

# Frequently Asked Questions

- Question: I want to make exterior changes to my home and landscaping.  
Answer: You will need to submit an application for alterations to the Architectural Review Committee (ARC)
- Question: How can I obtain an application for alterations?  
Answer: You can find an application under forms on this Website or you may obtain an application by mail or email from our Management Company.
- Question: How soon can I expect to receive an answer regarding an alteration request?  
Answer: The ARC has up to 30 days to reply, but generally, sooner if no questions arise.
- Question: What is the irrigation schedule for my home?  
Answer: The Irrigation Schedule is Available on our Website.
- Question: There is a leaky irrigation line in the Community.  
Answer: Use the ArtisTrees portal on their Web Site for work orders regarding irrigation.
- Question: Can I change the type of mulch in my yard?  
Answer: Mulch cannot be changed until your application for alterations is approved by the ARC.
- Question: When is the mulch refreshed at KWP homes?  
Answer: Mulch will generally be refreshed annually each January.
- Question: I seem to be having issues with lawn, what should I do?  
Answer: Use the link on our website to contact Artistree for irrigation and Landscaping requests.
- Question: It seems my sprinklers are not all working, who do I contact for repairs?  
Answer: Use the link on our website to contact Artistree for irrigation and Landscaping requests.
- Question: The pool water seems low, who do I notify?  
Answer: On the home page under contact SMG you can complete a work order request or you can email or property Manager. [sean@sunstatemanagement.com](mailto:sean@sunstatemanagement.com)
- Question: How do I obtain an additional decal for a car if needed?  
Answer: Contact the Property Manager. [sean@sunstatemanagement.com](mailto:sean@sunstatemanagement.com)
- Question: How do I obtain a new gate code?  
Answer: Under forms of the Webpage you will find a form and directions to forward to Sunstate Association Management.
- Question: What are the hours for the main gate?  
Answer: The gate is open at 7:00 a.m. and closed at 7:00 p.m. (8:00 p.m. during Daylight Savings Time}
- Question: If there is a nuisance Alligator in the ponds, who do I contact for removal  
Answer: Contact the Property Manager. [sean@sunstatemanagement.com](mailto:sean@sunstatemanagement.com)