

# *Quail Ridge Homeowner's Association of Greenville*

## **Breakdown of Dues Paid**

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

### **HOA Information Sheet**

- A. Dues Assessment: \$213 per month  
Due Date: 1<sup>st</sup> day of the month  
Draft Date: 15<sup>th</sup> day of the month  
Late: 28<sup>th</sup> day of the month  
Late Fee: 1.5% of balance monthly (8% per annum)
  
- B. Dues Include: Association Management  
Directors & Officers Insurance  
Dumpster repair  
Basic Cable (Suddenlink)  
Pool and Tennis Courts Maintenance  
Clubhouse Maintenance  
Exterior building maintenance  
General Liability Insurance  
Landscaping  
Parking lot maintenance/paving  
Pest control/Termite control - Othos  
Street Lights
  
- C. Landscaping: WAC

All concerns should be emailed to [freedom@russellpm.com](mailto:freedom@russellpm.com) or contact Freedom Edmundson at 252.329.7368. If we have an email address for your property, we will email you a statement each month only if there is a balance on the account. We do not mail statements via the postal service unless you do not have an email account.

***Quail Ridge Homeowners Association, Inc.***

106 Regency Blvd  
Greenville, NC 27834

Phone: 252.329.7368 Fax: 252.355.9641

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

**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: \_\_\_\_\_

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

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

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

**EMAIL TO: FREEDOM@RUSSELLPM.COM**

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

***Russell Property Management, Inc.***

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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 assessments are increased, your draft will automatically be increased. Any special assessments or other charges will require written permission to draft, unless otherwise stated.

\*\* HOA dues will be drafted approximately 5 days before your association's late day. Draft date = 15<sup>th</sup> of month (unless falls on weekend or holiday), please allow 2-4 business days for your bank to process this transaction

\*\* There will be a \$1 service fee per draft.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please attach a voided check**

# Russell Property Management

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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 for 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 will be a \$1 service fee per draft. 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](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.

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](http://www.russellpm.com)) and opt into 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 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,

***Russell Property Management***

# QUAIL RIDGE HOA

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www.russellpm.com

## Homeowners Association TENANT Information Sheet

Homeowners Association: \_\_\_\_\_

Owner's Name and Mailing address: \_\_\_\_\_

\_\_\_\_\_

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

Tenant's Name: \_\_\_\_\_

Tenant's Contact Information:

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

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

Tenant Vehicle Information:

Make and model \_\_\_\_\_

License Plate \_\_\_\_\_

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 homeowner's association and will be filed in your personal file in the homeowners association department of Russell Property Management.

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