

# **FirstService Residential (FSR) Charleston The Isles at Rivertowne Country Club**



## THE ISLES AT RIVERTOWNE COUNTRY CLUB

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### **Frequently Asked Questions (FAQs)**

To use any of the internet links in this document, if you are using a Microsoft Windows or Apple based desktop or tablet device, simply place your cursor on the link, and press and hold down the Ctrl key while also pressing the Enter key.

#### **1. Who currently serves on the Isles Property Owners' Association (POA) Board?**

##### **Answer**

Here is a list of your 2020 POA officers and committee chairs:

**Richard Smith**, President & Treasurer

**William McCready**, Vice-President & Chair of the Property Management Committee

**Josh Donovan**, Director & Chair of Architectural Control Committee

**Eugene Willard**, Director & Secretary (Website Management)

**Trish Balestrini**, Director & Chair of the Community Service Committee

**Robert Stokes**, Director at Large

**Michael Crosett**, Director at Large

**Owen Gudridge**, FSR Association Manager

#### **2. I am a new resident of the Isles community. How can I provide the Isles POA with my contact information?**

## **Answer**

Please be sure that your POA has your contact information by visiting this page [Contact FirstService Residential](#) and filling out the contact information form.

### **3. How do I contact the Isles POA Board?**

## **Answer**

If you would like to send an email directly to the POA concerning The Isles at Rivertowne Country Club you can do so through the FSR property management company using the [FSR Isles Community Website](#) , or through an email addressed to [\*\*Isles.sc@fsresidential.com\*\*](mailto:Isles.sc@fsresidential.com) , or just click [HERE](#).

### **4. How does First Service Residential (FSR) (i.e., The Isles Association management company) and The Isles Board engage and communicate with the Residents of The Isles Community?**

## **Answer**

FSR maintains the [FSR Isles Community Website](#) that hosts important documents governing The Isles community covenants, standards, restrictions, rules, activities, and Board and Resident conduct. This site also enables Residents to send email communications to FSR and to the Board.

A separate [FSR Isles Resident Website](#) enables Residents to access secure, self-service options for the following actions:

- Establish and maintain their individual login credentials and profile information for this site,
- Submit and track Architectural Change Committee (ACC) Requests,
- Access secure, electronic payment options for their Annual Homeowners Association Fees and payment of any other outstanding fines or assessments,
- Review the status of any applicable personal violations of The Isles community standards,
- Access minutes of The Isles Annual HOA Meeting,
- Contact the Board directly with email communications.

The Isles Board also recently began publishing a **Quarterly Isles Newsletter** communicating to Residents important community news and recreational activities. In addition, FSR maintains a **24x7x365 Call Center** serving the Residents at all of the communities it manages.

In the future, FSR is planning to release an **updated and enhanced version of its corporate and community websites** and a **new mobile application** that will allow FSR, the Board, and Residents to communicate and collaborate more effectively on community activities and events while on the move and out of WiFi and internet access.

**5. Where can I view a Site Map and overview of the content on the FSR Isles Websites?**

**Answer**

Go to the [FSR Isles Community Website](#) and scroll down past the community photos to the “**Documents**” heading. Select and open the “[FSR Isles Website Overview and Site Map](#)”, which is intended to direct you to the content of most interest to The Isles Residents.

**6. How can I verify if a resident is also a homeowner?**

**Answer**

Click on the following link - [The Isles Homeowner Directory](#) – to send an email to the FSR staff to confirm if a resident is also a homeowner.

**7. I would like to make some changes to the exterior of my house and some landscaping changes. Where can I find The Isles Community covenants, restrictions, and rules governing these types of changes?**

**Answer**

You can access these documents on the [FSR Isles Community Website](#) . Scroll down the home page past the photos of the community until you come to the heading “**About the Isles.**” Open the “**Welcome Booklet**” and scroll down to page 11, where you can review “**The Summary of Standards, Restrictions, and Guidelines**” governing architectural and landscaping changes for The Isles

Community.

On the FSR Isles Community Website home page, under the heading “**Governance**,” please also review the document “**Understanding Covenants and Rules Restrictions**,” which further explains the basis for how the ACC Committee evaluates proposed architectural and landscaping changes, the responsibility of all residents to adhere to and support The Isles Community Standards, Restrictions, and Guidelines, and the purpose of identifying and communicating violations and related fines to residents.

For more detailed information and history on The Isles Community Standards, Restrictions, and Guidelines, you can also refer to the document entitled “**Covenants, Restrictions, and Easements**” under the “**Governance**” heading.

## **8. How do I submit an architectural change request to the Architectural Control Committee (ACC) and track the status of my request?**

### **Answer**

You can submit and track the status of your ACC request to the ACC Committee using the following methods. In planning your ACC request, please adhere to the Isles Community Standards, Restrictions, and Guidelines governing these requests. For more information on these standards, restrictions, and guidelines, please see **FAQ # 2**.

1. You can find the [ACC Request Form](#) on the [FSR Isles Community Website](#). On the home page of this site, scroll down past the community photos, open up the “**Welcome Booklet**” and scroll down to a PDF version of the ACC Request Form on page 17. After printing and completing this form, you can mail the form and any supporting documents to the following address:

First Service Residential  
201 Sigma Drive, Suite 400  
Summerville, S.C. 29486

You may also scan and attach the form as a PDF document and scan and attach any supporting documents to an email addressed to the Isles ACC using this email address: [\*\*Isles.sc@fsresidential.com\*\*](mailto:Isles.sc@fsresidential.com). The ACC will then enter the request in the [FSR Isles Resident Website](#) .

