White Oak Creek Townhomes Homeowner's Association, Inc.
106 Regency Blvd.
Greenville, NC 27834
Phone: 252.329.7368 Fax: 252.355.9641
www.russellpm.com

HOA Information Sheet

A. Dues: $75 per month

Dues Due: First Day of Calendar Year

Dues Cover: General Exterior Building Repairs and/Maintenance
General Liability & Board of Directors Insurance
Mail house Maintenance
Landscaping
Pest Control
Management Fees

Your Community Manager is Stephanie Deans.

All concerns and maintenance requests should be emailed to stephanie@russellpm.com or you may call 252.329.7368.

White Oak Creek Townhomes Homeowner's Association, Inc.
106 Regency Blvd.
Greenville, NC 27834
Phone: 252.329.7368 Fax: 252.355.9641
www.russellpm.com

Homeowners Association Information Sheet

Property Address: _____

Homeowners Name: _____

Spouse or Co-Owner's Name: _____

Owner's Mailing Address: _____

_____

Telephone: _____ (Home)

_____ (Work)

_____ (Cell)

Email Address: _____

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

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

Russell Property Management
106 Regency Blvd.
Greenville, NC 27834
Phone: 252.329.7368 Fax: 252.355.9641
www.russellpm.com

HOA Member Portal:

You can access the HOA Member Portal via the 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.

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 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 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.

We also recommend that you sign up to have your HOA payments automatically drafted or paid out of your bank account, debit or credit card. Payments from your bank account do not have a service fee. Debit and credit card payments do have a service fee of $2.95 and 3.1% of the transaction amount. You can set up the draft on your portal account, so that you control when your payment is made. If you would like for RPM to draft the dues, we have attached a Draft Authorization form for you to complete and return to Peggy@russellpm.com. There is no service fee for RPM to draft your bank account for your HOA dues.

Our property management software vendor has implemented a feature that will allow RPM to send you text notifications instead of emails for certain types of communications including:

Meeting reminders
Upcoming termite inspections
Pressure washing activities
General neighborhood notices
General communications

If you would like to receive such notices via text instead of email, you will have to create or access your portal account on RPM's website (www.russellpm.com), and opt in to the texting feature.

Once you have successfully set up your portal account, please log into your account and perform the following steps. If you have multiple properties, you will only have to perform the text message opt in instructions on one of your properties and your preferences will be saved across all of your properties.

1. Click on the "Contact" tab on the left-hand side of your portal screen.
2. Click on the "Notification Preferences" on the upper right-hand side of your screen. It is highlighted in blue.
3. Click on the box to "Opt In" into receiving messages via text.
4. A new screen will pop up and it will display the type of messages you want to receive via text. It is recommended for you to receive all types of messages via text if you want the texting option.
5. Click on the box at the bottom of the screen indicating that you understand the Terms and Conditions.
6. Verify the phone number displayed is the number that you want text messages sent to. If the field is blank, enter in your cell phone number.
7. Click on Save Changes.
8. Move back up to the top of the screen and click on the "X" in the upper right-hand corner to close out the screen.

Any future general communication messages that RPM sends out will be sent to your cell phone if you opt into this feature. When you receive a text message from RPM, you can also reply to the message. Any communication in which we need to send you an attachment will be sent via email, not text. If you want to unsubscribe from the texting service, simply return to your portal account and follow the instructions to opt out of texting. You will receive a confirmation text in which you have to confirm that you want to opt out of this feature.

Thank you,
Rocky Russell