

FAQs

General Questions for association:

Brush Creek

Question: How often is the trash collected?

Answer:

Please reach out to Fairview trash for details at 615-200-6576. Trash is collected every Tuesday!

Question: I have an old piece of furniture or exercise equipment what should I do with it?

Answer:

Please contact the local Sheriff's department for assistance at 615-799-2484

Question: I would like to install a handrail on my unit. What should I do?

Answer:

The installation of a handrail would be a permanent change to the outside of the unit as such an Architectural Change Request will need to be submitted and approved.

Question: I would like a storm door for my property. What should I do?

Answer:

The installation of a Storm door would be a permanent change to the outside of the unit as such an Architectural Change Request will need to be submitted and approved.

Question: My Doorbell does not work, what should I do?

Answer:

The doorbell is an owner item and not the responsibility of the HOA, the owner of the unit may choose any service provider to repair or replace the doorbell.

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Questions: I would like to install outdoor cameras, what should I do?

Answer:

No ARC is needed. Please ensure vision of the camera doesn't encroached your neighbor's property.

Question: I would like to install a spotlight or other type light that is not the originally installed door light on my unit what should I do?

Answer:

No ARC is needed.

Question: I would like an awning for my back patio. What should I do?

Answer:

The installation of an awning would be a permanent change to the outside of the unit as such an Architectural Change Request will need to be submitted and approved.

Question: I would like to install a radon system in my property. What should I do?

Answer:

No approval is needed. Please contact your preferred vendor.

Question: Can I have an open flame grill?

Answer:

All grills and or open flames must be used in accordance with the local fire ordinance, you should contact the city or county municipally for information on these ordinances. All grills and open flame should be used a minimum of 10 feet from any combustible surface.

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Question: Can I park a boat, trailer, or wrecked car on the property?

Answer:

No, boats, trailers, or wrecked cars may be stored on the property. All vehicles must be in operable condition with inflated tires and current license plate to be on the property. This includes anything parked in your assigned parking area. The above may be stored in the enclosed garage.

Question: Are guest parking spaces assigned to my unit?

Answer:

No there are no assigned guest spaces for the community.

Question: Are parking spaces assigned to my unit?

Answer:

Just the individual driveways.

Question: Someone has parked in my parking space what should I do?

Answer:

Contact a towing company and have the car towed out of your driveway.

Question: Can I put plants in the parking island in front of my unit?

Answer:

Yes, landscape beds need to be maintained by each homeowner.

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Questions: The trees in the community are looking a bit over grown what do I do?

Answer:

Please submit a service request thru your owner portal.

Question: I do not want to put a service request in on my portal, I just want to talk to a person what do I do?

Answer:

You may contact the management company at 615-425-2168 extension 190 and a member of the Synergy Office team will be glad to assist you.

Question: Are there any restrictions on pets in the community?

Answer:

All pet owners must adhere to the local codes. Pets must be leashed at all times and pet waste to be picked up.

Question: Who should I call if my neighbor and I are in a disagreement?

Answer:

Hopefully this does not happen however if the matter requires some type of intervention the police department would be the authority that you should contact. The HOA and the management company will not get involved in any neighbor disputes or settlements of those disputes.

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Question: What is my neighbor or someone in the community seems to be under the influence of drugs or alcohol?

Answer:

Contact the Police Department.

Question: What if My neighbor's dog attacks my dog?

Answer:

Please call the local police

Question: What do I do if my neighbor's smoke alarm is sounding?

Answer:

Contact the Fire Department and then try to call your neighbor on the phone.

Question: Is there a listing of all the people that live in the community and their phone number and email address?

Answer:

For privacy purpose, neighbors' numbers and emails are not published, if you are looking for ownership information you may visit the county tax assessor's office for that information

Question: What do I do if there is a roof leak and who will fix the drywall?

Answer:

The HOA is not responsible for the roof. You will have to contact your preferred roofer.

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Question: What do I do if my plumbing is clogged or frozen?

Answer:

As this clog is an owner area of responsibility the owner would need to contact a plumber for service.

Question: What do I do if my HVAC stops working?

Answer:

As this is an area of owner responsibility the owner should contact an HVAC service company.

Question: What do I do if my power goes out:

Answer:

As the power to the unit is supplied by MTE you should contact Middle Tennessee Electric. If MTE cannot assist you as this is an area of owner responsibility the owner should contact a licensed electrician.

Question: My hose connection in the front or rear of my unit is leaking, what should I do?

Answer:

Contact a plumber as this connection point is an owner area of responsibility.

Question: Some siding has come off of my property, what should I do?

Answer:

As this is an area of owner responsibility the owner should contact their preferred vendor.

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Question: I had my grill too close to my siding and it melted what do I do?

Answer:

As this is an area of owner responsibility the owner should contact their preferred vendor.

Question: My unit was damaged by a fire or other type of loss that was major, what do I do?

Answer:

Please Contact your insurance carrier immediately.

Question: My Mortgage company has asked me for a certificate of insurance. What do I do?

Answer:

Log in to your owner portal and the insurance company provider is listed in the documents section. If additional information is needed, please submit a request thru your portal.

Question: I am selling my home. What do I need to do to let the management company know that I will be leaving?

Answer:

You may put in a request in your owner portal and let the office team know that you will be leaving. However, you will not be taken out of the management software until your closing is completed and the closing company has sent all of the appropriate paperwork to the management company for processing. This can take up to 30 days.

Question: I would like a coupon book for my paying my HOA fee what should I do?

Answer:

Coupon books are not mailed out unless a request is made. Go to www.sregtn.com under the HOA tab and there is link for making this request. You may also find this link in your owner portal.

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Question: I did not receive a bill for my monthly HOA fee what I should do.

Answer:

A bill is only sent if you have not paid your monthly HOA fee letting you know that your account is past due. You should log in to your owner portal and click on the make a payment button. Depending on your option there may be a fee charged to you for the service.

Question: I made my payment late and did not pay my late fee can I have that waived?

Answer:

You may make a waiver request through your owner portal, no request are guaranteed to be granted, you should bring your account balance to zero as quickly as possible to avoid any further late fees being applied to your account. Your owner account will accrue late fees until such time as the account is at a zero balance.

Question: What do I do if I find the bathroom at the pool needs attention?

Answer:

N/A

Question: What do I do if I want to install new plants in my garden bed in the front of my unit?

Answer:

Owners may plant flowers and plants without approval.

Question: How do I send a request to the board for the community?

Answer:

Please send all request through your owner portal, this allows for the request to be tracked.

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Question: Can I rent my property for Short Term Rental like Air B&B?

Answer:

No. Short rentals are not allowed.

Question: Can I rent my unit for long term rental?

Answer:

Yes, and a copy of the lease must be submitted to the management company.

Question: What is the pool open and close dates and hours

Answer:

N/A

Question: My Car was towed what do I do?

Answer:

The HOA and Management company will not be responsible for any cost associated with towing

Question: I need a wheelchair ramp for my unit what should I do?

Answer:

The installation of a wheelchair ramp would be permitted after the architectural committee has reviewed and approved the request.

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Question: I need a wheelchair ramp to get me from my parking space to the sidewalk so I can access my unit. What should I do?

Answer:

If the ramp that service your unit is not set up like this, please submit a request for changes.

Question: I have a handicapped placard and would like to park my car in the handicapped space is this, ok?

Answer:

Yes as you have a handicapped placard you are permitted to use the handicapped space in the community (if applicable)

Question: How do I replace my mailbox key?

Answer:

The mailbox keys are provided by the U.S. Postal Service. Please contact the local Fairview Post office. 1890 Fairview Blvd, Fairview, TN 37062
800-275-8777

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Owner responsibility:

Question: What items am I responsible for in or out of my unit?

Answer:

You're responsible for all exterior and interior items within your lot, including any easements.

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Homeowners Association Responsibility:

Question: What is the Homeowners Association responsible for repairing?

Answer:

Common grassy areas, retentions ponds, drainage inlets, entrance sign, irrigation, mailbox kiosk, lights, Etc.

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Utility Service:

Question: What are the utilities that I need for my home?

Answer:

Water,
electric
Internet – United Communications
gas

Trash Information:

Fairview Trash 615-200-6576

Lawn care:

TBD

Pool access information:

Master insurance policy information:

Please login to your portal under documents.

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What is the towing company for the community?

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Information contained herein is not guaranteed to be accurate all owners or prospective owners should read the governing documents for the community for a complete and exact set of information that is used to govern the community. The information contained herein is designed to address the most asked community questions and is not intended to take the place of the Declaration Conditions, Covenants and Restrictions for the community. Any owner that has a question about the DCCR document should consult the appropriate legal counsel for further information and definitions as they pertain to the governing documents for the community.