

Architectural Change Request (ACR) Application

Homeowner Version



The Process

Request Stage

1. Identify the need to complete an Architectural Change Request (ACR) Application
2. Review your Community Covenant, Conditions, and Restrictions (CCR)
3. Download the ACR application located on <https://www.townsq.io/>
4. Complete the application and upload to +**Open Request** in **TownSQ**
5. Submit application pages 1-2, PLOT plan & pictures to one of the contact methods on pg. 5 with a detailed narrative of your proposed change
6. Pg. 3 (Easement Waiver) is not applicable in all instances. If you are building/modifying near your property line—the easement waiver may be needed.
 - a. Contact customerservice@cas-indiana.com if you require an application and are not able to login to either website
7. Retain a copy of your application for your records

Processing & Review Stage

8. You will receive a response from our Customer Service team based on your application completeness
 - a. Standard Response Complete
 - b. Standard Response Incomplete
9. If your application is complete, it will be forwarded to the ACC for consideration (**Response listed on pgs. 3 & 4**)
10. If your application is not complete, you will be asked to make changes (add/delete information and resubmit entire application (**Response listed on pgs. 3 & 4**))
11. Your initial TownSQ request will be reviewed for accuracy and initially marked **CLOSED**. Your application will either be sent to the ACC or you may receive correspondence from Associa Customer Service requesting additional information.
12. The ACC will review your request and provide a decision usually within **30** days of their receipt of a fully completed application.

Decision Stage

12. The ACC will consider the overall impact of your change on the community to include colors, designs, community standards, city zoning and requirements, & original builder options
13. If additional information is needed the ACC will instruct Associa-Customer Service to reach out to you for updates or clarification. Until all documents are provided in full and the ACC's questions are answered, the ACR packet is *incomplete*. Time for review begins when the packet is submitted in full
14. You will receive an approval/denial letter by mail. Note: Approval/Denial decision will also show up on TownSQ

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Completing my Application

- Your application should illustrate physical changes to your home or LOT. This requires an official plot or survey which should be marked (in colored marker) by location
- In some instances a PLOT plan may **not** be required for items such as roof replacement, doors, shutters, gutters etc.. Any item which is a physical addition or change to your property then a PLOT plan **is** necessary
- Pages 1-2 of the application should be filled out entirely. Look for details such as type of materials (fence), color of improvement (shingles), height of fence, and location of improvement (set-back line)

What can I do to ensure my application is considered at first-pass?

1. Complete the ACR application entirely
2. Ensure your address, email, & phone number are listed
3. Be clear about what type of improvement you are making
4. Indicate when you would like to start/end project
5. Include pictures of the current project location and the suggested improvement. Illustrations help the ACC understand your request
6. Provide a PLOT plan, draw on the plan where you will be making the improvement (Provide a before and after version)

My Application requires additional information

1. Resubmit *entire* application with requested changes/updates
2. Ask questions if you are unsure of what is being asked of you.
3. Monitor TownSQ for updates to your application (approval/denial)

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A plot plan is a landscaping diagram provided at the time of home purchase which shows buildings, property lines, utility easements, roads, etc. in relation to the entirety of your lot. **Yes!** You need a copy of your official plot plan marked in colored marker the location, dimensions, and details of your desired changes. Your plot plan was included in your closing documents. If it is unavailable, you can call a land surveyor of your choice to come out and have one drawn for you. Hand drawn plans may accommodate a submission but will not be used in lieu of a PLOT plan. *In some cases, the ACC may waive this requirement (Roof, Front-door, windows, etc.).*

Do I need
a PLOT
plan and
what is it
for?

Subject Line: Ensure the subject line of your ACR request contains your last name, address, type of project you are requesting, and LOT# if possible.

Incomplete Applications: In an effort to provide the ACC with a well-illustrated application; incomplete applications will not be retained and will require resubmission.

Responses: Below are two-types of responses you may receive from our Customer Service team regarding your architectural application.

Complete: The document you have submitted *meets* the appropriate criteria and your application has been forwarded to the ACC for consideration.

Incomplete: The document you have submitted *does not meet* the appropriate criteria and your application has *not* been forwarded to the ACC.

Standard Response (ACR Incomplete)

Thank you for reaching out to Associa-Community Association Services of Indiana. Your request is incomplete as additional documentation is required to further process. Please ensure you have completed the application form, included plot plan (boundary survey), current pictures and pictures of like items you are installing or improving. Should you have additional questions or would like to check on the status of your request please feel free contact us at customerservice@cas-indiana.com or 317-875-5600.

Note: Your initial request will be closed and assigned to the appropriate person/department.
~~Thank you!

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Standard Response (ACR Complete)

Thank you for reaching out to Associo-Community Association Services of Indiana. Your request has been received and will be forwarded to the appropriate team for further processing. You will be notified of the approval decision by TownSQ update & a letter sent to your home. Should you have additional questions or would like to check on the status of your request please feel free contact us at customerservice@cas-indiana.com or 317-875-5600.

Note: Your initial request will be closed and assigned to the appropriate person/department.

~~ Thank you!

Application Updates

Your application will appear on your TownSQ account **once** Customer Service begins to review/process your application.

Your application process time is dependent upon ACC response time and number of requests waiting in que (Example below).

Entered: Your application is being reviewed and sent to the ACC for consideration. Should questions arise either the ACC or Associo Customer Service will reach out to you. There may be several days in between these updates; however, please know your request is in good hands.

Approved: Your application is approved as submitted; a formal approval letter will be mailed within the 5-7 business days of the ACC decision.

Approved w/Stipulations: Your application is approved with some minor requests/adjustments; a formal approval letter will be mailed within the 5-7 business days of the ACC decision.

Denied: Your application is not approved as submitted; a formal approval letter will be mailed within the 5-7 business days of the ACC decision.

Closed: Once a request is received, it is internally tasked to a team specifically responsible for moving your application from request to decision. The original request you made will be closed. You will then see that the application is assigned to our team for further processing.

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Example

09/02/2020 12:34 PM

Landscaping

Address:

Type: Landscape ACRs

Status: Entered

Date Received: 09/02/2020

Landscaping

Landscaping in rear yard (trees)

COMMENTS



Example of
TownSQ
Application
Update

Contacting Associa-Community Association Services of Indiana: Please see below for various methods to contact our office.

+ Open request



You can make requests through your TownSQ portal by submitting an inquiry. You will need an account number and have established login/password credentials.



You may also email our customer support team at customerservice@cas-indiana.com. Please include your address, project, and Lot #.



Associa-Community Association Services of Indiana can be reached by phone at 317-875-5600 and our fax number is 317-875-5614.



Associa-Community Association Services of Indiana is located at 11711 N. College Ave, Suite #100, Carmel, IN 46032