



# General Community

## Frequently Asked Questions

1. **Is there a quick way to find what I am looking for without reading each question?**

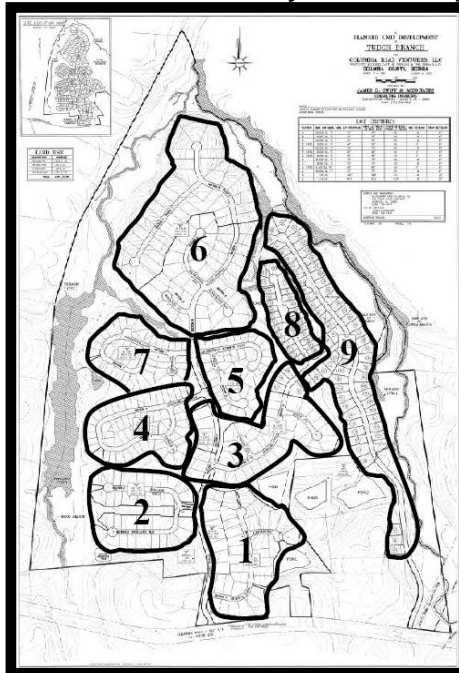
Yes, simply hold down the control key (ctrl) and press the "F" key. A find or search box will appear. Type a keyword into the box and press "search" or "find". This should quickly locate a keyword in **any** type document.

2. **What are the different sections of Tudor Branch and when was the first property from each section purchased by a resident?**

<b>Section #</b>	<b>Description</b>	<b>Date</b>
Section 1	Tudor Branch Estates	5/19/03
Section 2	The Courtyards of Tudor Branch	11/17/03
Section 3	Tudor Branch Estates	11/9/04
Section 4	Creekside at Tudor Branch	3/29/05
Section 5	The Meadows at Tudor Branch	6/28/06
Section 6	Tudor Branch Estates	7/24/06
Section 7	Coleridge at Tudor Branch	9/22/06
Section 8	Chatsworth at Tudor Branch	7/8/09
Section 9	Tudor Branch Estates	8/20/09

3. **Where can I obtain a map to visually ascertain the different sections of Tudor Branch?**

A rough sketch of each community section is provided below.





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#### 4. How many homes currently comprise each community section?

<b>Section #</b>	<b>Description</b>	<b>Section Total</b>
Section 1	<i>Tudor Branch Estates</i>	39
Section 2	<i>The Courtyards of Tudor Branch</i>	41
Section 3	<i>Tudor Branch Estates</i>	52
Section 4	<i>Creekside at Tudor Branch</i>	60
Section 5	<i>The Meadows at Tudor Branch</i>	41
Section 6	<i>Tudor Branch Estates</i>	84
Section 7	<i>Coleridge at Tudor Branch</i>	46
Section 8	<i>Chatsworth at Tudor Branch</i>	28
Section 9	<i>Tudor Branch Estates</i>	34
<i>Total number of homes at Tudor Branch:</i>		425

#### 5. What street names comprise each Tudor Branch section?

*Note: Community breakdown for neighborhood internal use only.*

Section 1	<i>Hunting Tower Drive Lochleven Court Even numbered homes 502-516 on Tudor Branch Drive</i>
Section 2	<i>Burgamy Ridge Burgamy Way</i>
Section 3	<i>Burgamy Pass Dover Court Graves End Court Odd numbered homes 519-531 on Tudor Branch Drive</i>
Section 4	<i>Cotswold Court Sedgefield Circle</i>
Section 5	<i>Aldrich Court 1200's Greenwich Pass</i>
Section 6	<i>Haseley Court Hawksmoor Way Wheatley Court Odd &amp; Even numbered homes 550-592 on Tudor Branch Drive</i>
Section 7	<i>Greenwich Court 1100's Greenwich Pass</i>
Section 8	<i>Kew Court</i>
Section 9	<i>Stowe Drive</i>



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**6. Where can I find a map of the walking trails?**

*The Tudor Branch Website, resident's side, under Documents → Choose Category → General Information has a map that shows all of the community sections with the trails and access points marked.*

