

# *Cross Creek Homeowner's Association of Greenville, Inc.*

## **Breakdown of Dues Paid**

The information provided below is not meant to cover all aspects of the Cross Creek Covenants but the Board has provided below a summary of what benefits Cross Creek homeowners receive from paying HOA dues. The Cross Creek Board of Directors encourages you to read the covenants thoroughly and become active in the association by participating in annual meetings and serving on boards. If you have any further questions about the covenants, consult your attorney, the Property Management Company or CC Board members. It is the responsibility of the Cross Creek Board of Directors to establish a budget to cover the expenses of the association and prioritize/approve how dues spent on the behalf of the HOA and its members.

**Dues: \$75.00 per month, due on the 1<sup>st</sup> day of the month**

**Draft: 10<sup>th</sup> Day of the Month**

**Late Date: 20<sup>th</sup> of the Month**

**Late Fee: \$10**

The dues you pay at Cross Creek currently pay for the following benefits/expenses of the association:

1. Annual Termite Inspections and Treatment if termites found.
2. Pest control when requested by homeowner.
3. Exterior lawn maintenance of areas outside patio (e.g. front lawn, sidewalk, parking lots and entrance). This includes replacement of pine straw and dead or missing bushes.
4. Pressure washing of building exteriors to remove mildew and dirt.
5. Professional management of the association and property by a local property management group.
6. Dumpster supply and maintenance.
7. Parking lot lighting.
8. General liability insurance for the common areas and Board of Directors.
9. Exterior replacement/repair of parking lots, sidewalks, siding, fences, and shingles as needed. Damage to these building components as a result of wind, water, vandalism or fire is not covered by the HOA. Your hazard insurance carrier (e.g. homeowner policy) would cover these types of damage.

HOA manager is Emily Summerlin

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

# *Cross Creek Homeowners Association*

## **Homeowner vs. Association Responsibilities**

O-OWNER      A-ASSOCIATION

	PATIO
Concrete	A
Fence/Gate	A
Landscaping	A

  

	GUTTERS
All Gutters	A

  

	ROOF
Leaks	A
Shingle (repairs) required due to leaks	A
Shingles (replace) due to normal wear	A

  

	WINDOWS
Replace	O
Repair	O
Seals	O
Shutters	A
Screens	O
Leaks	O

  

	DOORS (Exterior)
Replace	O
Repair	O
Paint	A

  

	MISCELLANEOUS
Ceiling Repairs	O
Light Fixtures and Bulbs (outside)	O
Painting (outside)	A
Pest Control	A
Plumbing Hose Bibbs	O
Siding	A
Termites (Inspection Only)	A
Termites (Damage)	O
External Wood Rot	A
Electrical (outside)	O
Door Bell Buttons	O

### **Notes:**

1. Storm doors and entrance doors must be approved by the association prior to installation.
2. Maintenance responsibilities of DG HOA do not include damage to homes as a result of Fire, Wind, Water or Vandalism. Damage as a result of these causes would be the responsibility of EACH homeowner and/or their insurance carrier.
3. Interior damage to homes as a result of water leaks are the responsibility of each homeowner.
4. Please reference Cross Creek Covenants and Bylaws for more information.

***Cross Creek Homeowners Association***

106 Regency Blvd

Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

**Homeowners Association Information Sheet**

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

Homeowner's Name: \_\_\_\_\_

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

Owner's Mailing Address: \_\_\_\_\_

\_\_\_\_\_

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

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

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

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

It is very important that we get this information for your benefit. This is general information needed by your homeowners association and will be filed in your personal file in the homeowners association department of Russell Property Management.

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

**THANK YOU FOR YOUR TIME.**

***Russell Property Management, Inc.***  
106 Regency Blvd  
Greenville, NC 27834  
Phone: 252.329.7368 Fax: 252.355.9641

## **Draft Authorization**

I, \_\_\_\_\_, hereby authorize Russell Property  
Management to charge my monthly dues/rent to the following account:

\_\_\_\_\_  
(Address for unit) (Mailing address, if different from unit)

\_\_\_\_\_  
Draft Payable to (HOA name)

\_\_\_\_\_  
Date of first draft

\_\_\_\_\_  
Amount to be drafted each month

Please note:

- \* If HOA dues are increased, your draft will automatically be increased
- \*\* HOA dues will be drafted approximately 5 days before your associations late day.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please attach a voided check**

## **Russell Property Management**

106 Regency Blvd.

Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

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

### 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***