After you complete your registration for this site (see **FAQ Answer 2-B**), you can use this site to track the status of your ACC requests using a self-service search engine available under the ACC Request menu in the tool bar.

**9. I forgot my password for accessing the FSR Isles Resident Website. How can I reset my password?**

**Answer**

To reset your password, go to the [FSR Isles Resident Website Landing Page](#) and follow the instructions under the heading “**Your Login.**” You may also call the FSR call center at **(855) 333-5149** and ask a customer service agent to help you change your password. The FSR call center is open 24 hours per day and 365 days per year.

**10. My account profile information (e.g., address, phone, personal email address, and payment information) has changed. How can I update this information for The Isles Homeowners Association (HOA)?**

**Answer**

To update your account profile information, go to the [FSR Isles Resident Website Landing Page](#) and follow the instructions under the heading “**Your Contact Information.**”

You may also update your account profile information by logging directly into the [FSR Isles Resident Website](#) and accessing the “**My Profile**” menu in the tool bar. You can then update your address, telephone number, and email address information. Select the “**Pay Assessments**” menu in the tool bar to update your payment information.

**11. How can I make payments for my annual association dues and for any other outstanding assessments?**

**Answer**

To make a payment using an electronic eCheck, go to the [FSR Isles Resident Website Landing Page](#) and follow the instructions under the headings

“**Website Services**” and “**Online Payments.**”

You may also send payments via a paper check to the FSR office in Summerville, S.C. Go to the [FSR Isles Resident Website Landing Page](#) and follow the instructions under the heading “**Other Payment Options.**”

**12. How can I review my violations of The Isles Community Standards, Restrictions, and Guidelines and related fines assessed by the HOA?**

**Answer**

You should receive an initial notification from FSR via email or phone contact explaining your violations and identifying the time you have for correcting them before you are fined. You may then review your violations and any related fines and assessments on the [FSR Isles Resident Website](#) but to do so you must first establish your login credentials for this site (see **FAQ Answer 2-B.**) Log into the site using your credentials and select the “**Violations**” menu on the tool bar. You can then view the date, description, and status of your violations

You may also use this site to make any payments related to fines assessed for violations (see **FAQ # 6**).

**13. Where can I find the minutes for The Isles Annual Meeting?**

**Answer**

Log into the [FSR Isles Resident Website](#). (To establish your login credentials for this site, see **FAQ Answer 2-B.**) Select the “**Contact Us**” menu on the tool bar and click on the “**Documents**” heading. On the menu selection on the left side of the page, open the document containing the minutes for the Annual Meeting.

**14. How can I volunteer my participation in the Isles Board and Community related activities?**

**Answer**

Go to the [FSR Isles Community Site](#) . Scroll down to the heading “**About the Isles**” and open the “**Welcome Booklet.**” Scroll down to page 8 and review the

2020 Isles Board Priorities. On page 9, you can review a summary of the various Board Committees to help determine what committees and activities you may be interested in supporting based on your experience and available time.

You can then communicate your availability to contribute to Board Committee activities by sending an email to [Isles.sc@fsresidential.com](mailto:Isles.sc@fsresidential.com) . The appropriate Board member(s) will then contact you with further information on your request.

### **Manager Information and Real-Time Updates**

#### **15. Where can I find guidelines and a schedule for trash collections and recyclables pickups?**

##### **Answer**

For your convenience, please use the following links to view guidance and current schedules for trash collections and recycling. Please use these resources to help keep our community safe and clean.

**[Town of Mount Pleasant Trash Collection Schedule](#)**

**[Charleston County Recycling Schedule](#)**

#### **16. Where can I find guidelines for recycling household hazardous waste not picked up on curbside by Charleston County recycling trucks?**

##### **Answer**

Please use the following link to view guidance on recycling and disposal of household hazardous waste and the schedules and Convenience Center locations where you can drop off this waste:

**[Charleston County Household Hazardous Waste Recycling](#)**

**17. Where can I find a list of restaurants that offer delivery, take out, and curbside pickup?**

**Answer**

A residential real estate agent whose husband happens to be a chef at the Tavern and Table restaurant recently created a Facebook Group, “[Low Country Eat Out!](#),” that features local restaurants offering takeout, curbside pickup, and delivery. There are now over 28,000 people who are accessing this site, which includes discussion groups and reviews of local restaurants offering these services. You can use the above link to access the site and join this Facebook Group.

Bon appetite!

**18. Where can I find information on significant weather events?**

**Answer**

Get the latest guidance and news on significant weather events at the following websites from the City of Charleston, the Town of Mount Pleasant, Disaster Plus, and the South Carolina Emergency Management Division.

[Town of Mount Pleasant Weather Event Information](#)

[City of Charleston Weather Event Information](#)

[Coastal South Carolina Hurricane Evacuation Routes](#)

[South Carolina Emergency Management Division](#)

**19. Where can I find updates and federal, state, and local government guidance for the Covid-19 pandemic?**

**Answer**

Here are some of the resources you can use to find out the latest news and government guidance on the Covid-19 pandemic. Please use these resources to remain educated and follow the latest medical and governmental guidance to keep our community a safe place to live.

[City of Charleston Covid-19 Updates](#)

[Town of Mount Pleasant Covid-19 Updates](#)

[South Carolina Department of Health and Environmental Control \(DHEC\)  
Covid 19 Update](#)

[Centers for Disease Control and Prevention](#)