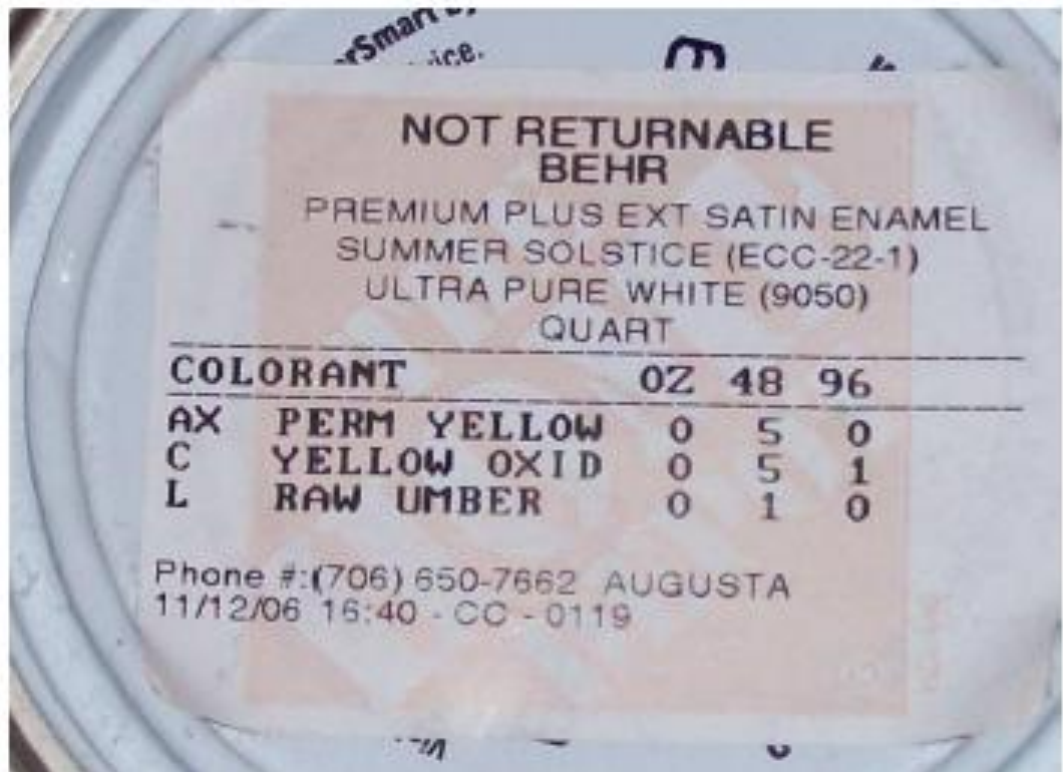
**7. Who is responsible for maintaining the grass between the sidewalk and road?**

*Each resident is responsible for maintaining the grass between the sidewalk and the road in front of his/her property.*

**8. What is the color of Tudor Branch mailbox posts?**

*The color of the mailbox posts is "**Summer Solstice**" with a Satin (Enamel) finish. It is **Behr Paint** – purchase at **Home Depot** to ensure color matches. Please make sure you use this color/finish paint when you are repainting your mailbox post in order to keep the community consistent and aesthetically pleasing.*

**Note:** Home Depot no longer carries this color on the shelf but will mix a quart upon request. Information on paint is provided in label below. Simply print a copy of this page and take it with you to Home Depot.





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**9. Where can I obtain a Tudor Branch standardized mailbox post?**

*A Single mailbox post can be purchased from the HOA for \$45.00 and a dual mailbox post for \$50.00. It will require painting (see question above) after installation. Simply email [board@tudorbranch.info](mailto:board@tudorbranch.info) to establish a meeting date and time at the clubhouse OR attend a monthly board meeting to obtain a post. Make check payable to "Tudor Branch Community Association."*

**10. Do I have to request approval from the Design Review Committee to install a newspaper box on my mailbox post?**

*No, residents are permitted to install a dark green newspaper box directly under the existing mailbox. The newspaper box may be purchased for \$10.00 by calling The Augusta Chronicle's Customer Service Center at 706-722-5620 between the hours of 5:30 a.m. and 5.00 p.m. Monday thru Friday. An example is provided below:*



