

Guide to Living at
ASHWORTH TOWNES

Useful information & community standards

January 2021

A LETTER FROM THE BOARD OF DIRECTORS

Dear Ashworth Townes Homeowner,

The Ashworth Townes Homeowners Association Board of Directors has assembled this Reference Guide to help residents navigate our community's various rules and guidelines. The information here draws on the Association's governing documents, as well as the general statutes of the State of North Carolina, Wake County, and the City of Raleigh.

This Guide is provided so that all residents of Ashworth Townes – owners and renters, new residents and longstanding ones – have essential information about our townhouse community. Our intention is that everyone has the same understanding of community standards and expectations. While some of the contents may be familiar to current residents, it is important for everyone to review and revisit the rules and practices outlined here.

All homeowners will receive a copy of this handbook, as well as HOA By-Laws and Covenants, upon arrival at Ashworth Townes. Be aware that it is the responsibility of every member of the Ashworth Townes Homeowners Association to ensure that they, their families, tenants, and visitors comply with these regulations.

We suggest that you keep this Guide handy for reference. If you have suggestions for other information that would be helpful to include here, please be in touch with the HOA Property Manager at the William Douglas Management Company. Also, if you need copies of the HOA governing documents, you can find them on the Company's website or request them.

Thank you for your cooperation in keeping Ashworth Townes an inviting and pleasant place for everyone to enjoy. Please know that we are happy to have you as part of our community.

Sincerely,
The Ashworth Townes Board of Directors

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1. GENERAL INFORMATION

The Ashworth Townes community consists of sixteen townhomes located off Powell Drive. All homeowners are members of the Ashworth Townes Homeowners Association (HOA), and are encouraged to actively participate. While tenants of rental properties are not Association members, we value their contribution to the Ashworth Townes community.

The Association holds an Annual Meeting to update homeowners on HOA affairs. It is important for all members to attend so that everyone's interests are represented. A notice with the meeting date will be mailed to each member in advance of each meeting.

Common areas. The Association owns and maintains the Common Areas and parking area. The large Common Areas at Ashworth Townes can be found on either side of the 710 building, as well as the median of the complex. The Common Areas are for everyone's use.

Private property. While Common Areas are for use by all residents, the front and backyards of each unit belong to the individual unit owner. Please do not use a neighbor's property without their permission. This includes routine play of children and pets.

Property management. The Association employs the William Douglas Property Management Company to manage its affairs, including payments, maintenance, rule enforcement, and any other matters related to the Ashworth Townes community. All communication with homeowners regarding the HOA is sent by the management company. It is the homeowners' responsibility to keep their mailing addresses and contact information up-to-date and to open correspondence from William Douglas Property Management.

William Douglas Property Management Company
1033 Wade Ave. Suite 208
Raleigh, NC 27605
(919) 459-1860
www.wmdouglas.com

Through the William Douglas Management Company's website, homeowners can access information related to the Association and to their individual accounts:

- Update account and contact information
- Pay monthly assessments and any other fees
- Report rule violations
- Report maintenance needs
- View Ashworth Townes governing documents and financial statements

Please register for access at www.wmdouglas.com/for-homeowners. Click on 'Pay Dues' to set up an account.

If you have questions or comments about the information in this guide, please direct them to the HOA Property Manager.

2. DUES & ASSESSMENTS

Annual assessments underwrite building maintenance and other costs necessary for management of the Association. Assessments are collected monthly, and payment is due on the first day of each month. If that falls on a weekend or federal holiday, the due date remains the same. Late payments will be subject to a late fee.

Payment options. Owners are encouraged to pay monthly fees by auto-drafting from their bank accounts. This may be set up through the William Douglas Management Company Resident Portal. Payment may also be made by check. Coupon books are distributed at the beginning of each calendar year, and coupons should be sent with checks. If a check is returned, a fee will be applied to the homeowner's account.

Delinquent payments. Homeowners with past due balances will be notified in writing. Notification letters will request payment of the outstanding account within a certain timeframe. They will also inform the homeowner of the consequences of not paying, including revocation of voting privileges, as well as the possibility of filing a lien against the homeowner's property.

If not paid, the Association notifies the owner that the account will be turned over to the Association's attorneys for collection and potential legal action. Any costs related to the collection of delinquent payments, such as attorney fees and court costs, will be passed on to the owner.

3. MAINTENANCE & LANDSCAPING

Grounds maintenance. The Association maintains the common grounds of the community, such as routine grass mowing and any other landscaping work required to keep the grounds attractive.

