

LONDONDERRY HOMEOWNERS ASSOCIATION
C/O PINDELL-WILSON PROPERTY MANAGEMENT COMPANY
PO BOX 20969
RALEIGH, NC 27619
919-676-4008 Fax 919-676-2721

FREQUENTLY ASKED QUESTIONS

1. Q. **What is a Homeowners Association?**
A. **A residential subdivision that is a corporation in which all members agree to abide by a set of covenants and conduct themselves for the common good of the community.**
2. Q. **What are the governing documents of my Homeowners Association**
A. **The Declaration of Covenants, Conditions, and Restrictions for Londonderry, The By-Laws, and The Articles of Incorporation. You should have received a copy of these documents at closing. PLEASE read these documents as they govern how your association operates.**

MONTHLY DUES (ASSESSMENTS)

3. Q. **What are my monthly homeowner dues used for?**
A. **Your dues are used to pay for expenses that your Association incurs such as landscaping, building repairs, newsletters, electricity, water, liability insurance, Directors and Officers Insurance, painting, management, legal fees, gutter cleaning, Capital Reserves, copies & postage, etc.**
4. Q. **Who determines what the dues are spent on?**
A. **The Board of Directors of your Association, which are elected by you, the homeowners.**
5. Q. **Is an invoice or bill sent for my monthly homeowners dues?**
A. **The association nor the management company is required to send any notice regarding the dues. Pindell-Wilson Property Management Co. sends you payment coupons shortly after you have closed on your home. These coupons will be sent to you again in December/January.**
6. Q. **What happens if I do not pay my homeowner dues?**
A. **Two notices are sent if payment is not received by the twentieth of the month that they are due, a reminder, and approximately 25 days later, a final notice. If the dues are still not paid, your account is turned over to a collection attorney. Per the Declaration of Covenants, Conditions, and Restrictions for Londonderry, the debtor (homeowner) is responsible for any and all legal/court costs, which can be costly. A lien will be placed on the property. If the dues are not paid after a lien is secured, the property will be foreclosed and sold at public auction. If the property does not sell at the auction, the Homeowners Association has the legal right to take the property and evict the owner.**
7. Q. **I thought my dues were included in my mortgage payment. Why do I have to pay them separately?**
A. **Your dues are not included in your mortgage payment like your insurance and taxes are. Your mortgage company does not escrow/pay your homeowner dues.**

BOARD OF DIRECTORS

8. Q. **Who handles the affairs of the Homeowners Association and is responsible for making decisions for the Association?**
 1. **The Board of Directors, NOT the Property Management Company. The Board of Directors oversees all operations of the Association, including the duties of the Property Management Company.**

9. Q. What is the purpose of the Board of Directors?
A. To manage and handle the affairs of the homeowners association. The Board of Directors is just like the Raleigh City Council. The main purpose and objective of the Board is to preserve, protect, and enhance the property values in the homeowners association.
10. Q. Who elects the Board of Directors and how often are they elected?
A. You (the homeowners) elect the Board of Directors. At the annual meeting each year, the Board of Directors are voted in by the homeowners. The number and terms of Board Members are outlined in the By-Laws. The Board members elect their own officers (Pres., VP., Sec., etc.)
11. Q. I would like to address the Board of Directors at a meeting. How do I do that?
A. Contact a Board member or Pindell-Wilson for the date and place of the next Board of Directors meeting to have yourself placed on the agenda for that meeting.
12. Q. I am interested in serving on the Board or on a committee. How can I get involved?
A. Either contact a Board member, Pindell-Wilson, or attend an annual meeting. Volunteers are welcome!

