



South Carolina

DEPARTMENT OF CONSUMER AFFAIRS



Mailing Address
P.O. Box 5757
Columbia, SC 29250-5757

SUPPLEMENTAL HOMEOWNERS ASSOCIATION QUESTIONNAIRE

800-922-1594 | www.consumer.sc.gov | Fax 803-734-4286
sdcadocs@scconsumer.gov

Street Address
293 Greystone Boulevard
Suite 400
Columbia, SC 29210

Recent changes to state law (S.C. Code Ann. § 27-30-340) require SCDCA to collect certain data from consumers filing complaints against homeowners associations (HOA). Information collected will be reported yearly to the Governor, General Assembly and the public. **Please complete this supplemental questionnaire in its entirety and submit with your complaint form.** You may upload it as a supporting document through the Online Complaint System or submit via mail, fax or e-mail. While the Department is prohibited from serving as an arbitrator in disputes between homeowners and HOAs, we engage in a voluntary mediation process in hopes of resolving the complaint.

QUESTIONS

1. Is there a HOA management company? <i>If "Yes" provide:</i>	Yes	No
<i>Management Company Name:</i> _____		
<i>Management Company Address:</i> _____		
<i>Telephone Number:</i> _____		
<i>Contact Name:</i> _____		

2. Were you informed of the requirement of membership in a HOA as a condition of home ownership? <i>If "Yes" provide:</i>	Yes	No	
<i>When was information provided:</i>			
	Before Closing	At Closing	After Closing
<i>Who provided the information:</i>			
	Your realtor	Seller's Realtor	Seller
	Other		Closing Attorney

3. Have you received a copy of the governing documents of the HOA?	Yes	No
<i>If "Yes" was it obtained before or after purchase?:</i>	Before	After

4. Have you been denied access to the governing documents? <i>If "Yes" provide:</i>	Yes	No
<i>An explanation of your attempt to obtain documents:</i>		
<i>(Governing documents are declarations, master deeds, or bylaws)</i>		

5. As a homeowner do you understand your rights and obligations under the governing documents?	Yes	No
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6. Have you communicated your concerns to the HOA or management company, if any?	Yes	No
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7. Have you exhausted all remedies in accordance with the terms of the HOA governing documents or rules and regulations?	Yes	No
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8a. Do you agree or disagree:	Agree	Disagree
With the provisions of the governing documents at issue?		
With how provisions were enforced?		
That more enforcement of provisions is needed?		
That less enforcement of provisions is needed?		

8b. Please indicate your recommendation(s) for enforcing the governing documents, if any:		
Dispute resolution process within the HOA	State agency oversight	HOA Ombudsman
Enforcement of provisions through magistrate's court	Other:	

8c. Please provide any recommendations for changing provisions of the governing documents:	
Set/change developer transition of control	Forbid HOA from placing liens/foreclosing
Open meeting/ notice requirements	Set parameters for viewing/copying documents/records
Other:	

Completed By: _____ Complaint Number (if filed) C-

Print Name: _____ Date: _____

The South Carolina Freedom of Information Act may require SCDCA to release documents you submit.

FOR OFFICE USE ONLY: