

***Willoughby Park Condominiums Homeowners Association, Inc.***

106 Regency Blvd.

Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

[www.russellpm.com](http://www.russellpm.com)

**HOA Information Sheet**

A. Dues: \$189.00 - \$197.00 per Month

Dues Cover: Master Insurance and General Liability Insurance  
Common Area Maintenance and Landscaping  
Exterior Building Maintenance  
Mail House Maintenance  
Dumpster Maintenance  
Parking Lots and Lot Lighting  
Pest/Termite Control  
Water/Sewer Services  
Suddenlink Basic Cable  
Swimming Pool  
Signage Lighting  
Management Fees

HOA manager is Amanda Blomefield. All concerns and maintenance requests should be emailed to [hoaadmin@russellpm.com](mailto:hoaadmin@russellpm.com) or you may call 252.329.7368.

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**Homeowners Association Information Sheet**

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

Homeowners 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 from you for your benefit. This is general information needed by your homeowner association and will be filed in your personal file in the **HOA Office** at Russell Property Management. Please let us know if your home is rented including contact information for your Rental Property Manager.

**PLEASE MAIL OR FAX TO US ASAP!**

**THANK YOU FOR YOUR TIME AND COOPERATION!**

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**HOA Member Portal:**

Russell Property Management has a tab on our home page called “Homeowners Associations”. Under this tab, is a menu selection called “HOA Members” that 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 on the [www.russellpm.com](http://www.russellpm.com) home page.
2. Select the “HOA Members” 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 the next business day by email to inform you that 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.
- d. View HOA documents that are not available to the general public.

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 credit card service fee in addition to the charges you owe. Bank drafts do not have a service fee. The service fees are:

Charging Method	Service Fee
Visa, MasterCard, Discover, American Express, Debit Cards	\$2.95, plus 3.0%

***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 \$28.70 (service fee of \$2.95, plus 3.0% 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.

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.

If you would like to pay your dues online but you do not want to set up an account, click on the "Pay HOA Dues" (Green box) on the Homeowner Association page.

Thank you,

***Russell Property Management***