



# Smartwebs and Architectural Modification Applications

## FREQUENTLY ASKED QUESTIONS (FAQs): Residents

### 1. How will I submit an ARC request application?

The Arc Request application will be accessed from your Resident Portal. It's a very simple online form with all the guidelines and additional details readily available to you. For those rare exceptions, homeowners may submit hard copies if needed and our assistants will upload into the system. Click [here](#) for a quick training video.

### 2. What are the benefits of using Smartwebs?

There are many benefits to this new streamlined process including:

- a. Online Application Submittal
- b. Status Updates Via Email
- c. Expiration Alerts
- d. Automated Decision Emails
- e. 24/7 Online Access
- f. Real-Time Data
- g. CC&R Reference
- h. Documents Archived

### 3. What if I bring or email a printed copy of my ARC Request Application to the office?

You can mail or bring them into the office for now and management will upload into the system for processing. However, we strongly encourage residents to submit their application online as it will provide faster processing.

### 4. How do I get updates on my submission?

You can check the status of your request in the Resident Portal.

### 5. What is the approval process after submitting my request?

The Board/Committee will be notified by the system when a request is ready for their review. You will automatically be notified once the decision has been processed.

### 6. What happens if my request gets denied?

You will be provided the reason why your application was denied. You may need to update the information that caused the denial and resubmit the application.

### 7. How will payment of the application occur?

You will be able to pay directly through the system with a credit card or by providing bank account information. Once your payment is successfully processed, you will be able to submit your application.

### 8. How long can I expect the approval to take?

Most Boards/Committees are allowed up to 45 days to review and make a decision. Please reference your Association's CC&Rs if you are unsure.

**9. Who can I contact if I have any questions on my ARC request?**

You can email your Community Manager or Assistant Community Manager.