

FAQs - Frequently Asked Questions

MISCELLANEOUS

How can I find out which restaurants provide delivery or take-out service?

See Georgetown Chamber of Commerce links:

[Click here to find out more>>](#)

When will the Bark Park open?

The Bark Park is still being discussed by officials. There is not a set date for opening at this time. When a decision is made it will be announced in our Facilities Update eblasts that come out weekly.

Can I get yellow bags for my recycling?

At this time no yellow bags are available for distribution. Residents are encouraged to use another plastic bag during this time, then transfer the contents into the yellow bag when the yellow bags are available.

Are there any confirmed cases of coronavirus in Sun City?

We would not be officially notified by the Williamson Counties and Cities Health District if there was a case in Sun City. To keep up-to-date on current stats provided by our county please click here: <http://www.wcchd.org/COVID-19/dashboard.php>. *People need to act as if it does exist in our area because we know there are cases in Williamson County.*

Can I get Notary service through the CA?

Due to current COVID-19 conditions, and in order to maintain the safety of our residents and staff, notary services are suspended until further notice.

What should I do if I find a fawn in my yard?

Leave the fawn alone! New fawns are often left in yards or near yards while the doe forages nearby. She will return for the fawn later. Whitetail deer fawns are normally born sometime between late April and early July.

Are COPs (Volunteer Sun City Citizens on Patrol) still patrolling?

Currently, COPs are NOT patrolling. However, the Georgetown Police Department is patrolling our neighborhoods. *Remember to remove valuables from your car, lock your car and your house.*

What do I need to remember when out walking?

Number one - Be safe!

- Watch for oncoming vehicles.
- If you are driving, please obey traffic laws, be mindful of the speed limit and stop for all pedestrians in the crosswalk.
- Keep pets on a leash and in your control. Keep them out of the street in case vehicles approach.
- Be a good neighbor and clean up after your pet.
- Maintain social distancing. If you are walking with others or stop to visit, make sure you keep six feet from others.
- If walking at night or early morning, wear reflective clothing or carry a flashlight so you can see and be seen.

COMMUNICATIONS

Can I look at the message boards for items to buy/sell?

Since all CA buildings remain closed at this time, the message boards in the amenity centers are not accessible. Residents can view the online message board by logging in at www.sctexas.org, click on Communications, then select Community Message Board.

I did not receive my Sun Rays in the mail. What can I do?

To view current and past Sun Rays issues online, go to www.sctexas.org and click on Sun Rays Magazine, then click on the issue you want to view (no log-in required). Plus send an email to Dick.Baker@sctexas.org to inform him that you did not receive your Sun Rays; he sends a complete list of all addresses that did not receive their Sun Rays to the post office.

COMMUNITY STANDARDS

What is happening with the Modifications Committee and modification applications?

As a result of CA facility closures, the Modifications Committee can't meet, but they have approved an alternate process for the duration of the current situation. The committee appointed members of the Community Standards Department staff to serve as a proxy for the committee. The proxy committee has been delegated all necessary authorities and will continue to meet according to the published meeting schedule for the Modifications Committee. Applications may only be submitted through the USPS mail, through an email to cso@sctexas.org or a fax to 512-948-7681. Email is the preferred method. Permits will be issued on Thursdays according to the published meeting schedule. The dates for all current permits, initial landscaping plans and Notice of Violation letters are extended 60 days.

Community Standards Inspectors will return to work on Monday, May 11. The inspectors will focus on issues that were extended 60 days. All Article 13 inspections have been suspended.

I have turned in a modification application and I need to pay the \$30 fee. How can I do this?

The Community Standards Office will send a list of outstanding fees to Cynthia Chapman. She will reach out to you via phone and can take credit card information over the phone.

FACILITIES / COMMON AREAS

Can I use the Bocce, Tennis or Pickleball courts if I am not a member of these clubs?

No. During these transitional times, the clubs are responsible for the attendance management and correct usage of each of their activities, therefore only club members may use those facilities.

FINANCE

How do I make HOA payments since all indoor facilities are closed?

