

Twelve Oaks FAQs

Who's Who

1. Who is my HOA management company?

All owners in Twelve Oaks, without exclusion, belong to the Master Association managed by PPM. Some owners are also a member of a sub-Association that may be managed by a different management company, in addition to PPM. Typically, owners that live in a Townhome are members of a sub-Association.

The Kingwood Collection and The Trace are Townhome Associations managed by Omega Management: 919-461-0102

The Applewood Collection is managed by CAS: 919-788-9911

Silver Bluff HOA is managed by Elite Management: 919-233-7660

Please refer any Master HOA items to PPM (entrances, common areas) and contact your sub-Association management company for any item related to your Townhome, streets, or common open space within your townhome community.

2. Is PPM the Board of Directors for the HOA?

No. PPM is the HOA Management Company for the HOA and is the office for the Association. During the Developer Control Period, the Developer serves on the HOA Board of Directors. After the Developer Control Period, a Board of Directors comprised of homeowners will be elected by the membership at a duly called meeting.

Club

3. Does PPM also manage The Club at 12 Oaks?

No. The Club at 12 Oaks is managed by Concert Golf. The Club phone number is 919-504-4094. All owners in Twelve Oaks are automatically social members at The Club. This is separate from the HOA dues you pay to PPM. For questions about Club Membership, please contact Cindy Hager at 919-925-4100.

ARC

4. I want to make a change to my home. Do I need to submit an application first?

Yes! An Architectural Review Committee (ARC) is appointed to review all exterior modifications to the home. Examples of exterior modifications include fencing, patios, decks, paint color change, swimming pools, hot tubs, and home additions.

Even basketball goals require prior ARC approval. This is not a complete list of all items that require ARC approval. If you are unsure if your project requires approval, please contact our office. Do not begin an exterior modification to your home without first obtaining an approval letter from the HOA for your project.

5. How do I submit an ARC application?

Submit the ARC form and any required documentation by email or mail to PPM. You can find a link to the form [here](#).

6. Is my survey/plot plan required?

Yes. In order to show where the home modification is going in relation to the home and to ensure it will be installed within your property lines only, please sketch the modification location on a copy of your survey. If you ordered a survey, check your closing documents from the closing attorney. If your home is new construction, your builder may have provided a plot plan.

7. When will I hear back from the Architectural Review Committee (ARC)?

PPM will initially confirm receipt of your application in the form of a confirmation email back to you. If you do not receive a confirmation email, please contact our office to be sure your application was received. Your application will be checked to be sure all required documentation is included. Your ARC submittal date begins the date all required information is submitted to PPM. You will be notified if any documentation is missing upon receipt of your application. Per the legal documents, the ARC has 30 days to review and respond to your request. Homeowners and contractors should plan accordingly for this 30-day review period. Due to the high volume of applications, your request cannot be expedited. The ARC makes every effort to respond to all owners in a timely manner, in many cases in as little as 2 weeks. Once a decision is reached, PPM issues a formal letter for you to keep in your records.

8. Who serves on the ARC? Is it PPM?

PPM does not serve on the ARC. PPM is the office of the HOA and handles the paperwork and organization of the applications, but PPM does not determine whether an application is approved or denied. All decisions are made by the committee. The ARC is comprised of homeowners in Twelve Oaks.

Misc.

9. I've noticed a violation of the HOA covenants in the neighborhood or something I think requires maintenance. How do I report it to the HOA?

First, check to be sure the item is reported to the proper place. Any Club items should be reported to The Club and any sub-HOA items should be reported to the sub-Association management company. The Club oversees the amenities in the subdivision such as the pools, playgrounds, community garden, and dog park. If you are unsure, you can always start with PPM and we are happy to direct you to the appropriate party.

Possible violations and/or maintenance requests may be reported via email to PPM. Please be sure to include as much information as possible such as the property address and the exact nature of the concern. Photos are extremely helpful to our office whenever possible, although we do understand that this is not always feasible.

10. I want to report a street light that is broken or burned out. How can I do that?

Easy! Just [click this link](#) and input the nearest address and the pole number off of the light. Duke Energy will make the repairs within 3 to 5 business days.

11. What are the rules concerning golf cart use in the community?

12 Oaks is a golf community and while use of golf carts is commonplace, the rules and ordinances in place with the Town of Holly Springs must be followed. Per the Town of Holly Springs, anyone under the age of 18 should not be behind the wheel. (Provide link to ordinance) Violations may be reported to the Town of Holly Springs police. Please exercise safe driving at all times.

12. I have a street tree in my front yard between the sidewalk and the street. Who is responsible for this tree?

When the development plan for Twelve Oaks was approved by the Town of Holly Springs, the builder was required to plant a pre-determined number of street trees in the community. These trees belong to the property owner; not the HOA. However, for a uniform appearance in the neighborhood, the HOA provides mulch around the street trees one time per year, typically before the Spring. Any dead or diseased trees are the sole responsibility of the homeowner to maintain and replant as required by the Town of Holly Springs.