**11. How may I contact the Tudor Branch Design Review Committee (DRC) to ask questions or to submit accessory building plans, residential fence plans and landscape plans for approval?**

*An Exterior and Landscape Modification Application along with several reference items such as the HOA architectural code, suitable trees and shrubs, etc. is available on the residents' side of the Tudor Branch community website: [www.tudorbranch.info](http://www.tudorbranch.info) After logging into website, click on "Documents" link located on left side of webpage. Next, on right side of webpage select "DRC Application/References" folder under "CHOOSE A CATEGORY".*

*Note: A direct link to just the DRC application is available (after resident login) on left side of webpage. Look for "DRC – Exterior/Landscape Modification Application" link.*

*Simply complete the "Exterior and Landscape Modification Application" for an accessory building, residential landscape, fence plans, etc. Submit the*



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application along with any drawings, plans, etc. via email  
[drc@tudorbranch.info](mailto:drc@tudorbranch.info) or deliver/snail mail to:

**Tudor Branch Community Association, Inc.**  
**c/o Association Link**  
**805 A Oakhurst Drive**  
**Evans, GA 30809**

*If you have any questions concerning the submittal process please feel free to contact our property management company, Association Link, at 706-922-0903 or email the Design Review Committee at [drc@tudorbranch.info](mailto:drc@tudorbranch.info)*

**12. Who do I report a community covenant violation complaint to and/or seek additional guidance concerning Tudor Branch covenants?**

*A variety of options: Covenant violations may be electronically submitted by logging onto resident's side of our community website [www.tudorbranch.info](http://www.tudorbranch.info) and clicking on the "eForms" link located on left side of webpage. Then click on the "Report a Violation" link.*

*You may also use this same eForms link to contact the "Covenants Committee" by selecting "Contact a Board / Committee" in the above eForms listing. You may also contact our property management company, Association Link, at 706-922-0903 or email the committee at [covenants@tudorbranch.info](mailto:covenants@tudorbranch.info)*

**13. Does the community newsletter, 'Branching Out' contain a "Neighborhood News" section?**

*Yes, a section is reserved for any resident to announce anyone who has won a special award, been recognized, share recipes, family traditions, etc. Submit pictures (if applicable), recipe/family tradition/brief description of your outstanding achievement, etc. along with your name, address and phone number to the Tudor Branch Communications Committee at: [communications@tudorbranch.info](mailto:communications@tudorbranch.info).*

**14. Where can I send suggestions and feedback concerning the community newsletter?**

*The Communications Committee appreciates resident feedback. Simply send an email to: [communications@tudorbranch.info](mailto:communications@tudorbranch.info).*



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### What is the Columbia County 3-1-1 service?



Columbia County's 3-1-1 Customer Service Call Center allows citizens the convenience of calling (from within the county) the easy to remember three digit numbers – from either a landline phone or cell phone – for 24 hour access to government information and non-emergency services. Sprint cell phone subscribers will be required to dial #3-1-1. If you are out outside the county you may call 706-868-3375. Visit the following website for more information on this service:

<http://www.columbiacountyga.gov/index.aspx?page=3196>

### 15. Who do I notify if my sidewalk is damaged or my street has potholes?

Columbia County offers a smart phone application called "My County: Columbia County" that will allow citizens to snap and submit photos, video and audio files of potholes, illegal dumping, deceased animals, broken sidewalks, and any other issues throughout the county that Columbia County needs to address. You can also call 311 (if in the county) or 706-868-3375 (if outside of the county) to report an issue to Columbia County's Customer Service Center and for more information on their electronic submission system visit:

<https://www.columbiacountyga.gov/Home/Components/News/News/4615/4850>

### 16. Who do I notify if my street light is out?

#### Electronic Notification:

Go to [www.gapower.com](http://www.gapower.com) and click "Our Community" at the top of the webpage. Then, on the left side of the webpage click on "Outage & Storm Center" and finally on the left side click on "Report an Outage". In the middle of the webpage will be an icon for "Streetlight". Once the electronic submission form is completed GA Power will schedule the light to be replaced.