ARCHITECTURAL

3. Q. I want to install a cover over my back patio. What do I do?
A. **Written permission must be obtained from the Board of Directors/Architectural Control Committee prior to the beginning of any construction.**
1. Write a letter to the Board with a description of what you would like to install. The letter must have the type of materials to be used, dimensions, location, drawing, and any other pertinent information regarding the addition.
2. Mail or fax the request to Pindell-Wilson at the address above. It will be forwarded to the Board/Architectural Control Committee. You should have a written response within thirty (30) days.
4. Q. Why do I have to get permission to make changes to my property. I should have the right to do whatever I want since it is my house.
A. When you purchased in Londonderry, you agreed by deed to abide by the Declaration of Covenants, Conditions, and Restrictions for Londonderry. These covenants restrict your private property rights in some ways and are restrictive to what you can and cannot do, however, they insure that your property values will be preserved, protected, and enhanced. For example, it insures that no one is going to put a pink fence around the patio, or place yard ornaments in the front without permission. By having to obtain written permission from the Board of Directors/Architectural Control Committee before any improvements, modifications, or alterations are made, insures every homeowner that nothing should be done in the community that would be detrimental to their property values and their way of life.
5. Q. Can I put up a mini satellite dish?
A. Yes, but it should be placed in the back patio/deck area or on the back of the house if at all possible. Any damage resulting from a satellite dish will be the sole responsibility of the owner. Satellite dishes are not allowed in any common area.
6. Q. I would like to put a swing set or dog house in my back patio/deck area. Do I need permission, and if so, how do I go about getting permission?
A. **Yes, you do need permission for any exterior alteration, addition, or change. Please see #13 above for the procedure.**

7. Q. What will happen if I install a patio cover, storage shed, or add a dog house (or make any exterior alteration, improvement, or modification) and I do not get permission from the Board of Directors/Architectural Control Committee?
- A. The Declaration of Covenants, Conditions, and Restrictions for Londonderry gives the Board of Directors the authority to enforce the governing documents. If someone is not in compliance with the Covenants, then the Board has the power to force the violator to remove the improvement/ alteration/ addition by any legal means. A court order may be obtained and/or the violator may be fined up to \$50.00/day. If fining is implemented and the violation is not abated in thirty days, a lien will be placed on the property and foreclosure proceedings will commence. This is for your protection to help preserve, protect, and enhance property values. It prevents homeowners from making any changes that might hurt property values in the community.
8. Q. My neighbor will not maintain his patio/deck area in a neat and orderly manner. What can I do?
- A. Contact a Board member or Pindell-Wilson during business hours. A notice will be sent and if the violation is not corrected in a timely manner, a fine of up to \$50.00/day may be implemented. You may remain anonymous if desired.

HOME MAINTENANCE

9. Q. My heating and air conditioning system is broken. Does the homeowners association take care of this repair?
- A. No. The maintenance and repair of your HVAC system as well as any other repairs to the inside of your home is your responsibility, not the association's.
10. Q. Who do I call if my sewer line stops up?
- A. First, try to determine if it is just your line that is stopped up or if it is the main line that is clogged. If you and your neighbors lines are stopped up, then the main line in front of all the houses are stopped up and this is the Homeowner Association's responsibility. Call the property management company. If it is just your line that is stopped up from your house to the main sewer line, then it is your responsibility and you should call a plumber of your choice.
11. Q. I don't have any water, who do I call?
- A. The City of Raleigh, water department. The homes in Londonderry are individually metered. If the water line is broken or leaking between your house and your water meter, the repair responsibility is the yours. Please call a plumber. If the water line is broken on the parking lot side of the meter, it is the Association's responsibility. Please call the management company.
12. Q. My roof is leaking, who do I call and who is responsible for damage to the inside.
- A. The Association is responsible for repairing the roof, but you, the homeowner, are responsible for any repairs to the inside. Call the management company during business hours to report the leak.
13. Q. My outside light is not working. Who is responsible?
- A. You are. Even though this light is on the outside, the owner of the unit is responsible to replace light bulbs and make repairs as needed.
14. Q. When it snows, who is responsible for snow removal on the parking lots?
- A. The Association is, but since this is a very costly operation and there is so little snow in this area, the Board of Directors will not plow the parking lots most of the time. There are exceptions to this.

15. Q Who is responsible for maintaining the grounds?
A. The Homeowners Association hires a grounds contractor who will, including, but not limited to, mow, edge, blow, seed & fertilize once/year, police the grounds, re-mulch the plant beds once/year, and prune shrubbery.
16. Q I would like to plant some flowers in the front or rear of my home. Do I need permission?
A. Yes, any exterior alteration, addition, modification, including plantings, must be first approved by the Board in writing.