Exterior & other maintenance. The Association also provides maintenance for:

- Painting and siding
- Roofs
- Gutters
- Community lighting
- Parking area and drive
- Water and sewer lines connecting to city lines

Maintenance requests. If you see any areas that require maintenance, please contact the HOA Property Manager via phone or email. You can also submit a work order through the Company website.¹ All repairs must be reported to and arranged by the Management Company.

In case of maintenance emergency after business hours, call (919) 459-1860. Follow the voice prompts to reach a hotline operator, who will dispatch a repair service. Note that this applies to repairs for which the HOA is responsible.

¹ At www.wmdouglas.com/for-homeowners, scroll down to log in to your account. Under 'Account Information,' select 'Work Orders.'

Homeowner responsibilities. Individual owners are responsible for maintaining:²

- Their unit's interior
- HVAC systems and water heaters
- Building foundations
- Glass surfaces and screens
- Decks and patios
- Outside water spigots
- Waterlines between meter and house (unless due to problems caused by Association maintenance)

Decks & patios. The residents of each home must keep decks and rear patios in good repair and presentable condition in keeping with community expectations.

Exterior changes to property. Any homeowner wishing to make changes to the outside of their home must receive written approval from the Board of Directors. This includes (but is not limited to) fences, decks/patios, yard decorations, and light fixtures. No satellite dishes are permitted.

Property damage. Any resident who causes damage to property, whether willful or negligent, will be required to reimburse the Association for any resulting maintenance or repair costs. The amount due will be applied to the homeowner's assessment. Unit owners are responsible for damage resulting from the actions of family members, visitors, or tenants.

4. PARKING & VEHICLES

The Ashworth Townes governing documents clearly outline the community's parking policy.

Each townhouse is allowed two specific parking spaces assigned by the Association. Please refer to the parking map at the end of this Guide to see which are designated for your use (marked with unit number) and which spaces are allocated for visitors (marked 'V').³

Additional resident vehicles and those of guests may be parked in Visitor parking spaces. If none are available, ample parking is located along Powell Drive. Do not park in another resident's assigned parking space, even if they do not appear to use it, unless they have given their permission. If a resident or their visitor parks in another unit's space, the homeowner may receive a violation.

Guests & service providers. Non-residents must not park in assigned parking spaces. Residents are accountable for their visitors' parking. They should verify that guests and service providers have parked in Visitor parking spaces upon arrival.

If a service provider requires their vehicle to be near your house, move your car so they can park in your assigned space. They should not park in another unit's parking space even if it is vacant.

² A detailed list of homeowner maintenance responsibilities can be found in the Association's governing documents.

³ As of January 2021, the HOA is awaiting the repainting of unit numbers on parking spaces. Meanwhile, residents are still required to park in their assigned spaces.

Impeding access. Vehicles must never be parked so that they prevent ready access to another parking space or to Powell Drive.

Inoperable & abandoned vehicles. In accordance with City and State laws, all vehicles parked at Ashworth Townes must be in working order and have current license plates. Those that do not may be towed at the owner's expense. Please direct reports about vehicles to the HOA Property Manager.

5. TRASH & RECYCLING

The City of Raleigh provides separate bins for trash (*green*) and recycling (*blue*). You should find one of each behind the house, labeled with your unit number, upon arrival at Ashworth Townes.

The trash and recycling bins must be stored behind your unit and out of sight from the front, except when set out for trash/recycling pick-up. They should be kept close to your house, so they do not interfere with the landscapers' work.

Keep bins securely closed at all times to prevent animal scavengers and to keep trash from escaping. This means that bins must not be overfilled.

Trash collection. **Every Thursday.** Green trash bins can be placed at two locations along the curb of Ashworth Townes circular drive:

- Between the 708 and 710 buildings under the large oak trees.
- At the end of the sidewalk between 710 and 712 buildings

Do not place trash bins along Powell Drive. It may not be collected or may cause all Ashworth Towne's trash to be bypassed.

Recycling collection. **Every OTHER Thursday.** Blue recycling bins are lined up along the curb of Powell Drive, not with trash bins.

You can find the recycling schedule at www.raleighnc.gov/recycling. Ashworth Townes is on the 'Week B' schedule. A guide to recyclables is provided at the end of this Guide.

Putting out bins. City regulations state that residents may place containers at the curb after 12 p.m. the day before collection. Bins must be removed by 7 p.m. the following day. If you see that someone repeatedly leaves containers out beyond the designated timeframes, please contact the HOA Property Manager.

When putting out bins, always position them so that they open to the street, with the handle toward the curb. Bins must not block parking spaces.

Unemptied bins. If collectors do not empty your trash or recycling bins, you must return them to behind your house until the next collection day. The exception is when the City misses the entire complex. In that case, bins may remain at curb until the City collects the trash/recycling.

Rejected items. If trash/recycling collectors leave something at the curb, it is either not accepted for regular collection or was improperly prepared. If something you put out is not taken away, promptly remove it from the curb.

Trash & recycling regulations. The City of Raleigh has strict guidelines for trash and recycling removal, including where it is collected, what is accepted, and how to prepare it. Please refer to the recycling information provided at the end of this Guide.

Failure to adhere to established guidelines may result in fines from the City, as well as formal HOA violations. Please review and follow City directives.

- Properly bag trash before placing in green bins. This keeps containers clean and reduces odors. In addition, garbage attracts animals and may also endanger resident pets.
- Do not place extra bags on or next to the bin. It will not be collected. Hold extra bags until the next collection or take them to a City Solid Waste Center at no charge.
- Do not bag up recyclables. They should be deposited loose in the bins.
- Do not place trash in recycling containers. City trash collectors will not empty blue recycling bins even if clearly filled with trash.
- Do not put recycling bins at the curb on the wrong week. This can result in regular trash collection being skipped for all of Ashworth Townes.
- Do not leave cardboard boxes at the curb. Cardboard boxes must be flattened completely and cut to a size small enough to fit in the recycling bin. Large pieces or quantities can be disposed of at City of Raleigh Solid Waste Centers.

Disposal of large & special items. Certain types of discards may require special arrangements for removal by the City of Raleigh. Do not leave any items at the curb without confirmed arrangements. To avoid a violation from the Association, please inform the HOA Property Manager of any arrangements you make for trash removal.

- Bulky items: Discards too large to fit in a garbage bin, such as household furnishings.
- Special loads: Large appliances and items that cannot be disposed of in the landfill. Also, any discards that exceed the limitations of a bulky load collection.
- Electronic waste: Items with an electric plug such as TVs, computers, and telephones.

Once you have scheduled and confirmed your collection date, place your items neatly at the curb of Powell Drive no sooner than the day before your scheduled collection.

For information and scheduling, contact City of Raleigh Solid Waste Services Customer Care Center (919) 996-3245 or customercare@raleighnc.gov and the City website.

Other options for disposing of special items:

- Private trash removal companies will pick up large and bulky trash items at your doorstep. Scheduling and payment are the responsibility of the resident.
- Donations. To dispose of unwanted but reusable items, consider donating to a local non-profit group. Goodwill Industries and The Salvation Army will pick up furniture in good condition. Habitat for Humanity will pick up good household items, including furniture, fixtures, and working appliances.

6. PET OWNERSHIP

Residents are expected to comply with the City of Raleigh laws and ordinances regarding pets, as well as with Ashworth Townes' community rules.

Pet care. The large Common Areas on either side of the 710 building may be used to exercise and relieve pets. All dogs must be attended and either leashed or under voice control at all times.

Pet behavior. Unit owners and tenants are accountable for their pet's behavior and any damage they may cause. Nuisances will not be tolerated, and pets that misbehave will be banned from the Common Areas.

Unacceptable behavior relating to pets includes (but is not limited to):

- Pets relieving themselves anywhere but Common Areas and the owner's property
- Untimely removal and inappropriate disposal of dog waste and cat litter by owners
- Pets roaming across neighbors' private property without permission
- Excessive and persistent barking
- Damage to Common Areas or private property, including plantings and possessions
- Aggressive behavior
- Other behaviors interfering with other residents' enjoyment of community in any way

These are subject to complaint and may result in a formal notice of violation. Owners may be fined for repeated infractions.

Pet waste regulations. Without exception, pet owners are responsible for cleaning up pet waste everywhere on Ashworth Townes properties, including their own yard. Dog feces must be immediately removed, bagged, and properly disposed of in the owner's own waste container. Cat litter must also be securely bagged and placed in the owner's trash bin. It should never be dumped anywhere on Ashworth Townes property.

Removal of pet waste is not just a courtesy; it is an environmental necessity and required by law. If not removed, rainwater carries it into storm drains. This water feeds into the Neuse River, which is the source of drinking water for millions of North Carolinians. This pollution can cause severe health threats to humans and wildlife.

