

Russell Property Management

106 Regency Blvd

Greenville, NC 27834

Phone: 252.329-7368/ Fax: 252.355.9641

www.russellpm.com

Savannah Place (Pitt) Owners' Association, Inc.

Dear Savannah Place Homeowners,

The Savannah Place Owners Association (SPOA) Board has contracted with Russell Property Management (RPM) to provide property management services for your homeowner association. This change is effective March 01, 2023. To welcome you to the RPM team you will find the following information in this packet:

- An introduction to our RPM team
- HOA Dues Breakdown
- Payment of Dues
- Explanation of Online Member Portal
- Homeowner Information Sheet
- HOA Annual Invoice

The RPM Team

RPM is a locally owned company that manages Homeowner Associations and rental properties in Pitt and surrounding counties. RPM has been managing HOAs since 2007. We currently manage over 65 HOA's including single-family, duplex, townhome and condominium associations. These HOAs consist of over 6,500 homes. Rocky Russell, the president of RPM, is also a developer and has developed several single and multi-family developments in the Greenville area since 2002. He holds the following professional licenses:

- Licensed residential and commercial contractor and owner of Rocky Russell Builders, Inc.
- Licensed real estate agent and owner of Pitt County Real Estate Firm, Lever and Russell Real Estate, LLC
- N.C. Realtor and member of the Greenville-Pitt County Board of Realtors

Amber Whittington - HOA Manager

All concerns, maintenance items and any other issues should be emailed to Amber at amber@russellpm.com.

Breakdown of Dues Paid

The information provided below is not meant to cover all aspects of the SPOA Covenants, but the Board has provided a summary of what benefits SPOA homeowners receive from paying HOA dues. The SPOA Board of Directors encourages you to read the covenants thoroughly and become active in the association by participating in annual meetings and serving on the 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 SPOA Board of Directors to establish a budget to cover the expenses of the association and prioritize/approve how dues are spent on behalf of the HOA and its members.

HOA Dues Cover:

- General Liability Insurance
- Common Area Landscaping
- Entrance Signage and Lighting
- Management Fees

Paying Dues

When paying dues by check, please mail checks to the following address:

Savannah Place Owners' Association
106 Regency Blvd.
Greenville, NC 27834

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).

HOA Member Portal

You can access the RPM 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 using the portal, please feel free to contact our office at 252.329.7368.

The RPM website has a tab on the home page labeled "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. **Please be sure to review prior to setting up your account.** 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 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 log in or click "Sign Up 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 Log In 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.

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

- Meeting reminders
- General neighborhood notices
- General communications

If you would like to receive such notices via text instead of email, you will create or access your portal account on RPM's website (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.

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" to 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 righthand 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,

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Savannah Place Owners Association

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 homeowner's association.

PLEASE MAIL, EMAIL OR FAX TO US ASAP!

THANK YOU FOR YOUR TIME.