs to approve your application, it will be reviewed and voted on by the committee at its weekly meeting.

Q. How long does it take to hear back from my application?

A: Staff aim to review and respond to completed applications within 45 days of receipt.

If your application is not complete, it will delay the decision. Incomplete applications will be returned to you for more information.

Q: How do I follow up on a submitted application?

A. If you submit an online application, you will receive a unique tracking number. When you're looking for an update on your application, please contact a Modifications Coordinator and have your tracking number available. Modifications Coordinators can be reached at (843) 705-4000 or modifications@schhca.com.

If you submitted a hard copy of your application, please call (843) 705-4000 to speak to a Modifications Coordinator about the status. Hard copy applications will not receive a tracking number.

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Q: How will I know if my application has been approved or denied?

A: If your application has been approved, you will receive a Notice to Proceed in your lower mailbox or on your doorstep. Please display the Notice to Proceed in a window facing the street for the duration of the project. If your application was denied, a letter will be mailed to you citing the reason for denial.

Q: My application was denied; will I have to reapply?

A: If your application was denied, you are able to revise the application or appeal the decision. Please contact the Modifications Coordinator listed in your letter for next steps.

Q: Once my modification gets approved, how long do I have to complete the project?

A: You will be given 120 days to complete your approved project. If your modification is not completed within 120 days from the date of approval, you must request a 30-day extension from the Modifications Department. Any additional extensions are in 15-day increments and shall be approved by the Modifications Department.

You will be subject to an extension fee. For information about extension fees, please refer to the Schedule of Fees and Community Rules available at www.SunCityHiltonHead.org.

If your application has been approved, you will receive a Notice to Proceed in your lower mailbox or on your doorstep. Please display the Notice to Proceed in a window facing the street for the duration of the project. If your application was denied, a letter will be mailed to you citing the reason for denial.

Q: Why isn't there an online application available for all modifications?

A: Certain modification applications require a fee and must be received in hard copy. The following modifications require a fee:

- Room additions beyond existing roof
- Screen enclosures beyond existing roof
- Pergolas (attached and detached)
- Pools/Jacuzzis/Spas
- Courtyards and seating walls
- Concrete enhancements
- Patios
- Outdoor kitchens

Please note, this list is not exhaustive. If you have any questions, please email modifications@schhca.com or call (843) 705-4000.

Q: What will happen if a modification is done without a Notice to Proceed?

A: If a project is completed without receiving a Notice to Proceed, the homeowner will be fined and may be required to remove the modification. The costs of a No Permit Fine may be found in the Schedule of Fees and Community Rules. If you are unsure whether or not you need to apply, please reach out to Modifications by email at modifications@schhca.com or by phone at (843) 705-4000.