

**Are we condominiums?** No!

### **How do I contact the Board?**

Write the Board at the current mailing address. (PO Box 1237, Carrboro, NC 27510). Or put a note in with your monthly assessment check. Also, you may leave a message at 286-1215 for the Board.

Note: The Association is experiencing more and more expenses as the result of so many owners not using local phone numbers - even though many owners actually live on the property. At this time, the Association does not charge these direct expenses back to owners but may consider doing so in the future.

### **I just purchased my unit. Where are my mailbox keys?**

You should have received a set of mailbox keys at your closing. The Association does not have mailbox keys and cannot change it for you. However, the Association highly recommends that you change all your locks, including your mailbox lock when you purchase a new unit. You can make arrangements with the US Post Office in Carrboro to have your mailbox lock changed.

### **Can I have a yard sale?**

There are concerns about strangers coming on the property checking out other units and using limited parking space. This also raises some liability concerns for the Association. The Association does have specific signage policies which would apply. Therefore, please write the Board in advance for review and written approval of your plans. Specific plans will be considered on an individual bases.

### **Where is Recycling and what can go into the Dumpster?**

First, Orange county and the Town of Carrboro have some very strict waste disposal and recycling policies. There are many items that are not allowed to be disposed of in a dumpster. Check all resources before you toss. Always properly recycle recyclable items such as drink bottles and cans, food cans etc.

The Association must hire someone to remove these prohibited items at the Association's expense. Such expenses will be charged back to you.

There are green dumpsters on Coleridge and the end of Friar for the disposal of Shipping box style cardboard boxes and paper bags. Cereal, soda and beer type boxes can be disposed of in the mixed paper blue bins. Pizza boxes are allowed in the regular dumpsters due to the grease on them.

### **Moving out ... How do we dispose of furniture etc?**

It is not proper or fair to fill up a dumpster on move out day so that nobody else can use the dumpster because it is full. To avoid this, disposal of items are can be properly disposed of in the dumpster should be spread out over several weeks prior to move out dates.

You can contact the Town and make specific arrangements for the pickup of these items from in front of your unit at little or no cost to you. Also, you can donate items (like furniture) to local non-profit organizations like the PTA located on Jones Ferry Rd.

### **I rent my unit out. Who should my leasing manager and/or tenant contact?**

YOU! The Association only has a working relationship with the owner of the property. The Association will not interact with your agent or tenant for you. Please don't ask. Additionally, whenever your leasing manager or tenant does contact our contracted help it may add to the expenses of the Association. These expenses may result in a charge back to you. The exception is reporting a water line break in the common area.

### **What if I want to report a rule or appearance violation?**

First, make sure it is a violation by reviewing the Standards/Rules and check the Governing Documents. Write the board as directed above.

### **When are the monthly assessments due?**

Assessments are due on the 1<sup>st</sup> of the month. A \$25 late fee is applied to outstanding balances over \$50 on the 25<sup>th</sup>.

### **What if I have a question or issue with my account balance?**

For balance information, call 286-1215. If you need additional information, a copy of your account ledger can be mailed to you for a charge of \$5 added to your account.

## **What if I have a simple maintenance request?**

First – be sure it is the association’s responsibility – see the attached “Maintenance - Who Does What”

To provide information on a maintenance issue that is the responsibility of the Association, please submit your request in writing or call 286-1215 and leave a detailed message and your call back number.

## **What Is A Maintenance Emergency?**

The only emergency that the Association has experienced in the past decade is a broken waterline in the common area. If you see a break please report it immediately by calling 286-1215. If no one answers, leave a detailed message on the answering machine and follow the instructions for emergency notification. Stay at the phone number and someone will call you back.

Note: A leaking roof during a rainstorm is not an emergency and it cannot be address while it is raining. You may call 286-1215 and do leave a detailed message if no one answers. And, you may want to put a bucket under it. *Be aware that a leaking roof is not necessarily the responsibility of the Association.*

## **What about Termites and Pests?**

If you discover active termites owners should give notice to the Association by calling 286-1215. Other insect issues are the responsibility of the homeowner. Without obligation but in an effort to systemically monitor and mitigation termite issues that may affect the entire community, the Association does contract out for an annual exterior inspection and if found the treatment of live termites (only for termites). With this inspection, if conditions are found to be conducive for termites at a unit location, the unit owners will be notified in writing. This does not mean you will not get termites or have termite damage nor that you shouldn’t have your own more comprehensive inspection and prevention program including the interiors spaces – only that the Association is yet another resource watching for the community as a whole. The Association is not responsible for the repair of termite or any other insect damage.

NOTE: Animals, birds and snake issues are not Association matters or emergencies. Contact Animal Control.

## **What if I want a satellite dish?**

This Association does have some specific policies consistent with FCC regulations concerning the installation of a Satellite dish due to maintenance responsibilities and concerns. Also, there are appearance issues that require written permission from the Association prior to installation.

Before you install a satellite dish (or allow a tenant, family member or guess to have one installed), you need to submit a request in writing to and wait to receive a response from the Board of Directors first. See the web site.

## **What if I want to alter/change the appearance on the exterior of my unit?**

All alterations (including but not limited to storm/screen doors) require written permission from the Board.

No cable wire (Cable TV, Satellite and phones), wiring, plumbing etc maybe be run outside of the building without prior review and written approval by the Board of Directors. Any work performed without written approval by the Board will be required to be removed at the owner’s expense.

## **What if I want to plant (or remove) flowers and/or bushes outside my unit?**

All alterations require written permission from the Board. Submit a detailed planting plan. Note: No alterations are allowed in the common area adjacent to your unit – for example on the side of the building.

Any unauthorized plantings are subject to removal and the expenses will be billed back to the unit.

If you do not like the planting alterations left over from a prior occupant or from your own planting mistakes – the association may help you restore the landscape. However, the related expenses will be billed back to you.

## **What about Insurance?**

Unit owners are obligated (mandatory) to purchase and maintain full homeowner’s insurance on their units for full replacement value. All of the units are approximately the same size and according to the tax records, they are estimated to be about 960 sq ft.

NOTE: Owners are required to repair and/or rebuild their units if they have a loss.