

Sheraton Village 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: \$80.00 per month
 Draft: 5th Day of the Month
 Late: 11th Day of the Month
 Late Fee: \$15

Dues Cover: General Liability Insurance
 Common Area Maintenance
 Common Area Landscaping
 Building Exterior Maintenance
 Signage Lighting
 Management Fees

HOA Manager: April Berges

All concerns and maintenance requests should be emailed to april@russellpm.com or
you may call 252-329-7368 Ext: 226

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Sheraton Village Homeowners Association HOA

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 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.

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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

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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.

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,

Russell Property Management

RUSSELL PROPERTY MANAGEMENT

106 Regency Blvd.

Greenville, NC 27834

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Tenant Information Sheet

If you rent your unit, please complete the following information about your tenant(s).

Today's Date: _____ Unit #: _____

Homeowner's Name & Mailing Address:

Phone #'s: _____

IS THIS AN INVESTMENT PROPERTY OR DOES FAMILY MEMBER RESIDE IN THIS UNIT? Please circle correct answer.

Tenant Name(s):

1. _____ Phone: _____
2. _____ Phone: _____

Tenant Vehicle Information:

Vehicle #1

Make: _____ Model: _____ Tag #: _____ Color: _____

Vehicle #2

Make: _____ Model: _____ Tag #: _____ Color: _____

Do you have a pet? Yes or No

Please make sure to give all tenants a copy of the Association by-laws and rules/regulations. Should the tenant fail to abide by said documents, the individual homeowner will be held responsible.

Signature of Homeowners _____ Date