



[Design Review Process: Frequently Asked Questions](#)

Q: Do I have to have approval to put a hot tub, playset or add plants in my back yard?

A: Yes, our community covenants stipulate that any change you want to make to the exterior of your home and yard require prior approval. Please submit your request to clientcare@amihoa.com; ensure a faster turnaround by making sure you supply all requested information.

Q: Where do I find the application or guidelines?

A: You can download the application and Design Review Guidelines (DRGs) from our community website: <http://www.cvrmasterhoa.com/drc>.

Q: How do I submit my request?

A: New design review requests can be uploaded to the Crystal Valley portal by going to www.cvrmasterhoa.com – Login – Association Business and Architectural Control. Alternatively, you may send your application & attachments to clientcare@amihoa.com.

Q: How can I check on the status of my request?

A: The status and questions posted by the Design Review Committee (DRC) can be viewed in the portal by going to www.cvrmasterhoa.com – Login – Association Business and Architectural Control. The status can be viewed in the portal at any time. You may also send an email to drc@cvrmasterhoa.com or clientcare@amihoa.com anytime for an update.

Q: My request still says “Under Review” and I don’t see any comments from the DRC.

A: “Under Review” means the DRC is still reviewing your request. The DRC has up to 45 days to review a request. If the DRC has any questions about your request, you will be able to view them in the portal.

Q: I don’t remember my portal login information. How can I reset my login?

A: If you know your username and can't remember your password, you can reset your password by selecting "Forgot your password" at the login screen:

<https://www3.senearthco.com/index.cfm?fuseaction=home.home>.

If you don't remember your username or have yet to receive it, you can request a login at

<https://www3.senearthco.com/index.cfm?fuseaction=home.home> or by emailing clientcare@amihoa.com for assistance.

Q: Who do I contact with questions or to request an appointment with the DRC?

A: Email us anytime at drc@cvmasterhoa.com or clientcare@amihoa.com. Appointments with the DRC are held on the first Thursday of each month starting at 6pm. Request an appointment by sending an email to drc@cvmasterhoa.com or clientcare@amihoa.com. The DRC also meets the fourth week of each month and no appointment is necessary to attend.

Q: How long does it take to get a decision on my request?

A: The Design Review Committee has up to 45 days to make a decision once all the required information is received. You can accelerate your request by reviewing the checklist following the design request forms to ensure all required information is provided.

Q: Are there any exterior projects, changes, or additions that do not require prior approval?

A: Some additions, such as flower boxes and storm doors, do not require approval. It is highly recommended the guidelines are reviewed before you start your project to determine if your project will require approval from the design review committee.

Q: What do I do if I have multiple projects, such as a deck and landscaping?

A: Multiple projects can be submitted on the same request however it is highly recommended you submit a separate request for each project. This way your entire request is not held up if the DRC requires more information about one of the projects.

Q: I need help putting together my design request; who can I contact?

A: Questions for the Design Review Committee can be emailed to drc@cvmasterhoa.com or clientcare@amihoa.com. If you have questions regarding the process, or would like additional suggestions or guidance, the design review committee meets twice monthly at The Pinnacle on the first and fourth Thursday of each month for you to ask questions and seek guidance. Note: no approvals can be granted during these forums, they are for informational purposes only. Appointments can be requested by emailing drc@cvmasterhoa.com or clientcare@amihoa.com.

