

Hardison Hills Home Owners Association  
Frequently Asked Questions

General Questions:

Question: How often is the trash collected?

Answer: The community has 14 dumpsters each of those is serviced two times per week.

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

Answer: Do not put it beside a dumpster, the trash company will not remove this item, do not put it in the dumpster as this is not household trash. If you need a site to haul this item to all transfer stations in Williamson County may be located at the link provided.

<https://www.williamsoncounty-tn.gov/127/Solid-Waste-Management>

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. All handrails must be wrought Iron painted black and should be the same style as the handrails at the swimming pool entry gate All handrails must be mounted to the concrete by the installer all hand rails will be the responsibility of the unit owner to upkeep.

Question: I would like a storm door for my unit 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. All storm doors must be white in color and full glass doors may have a single divider in the middle or not depending on the owner's preference. In the event a door becomes damaged the owner is responsible for removing the door or replacing the door. In the event the HOA is painting the door trim around the door or needs to replace the trim, door or any of its components the owner of the storm door will be responsible for all cost associated with the removal of the door and the replacement of the door.

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.

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

Answer: An outdoor camera such as a ring doorbell camera may be installed without completing an Architectural Change Request. If you are intending to install a camera other than a ring doorbell this camera must be installed on the inside of a window of the unit and may not be affixed to the exterior of the unit.

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

Answer: The installation of a light fixture other than the approved light fixture is prohibited. The approved light fixture can be located in your owner portal in the documents section.

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

Answer: if this awning is affixed to the structure, you must complete an Architectural Change Request. Awnings that are fixed are the owner's responsibility to maintain. In the event the awning becomes damaged or no longer operable the owner must remove the awning and all its components. Any damaged caused to sheathing house wrap and siding because of the installation of the awning is the responsibility of the unit owner. As the HOA is charged with the maintenance and repair of these components the HOA service provider will need to complete the work and the bill will be placed on the owner account. Any open balance would be subject to a late fee and the collections process.

Question: I would like to install a radon system in my unit what should I do?

Answer: As the radon system would be a change to the exterior of the unit an Architectural Change Request would need to be completed showing the location of the vent on the unit, when planning the system, the vent should not be visible from the front of the unit. The roof penetration would be the responsibility of the unit owner should this fail for any reason and cause additional damage to the exterior sheathing the owner would be responsible for any and all cost of this repair or replacement, since the HOA is responsible for the maintenance and upkeep of the roof and the sheathing the work would be done by the community service provider and a bill placed on the owners account. The unpaid balance of any bill would be subject to late fee.

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.

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.

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: Yes, each unit in the community has two assigned parking spaces, these spaces are for the exclusive use of the unit and are not intended for unauthorized users.

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

Answer: Contact a towing company and have the car towed out of the space.

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

Answer: No, you may not install any plant material in the parking islands.

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

Answer: There is a tree project in the community that is completed on a yearly basis, with a large tree trimming done every three to five years. This project is done at the end of the summer and the first part of the fall. If you have a tree that is touching your building please log on to your owner portal and place a service request.

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: I hear a large rumbling noise every afternoon about 3:00 what is that?

Answer: Hardison Hills is adjacent to a limestone quarry; the large rumble is a blast coming from the quarry. If you think you may have damage to your unit you should contact Vulcan Materials 615-794-3586 they keep records of each blast and can tell you if a blast was outside of the limits of the allowances from the federal government. The HOA and the management team will not get involved with any matter related to blasting.

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

Answer: There is no pet restriction in the community however the pet must be always on a leash when outside the unit. Dog runs, cables and other containment devices are not permitted to be steaked, tied, or affixed to the exterior of the building or fence. Any time your pet is in the common area it should be accompanied by a person capable of keeping the pet under control. Please remember that you live in a community and all pet waste must be picked up and disposed of in a dumpster or interior home trash can. Pet waste stations can be found around the community with pet waste bags stocked in them.

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.

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: Contact the police department.

Question: What do I do if my neighbors 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 there 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. <https://assessment.cot.tn.gov/TPAD>

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

Answer: The HOA has the responsibility of the maintenance and upkeep of the roof. Please use your owner portal to place a service request for this matter. The HOA will fix the roof and stop the leak, the drywall is the owner's responsibility to repair. The roof at Hardison Hills does belong to each owner as Hardison Hills is a Townhome the HOA is charged with the maintenance and upkeep of the roof.

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 Middle Tennessee Electric 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 rea 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 unit what should I do?

Answer: Log in to your owner portal and place a service request, this is a matter that the HOA will repair, this includes any holes that you may find as well.

