

Kittrell Duplexes Homeowner's Association, Inc.

106 Regency Blvd.

Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

www.russellpm.com

Breakdown of Dues Paid

The Board of Directors has provided the below a summary of what benefits Kittrell Duplexes homeowners receive from paying HOA dues assessments. The Kittrell Duplexes Board of Directors encourages you to read the Covenants and Bylaws thoroughly. If you have any questions about the legal documents, consult your attorney, the property management company or Board members. It is the responsibility of the Kittrell Duplexes Board of Directors to establish a budget to cover the expenses of the Association and prioritize/approve how funds are spent on the behalf of the HOA and its members.

Assessment: \$25.00 per month

Due Date: 1st of the month

Draft Date: 5th of the month

Late Fee: greater amount - \$10.00 or .6667% of unpaid balance
applied on 11th of the month if balance is not paid in full prior

Dues Assessment Covers:

Association Management

Lawn mowing (outside of fenced-in areas)

HOA Manager: Cali Hardee

Cali@russellpm.com

252-329-7368 ext 222

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Homeowners Association Information Sheet

Property Address: _____

Homeowner's Name: _____

Spouse or Co-Owner's Name: _____

Owner's Mailing Address: _____

*if different from property address

Telephone: _____ (Home)

_____ (Work)

_____ (Cell)

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 of Russell Property Management.

PLEASE MAIL OR FAX TO US ASAP!

THANK YOU FOR YOUR TIME.

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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 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 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.

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 up to 3.5 % of the full transaction. Mastercard and Visa charge 3%, Discover and American Express charge 3.5%.

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 \$28.79 (\$25 plus service fee of \$2.95, plus 3% 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.

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.

Thank you,

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Homeowners Association TENANT Information Sheet

Owner's Name and Mailing address: _____

Property Address: _____

Check the box to indicate if the property is used as an investment
or resided in by a family member

Property Manager: _____

Tenant's Name: _____

Tenant's Contact Information:

_____ (Home) _____ (Work)
_____ (Cell) _____ (Email)

Tenant's Name: _____

Tenant's Contact Information:

_____ (Home) _____ (Work)
_____ (Cell) _____ (Email)

Lease Term Dates: _____

If you have multiple tenants in one unit, please list information for all persons.

It is very important that we get this information for your benefit in case of an emergency. We ask that you update us each time a new tenant moves in. 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. We suggest that any owner who rents their unit within Kittrell Duplexes attached the "Crime Free Lease Addendum" to the lease agreement with their tenant/s.

PLEASE MAIL OR EMAIL OR FAX TO US ASAP!

THANK YOU FOR YOUR TIME

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

Russell Property Management