

***Davencroft Village Homeowner's Association, Inc.***

106 Regency Blvd.

Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

www.russellpm.com

**Homeowner Information Sheet**

A. **42 lots**

B. DUES: **\$154.36** per year

Due Date: January 1

Late: If not received by Feb 1, late fee of \$1/month applies

Dues Include: Entrance and Common Area Landscaping and Maintenance

Rules Enforcement

Association Management

Director-Officer/ General Liability Insurance

C. Landscaping: Bryan Smith Landscaping

Landscaper only maintains the entrance areas of the subdivision. Owners are responsible for maintaining the landscaping for their individual homes.

***ALL CONCERNS MUST BE PLACED IN WRITING (UNLESS EMERGENCY)***

HOA manager is Amber Whittington.

All concerns and maintenance requests should be emailed to [amber@russellpm.com](mailto:amber@russellpm.com) or you may call 252.329.7368

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**Homeowners Association Information Sheet**

Property Address: \_\_\_\_\_

Owner's Name: \_\_\_\_\_

Spouse or Co-Owner's Name: \_\_\_\_\_

Owner's Mailing Address:

\_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ (Home)

\_\_\_\_\_ (Work)

\_\_\_\_\_ (Cell)

\_\_\_\_\_ ( )

Email Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

It is very important that we receive this information for your benefit. This is general information needed by your homeowners association and will be filed in your personal file in the **HOA Manager's Office** at Russell Property Management.

PLEASE MAIL OR FAX TO US ASAP!  
THANK YOU FOR YOUR TIME.

# **Russell Property Management**

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## HOA Member Portal:

Russell Property Management has a tab on our home page called “Homeowners Associations” (this is in a green box). After clicking on this tab, there is a menu selection called “HOA Members” (in a blue box), clicking on this will bring you to the member portal. There is a short video about how to register and use the member portal. Once you are set up in the system, you can use the online HOA Member Portal until you sell your home.

To gain access to your account information, you will have to follow the process below:

1. Select the “Homeowners Associations” tab (green box) on the [www.russellpm.com](http://www.russellpm.com) home page.
2. Select the “HOA Members” (blue box) located within the top banner.
3. Enter the required information to sign in or click “Register Now” for first time users.
4. If your email address IS in our system, you will receive an email from [PropertyWeb@propertyboss.com](mailto:PropertyWeb@propertyboss.com) that will give you a temporary password. Cut and paste the temporary password into the sign-on screen.
5. If your email address is NOT in our system, your request to be added to the HOA member login must be processed by RPM staff and we will contact you by email to inform you when you can access your account online.
6. After logging on the first time with the temporary password, the system will ask you to change the password to a permanent password.
7. You may now access the HOA Member Login.

The Member Portal will allow members to:

- a. View/change the contact and account information RPM has on file for you.
- b. Create new work orders or inquire on the status of existing work orders for your home (if applicable).
- c. Pay your dues or other charges online.

HOA members can use a VISA, MasterCard, Discover, American Express, Bank Debit Card (checking or savings) and bank account drafts to pay their dues or other charges online. RPM will charge a service fee in addition to the charges you owe. There is a service fee for any payments made with a credit or debit card; this fee is \$2.95, plus 3.1% of the full translation.

***EXAMPLE ONLY: THE AMOUNTS BELOW MAY NOT REPRESENT YOUR DUES AND SERVICE FEE AMOUNTS.***

You want to pay your \$25.00 HOA dues online. If you use a Visa credit card, the total amount charged to your card will be \$28.82 (\$25 plus service fee of \$2.95, plus 3.1% of the transaction total).

You can also pay your dues with a credit or debit card at our office or over the phone. The same service fees above will apply. If you sign up for the recurring payment service on the website, service fees will apply.

If you would prefer to have your account automatically drafted by our office each month, there are no fees for this service. You must complete and return the attached draft form to establish this through our office. \*If you set up draft through the Member Portal with your banking information, please be sure to check the end date as the system may automatically add an end date 1-year from the original created date.

You can access the HOA Member Portal via the [www.russellpm.com](http://www.russellpm.com) website. For best display results, we recommend that you use Internet Explorer Version 8.0 or higher, Firefox, or Google Chrome. If you have any questions, please feel free to contact our office at 252.329.7368.

Thank you,

***Russell Property Management***