7. GENERAL ENJOYMENT OF THE COMMUNITY

All residents are entitled to equal enjoyment of Ashworth Townes, owners and renters alike. Because our townhomes are in close proximity to each other, we must make an effort to keep the community pleasant for all residents. With this in mind, behavior that interferes with other residents' healthy enjoyment of our community is not permitted.

Noise restrictions. Ashworth Townes observes quiet hours from 10 p.m. to 8 a.m., but residents should keep noise to a minimum at all times. Loud voices, music, dog barking, vehicles idling in the parking lot, and other noise can be objectionable to neighbors. This is especially true when you are outdoors, as sound carries over to nearby areas.

Litter. Everyone wants to live in a clean, attractive place, and trash is both unsightly and unsanitary. Residents are responsible for their own trash, but please pick up any stray items you find. This small effort goes a long way toward keeping our community clean and safe.

Note that cigarette butts are considered litter. You must dispose of them properly yourself, and never anywhere on Ashworth Townes properties.

Smoking. Please refrain from smoking outdoors. While smoking is legal in North Carolina, non-smokers are entitled to breathe smoke-free air, especially within the confines of their own properties. Be aware that your smoke drifts onto other people's property.

This is concerning because the adverse health effects of secondhand smoke are well-documented. In this challenging time of COVID-19, it is especially important to respect residents' concerns about breathing in smoke, which is reported to increase the risk of severe coronavirus infections.

When a resident's smoking disturbs neighbors as they occupy their own property, the HOA Board has determined that second-hand smoke qualifies as a nuisance under the Ashworth Townes Association Covenants and is subject to violation.

Conduct of children. While children are welcome at Ashworth Townes, they must also follow the rules. Parents and guardians are responsible for children in their care at all times. Please note that:

- Children are not permitted into neighbors' yards without permission of the owner
- Damage to the Common Areas or other residents' personal property (including landscaping) is the responsibility of the parent or guardian
- Toys and bicycles should be stored away from view at the end of each day
- Children may not play or loiter in the parking lot in a manner that obstructs or restricts traffic or that interferes with residents' safety and peace. This rule applies to all residents.

Injurious, aggressive, and offensive behavior is prohibited within the Ashworth Townes community. If you are the target of such behavior and believe your safety is at risk, call 911.

Please do your part to maintain a neighborly atmosphere. If a neighbor approaches you, please be courteous and respect their wishes. This can also prevent formal complaints.

8. COMMUNITY RULES & ENFORCEMENT

All residents, both owners and tenants, are required to abide by the rules of the Ashworth Townes Homeowners Association.

While we hope that everyone adheres to established guidelines, at times that is not the case. The Association's management company has mechanisms in place to regulate community rule violations. In the spirit of keeping Ashworth Townes a pleasant and peaceful place to live, this process is followed to resolve persistent infractions and unacceptable patterns of behavior.

Rule violations process. If any resident observes a violation of the established guidelines or has a complaint about another resident's inappropriate behavior, they can make a report to the HOA Property Manager or through the Company website: www.wmdouglas.com/report-a-violation.

If a report is made, the Management Company will send the unit owner a notification letter via US Postal Service. This initial letter informs the homeowner of a potential violation and serves as a warning. It indicates that an infraction has been observed or reported. No action is taken at this time, but the behavior outlined in the violation letter must be corrected.

If another report is made for the same violation, the owner will be sent a second letter. After a third violation letter, the HOA can impose a fine. It is rare that violations proceed to this point, as residents share a common interest in maintaining a respectful environment at Ashworth Townes. Depending on severity of the violation, the Board may call a hearing with the homeowner immediately.

Appeals process. Owners have the right to contest a violation. In this case, a more formal inquiry is made. If the complaint is determined to be legitimate, the homeowner can request a hearing before the Board.

