

# Russell Property Management

106 Regency Blvd

Greenville, NC 27834

Phone: 252.329-7368/ Fax: 252.355.9641 [www.russellpm.com](http://www.russellpm.com)

The Vineyards Homeowner's Association of Pitt County, Inc Board of Directors has contracted with Russell Property Management (RPM) to provide property management services. 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
- Delinquent Summary
- Homeowner Information Sheet
- Draft Authorization
- Explanation of Online Member Portal
- Tenant Information Sheet (if applicable)

## **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 60 HOA's including single-family, duplex, townhome, and condominium associations. These HOAs consist of over 5,500 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

Chelsey Bennett is your Community Association Manager. She has been employed at RPM since 2014 and received her certification as a Certified Manager of Community Associations in 2019. Chelsey has experience managing all types of neighborhoods including condominiums, duplexes, townhomes, and single-family communities. Her responsibilities include preparing budgets, tracking income and expenses, property management, as well as homeowner and vendor communications.

# ***The Vineyards Homeowner's Association of Pitt County, Inc.***

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## **HOA Information Sheet**

The Vineyards Board of Directors encourages you to thoroughly read all legal documents pertaining to your property, including but not limited to the Restrictive Covenants and Bylaws. 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 Vineyards 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. The Board of Directors has provided below a summary of what benefits Vineyards homeowners receive from paying HOA dues assessments.

**Contains:** 155 units, 16 Buildings

**Dues Assessment:** \$768 per year  
monthly installments accepted in the amount of \$64.00 per month  
(effective January 1, 2024)

**Due Date:** 1<sup>st</sup> of the month

**Draft Date:** 5<sup>th</sup> of the month

**Late Fee:** 1.5% per annum applied on the 21<sup>st</sup> of the month  
\*See attached Policy for Acceleration of Delinquent Annual Assessment

**Dues Assessment Covers:**

- Association Management
- Directors & Officers Insurance
- Dumpster repair
- Exterior building general maintenance
- General Liability Insurance
- Landscaping (mowing, shrub trimming, etc)
- Mulch in flower beds (even years)
- Parking lot maintenance/paving
- Pest control/Termite control
- Streetlights

**HOA Manager:** Freedom Edmundson  
freedom@russellpm.com  
252-329-7368

**Pest Control:** Quarterly exterior spraying plus annual exterior termite inspection.  
On-call basis for interior services - Otho's Pest Control 252-227-4005

*The Vineyards Homeowner's Association of Pitt County, Inc.*  
Policy for Acceleration of Delinquent Annual Assessment

1. The Vineyards Restrictive Covenants provide for an annual assessment but also provide that the Board of Directors may set the due dates for the payment of the annual assessment. The Board of Directors has historically assessed the annual assessment with payments of 1/12 of the annual assessment due to be paid monthly and with late fees being applied if the payment is not made within 21 calendar days from the monthly due date.
  
2. The Board of Directors will continue to set due dates for the annual assessment to be paid in 12 equal installments (the "monthly installment payment") as a convenience for the lot owners, but the Board of Directors also adopts a new policy that provides for the acceleration of due dates for the annual assessment for certain lots should any monthly installment payment be past due, as follows:
  - a. Current Assessment Year Acceleration -- For any lot where any monthly installment payment is past due for more than 60 calendar days from the due date, the total remaining unpaid annual assessment for that assessment year shall be accelerated and due within 15 calendar days from the date of written demand by the Association and the Association shall make demand for the past due balance and any unpaid portion of the annual assessment for that assessment year.
  
  - b. Subsequent Assessment Year Acceleration -- For any lot where two or more monthly installment payments are past due at the time the notice of the annual assessment for the upcoming assessment year is issued, the total annual assessment for that lot for that assessment year shall be due within 15 calendar days from the date of the notice of the annual assessment to that lot owner.
  
3. This policy shall be published to the membership and shall be in effect for any unpaid assessment past due 30 calendar days after the publication of the policy to the membership.  
Published date: February 11, 2020

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**Homeowners 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 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 Office at 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 assessment 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 = 5<sup>th</sup> of month (unless falls on weekend or holiday), please allow 2-4 business days for your bank to process this transaction

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please attach a voided check**

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### HOA Member Portal:

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.

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 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.

We also recommend that you sign up to have your HOA payments automatically drafted or paid out of your bank account, debit or credit card. Payments from your bank account do not have a service fee. Debit and credit card payments do have a service fee. You can set up the draft on your portal account, so that you control when your payment is made. If you would like for RPM to draft the dues, we have attached a Draft Authorization form for you to complete and return to [Peggy@russellpm.com](mailto:Peggy@russellpm.com). There is no service fee for RPM to draft your bank account for your HOA dues.

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 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.

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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  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)

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 The Vineyards 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.**