GENERAL QUESTIONS

17. Q Children are continually playing in the front/back of my townhome, what should I do?
A. Contact the parents and try to correct the problem. If the problem persists, and the children are doing damage to the grounds or buildings, call the police. Find out who the children are and call the management company during business hours.
18. Q My neighbor has a dog that barks all the time, and when the dog is out, it runs free and messes up the yard. What can I do?
A. First of all, do the neighborly thing - - go talk to your neighbor and see if this will help. If it does not, you should call the local animal control and notify the management company during business hours.
19. Q My neighbor is loud, plays loud music, has parties, etc. What do I do? Who do I call?
A. Try to talk to the neighbor first. If this does not work, call the police! Neither Pindell-Wilson nor the Board of Directors have police power. It is a matter for the local authorities.
20. Q I never got a copy of the Covenants. Where can I get one?
A. You should have received a copy of the Covenants from your closing attorney when you purchased your home. If you did not, Pindell-Wilson will gladly make you a complete set for a \$15.00 charge or you are welcome to pick up a set up from Pindell-Wilson, copy them yourself, and return them.
21. Q If I sell my property, is there anything I need to do?
A. Make sure your closing attorney calls Pindell-Wilson for dues payment information. Also, after your property has closed, please call Pindell-Wilson and let them know.
31. Q I have a car with no license plates and/or current inspection. Can I park it on the property?
B. **NO.** All vehicles parked on the Londonderry property must be in operating condition, both legally and mechanically. Current license plates/inspection, and no flat tires. Any vehicle not in operating condition legally and/or mechanically will be subject to being towed and stored at the owner's expense and/or fines. The Londonderry parking lot is not for the storage junk and/or non-operational vehicles.
32. Q I have a utility trailer or boat or commercial vehicle. Can I keep it in the parking lot?
A. **NO.** Trailers, boats, campers, commercial vehicles, must be parked in the RV parking lot on Loch Laurel Lane. Violators will be subject to towing and/or fines.

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SERVICES PROVIDED UNDER MANAGEMENT CONTRACT

- Review Articles of Incorporation, Declaration of Covenants, and By-laws, report findings to Board.
- Review and/or prepare annual budget for Association.
- Inspect buildings, grounds, and all common areas including parking areas and driveways.
- Project long range needs for capital improvements.
- Collect dues and assessments, pay all bills, invest reserves as directed by the Board and maintain accurate current records.
- Collect delinquent accounts as directed by the Board of Directors.
- Review and advise annually with insurance agent regarding coverage.
- Meet with Board of Directors monthly and the membership annually.
- Provide the Board with monthly financial statements on collections, delinquencies, income and expenses and adherence to budget.
- Supervise all exterior maintenance and repair items and keep detailed records of same for report to Board.
- Contract to perform exterior repairs/replacements as directed by the Board of Directors.
- Represent the Association as necessary in all matters involving the authorities, contractors, or sub-contractors.
- Assist in drafting common area Rules & Regulations as needed.
- Assist in resolving disputes between property owners including but not limited to parking, pets, and noise problems.
- Communicate with homeowners when necessary regarding adherence to Association Rules and Regulations.
- Assist when needed for catastrophic situations such as storm damage, hurricane, fire, etc.
- Prepare specs for grounds maintenance, and other repairs/replacements as necessary and solicit bids and award contracts as directed by the Board of Directors.
- Prepare spec sheets for lending institutions as required.
- Provide the Board with the knowledge of our 25+ years of homeowner association management experience.
- Consult with attorney when legal matters arise.
- Suggest committee structure and advise/assist committees.
- Copy and mail newsletters or other communications as necessary.
- Be on call 24 hours daily, 7 days weekly for emergencies.
- Assist CPA with annual audit and filing tax returns.
- Take care of the other hundred and one troublesome details that consume valuable time and energy on behalf of the Association.
- Perform all functions promptly, courteously, and professionally.