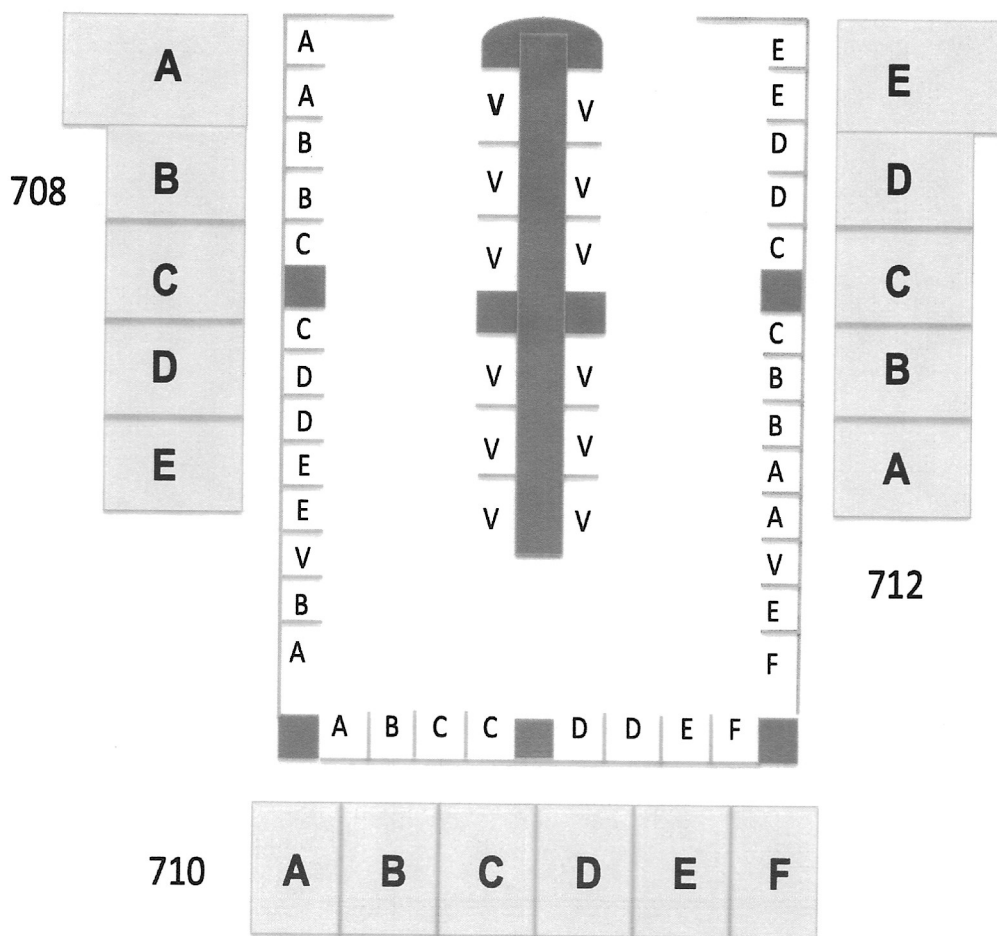
Tenant violations. Again, tenants must also follow the rules of the Association. For rental properties, the property owner is accountable for any tenant violations. If any fines are incurred as a result of tenant behavior, property owners may require the tenant to pay the fine.

It is the unit owner's responsibility to inform their renters of Ashworth Townes rules and standards and to ensure that they are followed. Homeowners: please provide your tenants with the information in this guide to introduce them to the community.

Guests of residents. Guests and visitors are subject to the same rules as owners and tenants. All residents, whether homeowners or renters, are responsible for their guests' actions. Standard violation procedures apply for infractions by guests.

The Board of Directors at Ashworth Townes hopes that this information is helpful in outlining how departures from rules are handled. Please contact the HOA Property Manager with any questions or comments. The Board of Directors and your neighbors thank you for helping to keep life and the property at Ashworth Townes pleasant and enjoyable for all.

9. PARKING MAP



10. RECYCLING GUIDE

For more detailed information, please refer to the City of Raleigh website: www.raleighnc.gov/recycling

RECYCLE

THANK YOU FOR RECYCLING THESE:



Cans



Aluminum and Steel Cans
empty and rinse



Cartons



Food and Beverage Cartons
empty and replace cap



Glass



Bottles and Jars
empty and rinse



Paper



Cereal Boxes, Newspaper, Magazines and Mail, Flattened Cardboard & Paper Tubes



Plastic



Kitchen, Laundry, Bath: Bottles and Containers
empty and replace cap

NO!



Do not Bag Recyclables
(no garbage)



No Tangles,
Cords, Hoses
or Chains



No Flammables,
Fuel Tanks or
Batteries



No Food or Liquid
(empty all containers)



No Clothing
or Linens
(drop-off only)

This Guide has been reviewed by the Association Board of Directors and approved as a Reference Guide for Ashworth Townes Homeowners. Details can be found in the Association By-Laws and Covenants, which may be adapted or amended by the Board of Directors in keeping with established procedures. Please note that this is not a legal document.

Approved January 2021