#### Telephone Notification:

Call Georgia Power Customer Service at 1-800-870-3942 and press 1 for "power problem menu" followed by 3 to "report a street light problem" and then 2 indicating "light is not being billed to your account." Their customer service department is open Monday thru Friday from 8:00 a.m. till 6:00 p.m. Eastern Time. The customer service representative will ask you to



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*identify the Subdivision, the lamp post number (each street light post has an assigned number) and the closest residential address to the lamp post.*

### **17. What is the House Watch Program?**

*This is a free house watch service offered by the Columbia County Sheriff's Office. If you plan to leave town on vacation or business simply call 706-541-2800 and notify the Columbia County Sheriff's Office. Their representative will ask you several questions, e.g., departure/return dates, number/type of cars in the driveway, use of any interior/exterior timer for lights, etc. A deputy will check your home once during each 12-hour shift (a total of twice per day) until you return.*

*Note: You may do this at any time. You will be assigned a 'House Watch' number. Then, when leaving town, call 706-541-2800, and give them your House Watch number. They will verify all of your information is still accurate and then set up the House Watch service for the time you will be away from home.*

### **18. Does Tudor Branch participate in a Neighborhood Watch program?**

*Yes, Tudor Branch residents do participate and all residents are encouraged to report any suspicious or illegal activity as soon as possible to the Columbia County Sheriff's Office at their non-emergency number: 706-541-2800. **If it is an emergency please call 911.** To ensure appropriate Neighborhood Watch information is shared with fellow residents, please notify the Communications Committee at [communications@tudorbranch.info](mailto:communications@tudorbranch.info).*

### **19. What is the contact information for Columbia County Animal Services?**

*Columbia County Animal Services is located at 1940 William Few Parkway, Grovetown, GA 30813 and may be contacted Monday through Friday from 8:00 a.m. to 5:00 p.m. at 706-541-4077 or via their department email [animalservices@columbiacountyga.gov](mailto:animalservices@columbiacountyga.gov) Their website is: <https://www.columbiacountyga.gov/community/animals>*

### **20. Can the HOA do anything about residents allowing their animal to roam freely throughout the community or an obnoxious barking dog?**

*The HOA will assist in these matters (to request removal of the animal) only after a documented history of complaints have been provided to the HOA Board of Directors. Please read Section 14-12, Public nuisance animal, from Chapter 14 of the county's "Code of Ordinances" and contact animal services using the information provided in the question above to begin this process. Click on "Codes and Ordinances" for Chapter 14 link: <https://www.columbiacountyga.gov/community/animals>*



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**21. What is the “Non-Emergency” phone number for the Columbia County Sheriff’s Department?**

*A Columbia County “non-emergency” dispatch operator may be reached at 706-541-2800.*

**22. I am interested in community volunteering opportunities. Where can I locate information?**

*Visit <http://www.volunteermatch.org> to learn how you and your talents can help our community!*

**23. What information from the Association will be communicated to me via email?**

*In addition to Neighborhood Watch information, the Communications Committee will also send periodic emails notifying you of planned community events, reminders of important dates such as annual HOA board election ballot submittal deadline, provide latest community newsletter, etc. These are the type of email communications you will receive from the HOA.*

**24. How can I pay my Tudor Branch Home Owners Association (HOA) dues?**

*Per reply from our property management company, Association Link:*

*You have multiple payment options with Association Link!*

*You can make your payment online through our secure site, mail a check to our bank, set up e-check payments directly from your bank account, or bring in a payment to the Association Link office. If you have any questions or concerns, please feel free to contact us at [hoa@associationlink.net](mailto:hoa@associationlink.net) or 706-922-0903 !*

**Online Payment:** *You have the option to make your payments through our online portal. • Go to: <https://alink.cincwebaxis.com/> • On this page you will need to register! At the top right corner, click on the “Register” button. On the next page, please follow the prompts and fill in the requested information. • You will need to enter your property specific account number, listed on your statement. • If you own two properties, you can add both properties to the same login. Just go to the “My Profile” screen and click on “Register an Additional Property”. • A processing fee will apply to credit card payments.*