There are several options for making payments to the CA:

- Mail a check made payable to SCTXCA to 2 Texas Drive, Georgetown, TX 78633
- Place a check in the drop box just outside the door leading into the Social Center by the Member Services area. The drop box is located on wall to the right.
- Make an online payment using the instructions found at <https://www.sctexas.org/Files/Library/27956/2020DIRECTORYHOAPAYMENTS.PDF>
- Call Cynthia Chapman, Member Services Manager, at 512-948-7716 and leave a message. She will return your call and obtain credit card information. Please do not leave a credit card number on the phone message.
- Call Heidi Beard, Member Services Coordinator, at 512-948-7720 and leave a message. She will return your call and obtain credit card information. Please do not leave a credit card number on the phone message.
- E-mail Learhea Verett, Staff Accountant, at Learhea.Verett@sctexas.org and ask her to include member charges in your approved ACH draft limit. You will need to include your name, member number and approved amount that she can draft your account for miscellaneous charges.

Why do I not receive a monthly statement from the CA?

All residents make an option to receive a printed statement each month or an email. Many residents have not been opening the email statements recently. Please remember to check your emails each month for the statements. If you would prefer to change your option to receive a printed copy instead of an email version, please email Learhea Verett at Learhea.verett@sctexas.org. Please note there is a \$2 per month fee for printed statements.

Since the CA offices are closed, how do I submit a check request for a Neighborhood or Chartered Club?

Checks requests for Neighborhoods and Chartered Clubs can be emailed to accountspayable@sctexas.org. Please do not email directly to individuals on the accounting team as some duties have shifted among team members. Also requests can be dropped in the drop box just outside the door leading into the Social Center by the Member Services Office. The drop box is located on wall to the right.

Do I still owe my HOA dues since the facilities have been closed?

Yes, while the facilities are closed there are still many facets of the business still being managed and maintained and the expenses of the community do not go away.

I have neighbors that just moved in next to me. How can they get their IDs and access to the website?

Please have them email Cynthia Chapman at Cynthia.Chapman@SCTexas.org. She will send the registration forms to them electronically. Once the forms are sent and received back, website instructions and passwords will be sent. This process applies whether they are renting in Sun City or have purchased an existing or new home.

I have a balance on my account that I would like to pay with a credit card.

You can either call Cynthia Chapman at 512-948-7716 and leave a message or email her at Cynthia.Chapman@SCTexas.org and she will be in contact with you. Please do not leave a credit card number on the phone. Cynthia will call you directly for that. Due to the closure of the buildings, please allow a couple of days for a response.

I have moved out of my rental in Sun City. How do I get a refund on the deposit I paid?

Please drop your badges in the night deposit black box located just outside of the exterior doors of the Social Center by the Member Services Office. The box is checked daily. We will be in contact with you and process a refund over the phone.

FITNESS

Will tickets for classes be extended once we open?

Yes, Beth will review those per resident and per purchase when she receives a request. The same goes for training sessions. Everyone is on a case-by-case basis.

How do I watch channel 18 classes if I don't have Suddenlink?

You can review the videos on the website. [Click here for more info>>](#)

Why aren't we doing at-home workouts?

Please view the Fitness Facebook page and read your weekly fitness communicator.

[Click here for more info>>](#)

Can we put more videos on channel 18?

No, as of right now, for the safety of our staff, we are making online videos and written workouts from our homes. These videos and workout instructions are available in the weekly [Fitness Eblast](#), the [Sun City website Fitness page](#) and the [Sun City Fitness page on Facebook](#).

When will the pools be open?

Pools are still being discussed by officials. There is not a set date for opening at this time. When it is open it will be announced in our Facilities Update Eblasts that come out weekly.

GOLF

Can people walk on the golf cart paths?

No. The golf cart paths are no longer open for pedestrians, only golfers.

Are bikes allowed on the golf cart paths?

No, bikes are never allowed on golf cart paths. There are no exceptions to this rule.

How do I rent a golf cart?

To reserve a golf cart you must call the golf shop either the day before play or no later than 20 minutes prior to your tee time the day of play.

Do I have to play with my guest?

Yes, a guest playing golf must be accompanied by the resident.

Is Maintenance going to be refilling the large sand bins on the course?

Yes, sand is back on the course and, as always, we appreciate your assistance and care for the facility. We have removed all scoops and will be keeping the lids open.

IT

What do I do if I cannot log-in to the website or need to update my password?

What do I do if I am unable to purchase tickets for events or memberships?

I am not receiving any communications from the CA, my neighborhoods or clubs.

Contact Robert McFall via email at Robert.McFall@sctexas.org or phone 512-948-7737.