

# **West Hills Homeowner's Association of Greenville**

## **Breakdown of Dues Paid**

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

Dues: \$90.00/monthly, effective 1.1.2025

Late: 20<sup>th</sup> Day of the Month

Late Fee: 1.5% of unpaid charges

The dues you pay at West Hills currently pay for the following benefits/expenses of the association:

1. Annual Termite Inspections and Treatment if termites found.
2. Pest control when requested by homeowner.
3. Exterior lawn maintenance of areas outside patio (e.g. front lawn, sidewalk, parking lots and entrance). This includes replacement of pine straw and dead or missing bushes as funds are available.
4. Pressure washing of building exteriors to remove mildew and dirt, as funds are available.
5. Professional management of the association and property by a local property management group.
6. Parking lot lighting.
7. General liability insurance for the common areas and Board of Directors.
8. Exterior replacement/repair of parking lots, sidewalks, siding, and shingles as needed. Damage to these building components as a result of wind, water, vandalism or fire is not covered by the HOA. Your hazard insurance carrier (e.g. homeowner policy) would cover these types of damage.

HOA Manager: Amber Whittington

All concerns or maintenance requests should be emailed to [amber@russellpm.com](mailto:amber@russellpm.com) or call 252-329-7368

# Russell Property Management

106 Regency Blvd

Greenville, NC 27834

Phone: 252.329-7368 Fax: 252.355.9641

## West Hills HOA

### Homeowner's 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 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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## West Hills HOA Draft Authorization

I, \_\_\_\_\_, hereby authorize Russell Property Management to charge my monthly dues/rent to the following account:

\_\_\_\_\_  
(Address for 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 on the 1<sup>st</sup> of each month
- \*\* There will be a \$1 service fee per draft.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please attach a voided check

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

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 will be a \$1 service fee per draft 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.