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

Answer: As the siding is the HOA area of responsibility you should put in a service reques for the melted siding. As this damage was caused by the owner or a resident in the community the owner will be responsible for paying the bill. The work must be completed by the HOA service provider.

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

Answer: Log in to your owner portal and place a service request it would also be a good idea to contact your property manager and let this person know that a loss has occurred. The needed steps will be taken if a an insurance claim is to be filed. Please keep in mind that the OA and the management company are not responsible for any board up, or locating of any temporary housing or paying for these needs.

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. Provide that information to your mortgage company, the management company is not able to provide the needed documents however there is a for information document in the documents file on the owner 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 t 30 days. After your sale closes you are welcome to go into your owner portal and disable your payment if this is how you set it up.

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](http://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.

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: I accidentally completed an ACH or wrote a check that was not funded by my bank what happens?

Answer: if the debit to your account is not honored by your bank, a fee for returned check or "NSF" will be placed on your account, as well if this occurs after the late date a late fee will be added to your account. This will occur for any item that is returned for any reason.

Question: Can I set up an auto draft through my personal bank online to pay my HOA fee?

Answer: Yes you may do that, log on to your owner portal or by visiting [www.sregtn.com](http://www.sregtn.com) for written instructions.

Question: Do I have to use the Management Company payment site or can I use my bank on line?

Answer: You may pay through your bank on line and you are not required to use the management company payment site.

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

Answer: Log on to your owner portal and put in a service request.

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 annual plantings; these are flowers that die or do not come back at the end of the season. This can be done without a ARC form being completed. Plantings of this type will not be maintained or removed by the HOA service provider and must be maintained by the person installing the plant or the owner of the unit. If you would like a perennial plant this is a plant that will come back year after year you may install a like kind bush or planting to the one that was installed originally. Please do not install any kind of ground cover in or around your unit in the front rear or side. If you would like to use a different type of bush than the one that was originally installed at the unit at the time of construction you must complete the ARC process.

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.

Question: What do I do if I have a service request?

Answer: log in to your owner portal at [www.sregtn.com](http://www.sregtn.com) in the HOA tab and then click on service request.

Question: What do I do if I have a question for the Property management Team?

Answer: log in to your owner portal at [www.sregtn.com](http://www.sregtn.com) in the HOA tab and then click on Question for Manager. Your request will be sent to the Synergy Real estate Group Inc Office team for assistance. Using this method is the fastest way to receive an answer to your question.

Question: How do I get information about the HOA?

Answer: Information about your HOA along with current financials, rules and regulations and other pertinent information can be found in the documents section of your owner portal. Please visit [www.sregtn.com](http://www.sregtn.com) for more information and to access your portal.

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

Answer: Hardison Hills does not allow for short term rental. Please see the legal opinion in your owner portal for further information on this.

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

Answer: Yes, however all tenants are subject to the Declaration, Covenants, Conditions and Restrictions "DCCR" for the community, a copy of these documents should be provided to each tenant upon move into the community. All tenants are subject to all rules of the community for a complete list of the rules for the community refer to that section of your owner portal found in documents. Owner that rent their units are asked to register your tenant with the management company. this can be done by completing the form at [www.sregtn.com](http://www.sregtn.com) in the HOA tab using the Tenant information button. Please be prepared to upload a copy of your lease as well as the tenants name phone number and email address.

Question: How do I obtain a pool access card?

Answer: Pool access cards are issued by Synergy Real Estate Group Inc. Please visit your owner portal or the Synergy Real Estate Group Inc website both located at [www.sregtn.com](http://www.sregtn.com) click on the HOA tab and choose the appropriate dropdown menu. There is a charge for the issuance and mailing of the key see the website for updated cost.

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

Answer: The Hardison Hills pool is opens on Memorial Day The closing date is set by the board and varies from year to year based on the weather. The pool hours are from 9:00 AM to 9:00 PM 7 days a week during the open period. There is no lifeguard on duty, so swim is at your own risk. For a complete list of rules for the pool please see that section of your owner portal.

Question: My Car was towed what do I do?

Answer: If your car was towed from the community it was towed by Harpeth Towing, any and all charges associated with towing of any car are the responsibility of the owner of the car. 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 or pouring of a concrete wheelchair ramp would not be permitted however the installation of a metal or wood ramp that does not extend into the common sidewalk would be permitted.

Question: I need a wheel chair 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

Light poles

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. Please do keep in mind this space may not be conveniently located to your unit so your option would be to park in your assigned space

Question: How do I replace my mailbox key?