**Mail a Payment:** *You may send in a check or money order directly to our bank. • Please make sure to include your property specific account*





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number provided on your statement, your name, and your address! We do not recommend sending cash through the mail. Tudor Branch c/o Association Link P.O. Box 89 Commerce, GA 30529

**E-Check Payment:** Set up automatic payments to be removed from your personal bank account. • Your bank will need the address of our bank and your property specific account number as well as your neighborhood's assessment amounts and schedule. • There is no fee for e-check payments. Quantum Bank, P.O Box 89 Commerce, GA 30529

**Hand Deliver Payment:** You have the option to bring your payment directly to us at Association Link. • We are open Monday-Friday from 9:00 a.m. to 5:00 p.m. These hours are subject to change for Holidays and other occasions. • If you need to make a payment outside of those hours, we have a black drop box located beside our front door. It stays locked and is always secure. You can drop your payment in this box at any time. •

Our office address is:

Association Link, 805 A Oakhurst Drive, Evans, GA 30809

**25. I am leasing / selling my property at Tudor Branch. Do I need to notify the Tudor Branch Community Association?**

Yes, all residents who are leasing or selling property at Tudor Branch are required to provide the Association notice of any title transfer or lease agreement. This notification requirement is fulfilled by completing and submitting a "Relocation Notification" eForm provided on the public side of our community website, [www.tudorbranch.info](http://www.tudorbranch.info) Once webpage opens look for "eForms" link on left side of page and complete the requested information. You may also email additional pertinent information to [relocation@tudorbranch.info](mailto:relocation@tudorbranch.info)

**26. How are Wilderness Trust Fees and Home Owners' Association (HOA) dues handled if I resell my property?**

Wilderness Trust Fees are calculated at ½ of 1% of the property unit's sales price. This fee is tax deductible for the payee and will be accessed at each title transfer (at the closing) e.g., new home purchase or resale.

HOA dues are established by the Tudor Branch Board of Directors in November each year. The property owner is required to pay the established dues. If the property is subsequently sold during the year (after payment of HOA dues has been made) the HOA dues will be prorated and the remaining portion of that year's dues will be refunded at closing. The new property unit owner will be accessed this remaining prorated portion of the dues at closing. Upon concluding the calendar



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*year (in which the closing was completed) the new owner will be responsible for the full HOA dues that are established for the following year(s). PLEASE NOTE: You, as the property owner, are required to notify the Association of any such pending sale. See question above (number 25) for notification instructions.*

**27. How are Wilderness Trust Fees and Home Owners' Association (HOA) dues handled if I lease my property?**

*Wilderness Trust Fees are applied at each property unit sale/transfer. By leasing the property (no closing process) you retain ownership therefore these fees will not be accessed. If you later decide to sale your property then please review the question/response provided above. Payment of all HOA dues established by the Tudor Branch Board of Directors shall remain the responsibility of the property unit owner. If leasing, it remains your responsibility as the property unit owner to ensure these fees are paid regardless of any lease agreement. PLEASE NOTE: You, as the property owner, are required to notify the Association of any such pending lease agreement. See question above (# 25) for notification instructions.*

**28. What are the current annual HOA dues and does that include amenity usage such as the community pool?**

*Yes, amenity usage such as the community pool is included (for members residing full time, including college students home for the summer, in your home) with your payment of annual HOA dues. Tudor Branch HOA dues are currently \$560.00 per year.*

**29. When must annual HOA dues be paid and what is the late charge?**

*Annual HOA assessment bills are mailed to property owners each November. Owners then can choose to pay in four equal installments (January 1<sup>st</sup>, February 1<sup>st</sup>, March 1<sup>st</sup>, and April 1<sup>st</sup>) OR in one full payment which is due by March 31<sup>st</sup>. Final payment of dues, which are mailed, should be postmarked by April 1<sup>st</sup> to ensure payment is promptly posted- as up to two weeks processing time is required. Annual assessments which are not paid in full by April 15<sup>th</sup> will be accessed a \$100.00 late fee.*

**30. How can I get a question and answer added to this list?**

*Simply send an email to [cpd@tudorbranch.info](mailto:cpd@tudorbranch.info)*