Answer: The mailbox keys are provided by the U.S. Postal Service located at 810 Oak Meadow Drive Franklin, TN 37064 800-275-8777 (It is best for you to go in person and complete the order request form. There is a charge that is determined by the USPS. The mailbox key is the owners key the lock is the property of the USPS. The HOA does not have any interaction with this process and is not able to assist you in getting a new key.

Owner responsibility:

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

Answer: Any item that you have control over or pay a utility bill for is the owners responsibility for maintenance and repair. This includes any item that services just your unit. This includes but is not limited to the below list of items.

1. Light fixture/bulb inside or outside.
2. Any water valve inside or outside.
3. All Storm Doors.
4. All utility connections.
5. HVAC System.
6. All Plumbing Systems including the drain that leaves your unit until it connects to a common line.
7. All Gas Systems.
8. All Component's on the inside of the unit including but not limited to Drywall, Wood trim, doors, floors, structural components of the home.
9. All door hardware including inside and outside of the home.
10. Dryer vents and components.
11. Rear Patio.
12. Handrails if applicable.
13. Any area enclosed by a fence to the rear of your unit. The lawncare company will not come in your closed fence to cut any grass, tree or bush, these items are the owner responsibility to keep trimmed. Bushes and trees should not be permitted to grow into a neighboring unit. The HOA will not place any mulch in any rear patio area.



14. Any pest control, including control for ants, cockroaches, mice or other pest or vermin.
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#### Homeowners Association Responsibility:

Question: What is the Homeowners Association responsible for repairing?

Answer: All items specified in the DCCR document as an HOA area of responsibility. These areas include but are not limited to.

1. Plants and Plant Beds (not Including Annual Plantings)
2. Mulch placement this is done one time per year in the early spring.
3. Lawncare Landscape including grass mowing, trimming, and blowing. Hardison Hills at this time does not have a turf management program it is expected that you will find weeds in the grass.
4. Street Trees and trees in the common area.
5. The community Swim Facility.
6. Road Surface
7. All Drainage and storm water facility in the community.
8. Community lighting and parking lot lighting.
9. Doors for all the units, front, rear and storm door.
10. Windows and exterior window trim.
11. All exterior wood surfaces.
12. Roof Shingles, and Decking.
13. Siding, exterior most sheathing "wood" surface" house wrap.
14. Gutters and gutter downspouts.
15. Asphalt surfaces and markings.
16. Concrete surfaces.
17. Irrigation System that services the community common space.
18. Community electrical infrastructure.
19. Trash Disposal. "Trash disposal is intend for household trash only and not for any type of construction debris furniture or other items that do not fit in the dumpster."
20. Termite bond/treatment.
21. Insurance for the common areas and the buildings. This policy does not include any owner property any owner with questions should reference the section of the DCCR that talks about insurance.

#### Utility Service:

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

Answer:

1. Water/ Sewer Hardison Hills is located in the City of Franklin "COF" water services district, waster and sewer services are provided by COF directly to the unit. Each owner

would need to contact COF to establish an account for this service.

<https://www.franklintn.gov/government/departments> Phone number: 615-794-4572

2. Gas Service is provided by Atmos Energy All gas service is provided directly to the unit through Atmos Energy, all residents will need to contact Atmos Energy to establish a service account. <https://www.atmosenergy.com> Phone Number 866-322-8667
3. Electricity: Hardison Hills electrical power is provided by Middle Tennessee Electric "MTE" directly to each unit. Each owner will need to contact MTE to establish an account. <https://mte.com/> Phone Number: 877-777-9020
4. Telecommunications: Service is provided by Comcast, or ATT. Each owner would need to contact their choice of service provider to establish service for there home. If you choose to use a dis an Architectural Change Request " ARC" must be completed and approved prior to the dish being placed on the unit.  
<https://hoaresources.sregtn.com/request-for-changes/> Hardison Hills will only allow a dish to be mounted to the roof of the building on the storage shed to the rear of the building. Any and all cost of repair after the removal of the dish will be billed to the unit. As a warranty is in place for the roof system the work must be completed by the HOA vendor Austermiller Roofing: <https://www.austermillerroofing.com> Phone Number 615-553-2041

Trash Information: The community is serviced by a dumpster there are 14 in the community. The dumpsters are numbers 1-14 Dumpster 1 is adjacent to the D building dumpster 14 is adjacent to unit 300

Lawncare: The Lawncare company is Isaac Rock Landscape

Pool access information

Master insurance policy information. Robins Insurance

What is the towing company for the community? Harpeth Towing 615-591-7445

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 commonly 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.