

Encore at Wendell Falls



Welcome Packet

Encore
by David Weekley Homes

THE CLUB AT ENCORE
709 Flower Manor Dr
Wendell, NC 27591

Welcome to Encore at Wendell Falls and Welcome Home!

We are pleased to welcome you to our community, and we look forward to introducing you and your family to the wide variety of programs, special events, and quality leisure experiences that define the exceptional lifestyle enjoyed by our residents. Our team takes great pride in providing amenities maintained to our high standards of excellence and an atmosphere that is always warm, welcoming, and friendly. We provide the community with a place where friends are plenty and a neighborly spirit and smile set the tone. The Lifestyle Director's goal is to make available the opportunities you seek.

This Welcome Packet has been designed to provide you with all the information that you need to begin utilizing the many facilities and programs available to you as a resident of our community. The usage guidelines provided in this packet have been thoughtfully established to help us to maintain the proper utilization of all areas while providing residents with a safe and enjoyable experience.

Our community provides residents with the following amenities:

- State of the Art Fitness Center
- Resort-style pool
- Meeting/Multi-Purpose Room
- Wireless Internet Access
- Big Screen TVs
- Catering Kitchen
- Group Exercise Room
- Tennis Court
- Pickleball Court
- Walking Trails
- Lake
- Outdoor BBQ Grill
- Full Time Lifestyle Director

We are delighted that you have decided to become a part of our community, and we look forward to seeing you at our next program or special event.

Sincerely yours,

The Encore at Wendell Falls HOA

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1 INTRODUCTION

1.1 Welcome Packet Purpose

The purpose of this Welcome Packet is to provide you with all the information you need to begin enjoying the many amenities, programs, and activities available to you as a resident of our community. Each guideline has been thoughtfully established with the best interest of the community in mind with the goal of providing a safe and enjoyable environment for all residents.

1.2 Mission Statement

To provide exceptional services to our residents which reflect our uncompromising standards of excellence and dedication to *Building Better Lifestyles*.

1.3 Developer Story

David Weekley Homes began in Houston, TX. In 1976. David Weekley Homes celebrated 45 years of excellence in 2021. In those 45 years, we have built 100,000 homes in 12 states, and 19 major cities, and have donated more than \$100 million to worthwhile causes around the country.

David Weekley Homes' ranking on FORTUNE magazine's "100 Best Companies to Work For®" lists were based on the evaluation of the company's policies, culture, and the opinions of our Team Members. Our celebrated culture embraces *Our Purpose* of Building Dreams, Enhancing Lives and this has enabled us to give back to the people in our community.

1.4 Omega Association Management

Our management team is here to provide trusted guidance to your community. We understand and respect that our role is to guide and assist the community association, under the direction of the board of directors. Think of us as your knowledge and support network offering a range of services, all designed to facilitate the long-term stability of your association, with your vision, focus and values in mind. Omega's mission is to provide a customer service focused experience for your community through efficiency, honesty, knowledge, and innovation. We are excited to create a personalized Lifestyle experience for our clients by listening and growing with our communities.

2 GENERAL INFORMATION

2.1 Hours of Operation

The Club: Sunday – Saturday, 5am – 10pm. Subject to change or restrictions.

Pool: Memorial Day through Labor Day, Sunrise – Sunset (Swim at your own Risk). Lifeguards are not provided.

2.2 Operating Calendar and Holidays

Holidays

The Club Lifestyle Office will be closed on the following days:

(Residents will have access during normal amenity hours)

- New Year's Day
- Easter Sunday
- July 4th
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- Other rotating holidays as determined.

Inclement Weather

We will make every attempt to remain open during times of inclement weather; however, the facilities will be closed if the conditions are determined to be a threat to the residents and staff.

Maintenance Days

To achieve the highest standards of facility cleanliness and safety, there will be times when certain areas of the facility will be shut down for improvements, cleaning, and preventative maintenance. Resident understanding and patience are appreciated as efforts are made to improve and maintain the cleanliness, safety, and aesthetics of the facility. Whenever possible, maintenance days will be scheduled in advance and residents will be notified.

2.3 Contact Information

Encore at Wendell Falls HOA Management

919-461-0102 - Omega Association Management, Inc. - www.omegamgmt.com

Jenna Smith – Community Manager
Email: jenna@omegamgmt.com

Alexis Lewis – Lifestyle Director
Email: alexis@omegamgmt.com

Elizabeth Thorp – Asst. Community Manager
Email: elizabeth@omegamgmt.com

Accounting Department
Email: accounting@omegamgmt.com

Wendell Falls Master HOA Management

919-374-7282 - www.lifeatwendellfalls.net - wendellfallsnc@ccmcnet.com

2.4 Facility Information

Homeowners using the facilities do so at their own risk. The safety of our residents of our community is a primary concern. All persons using the facilities do so at their own risk and agree to abide by the rules for use of the facility. The community, its agents and employees assume no responsibility and shall not be liable for any accidents, personal injury, or damage to, or loss of property arising from the use of the facilities or from the acts, omissions or negligence of other persons using the facilities. Residents are responsible for their actions and those of their guests.

2.5 Comments and Suggestions

Our staff is always striving to improve service to the community. Resident suggestions and ideas are essential to our continued success. Residents can voice their concerns and suggestions by emailing the Assistant Community Manager.

2.6 Policy Enforcement

Please be aware that staff must protect the rights and privileges of rule-abiding residents, and that inappropriate behavior will not be accepted. All users are responsible for compliance with the rules and regulations established for the safe operations of all the facilities. Anyone continuing to violate clubhouse rules will be refused access to the clubhouse and its amenities in accordance with HOA guidelines. The staff reserves the right to ask residents to leave the facilities and suspend their privileges until the HOA can make an official ruling.

2.7 Key Fobs

Use of the amenity areas is restricted to residents only. To gain access to the amenity areas, you must use your key fobs. Upon arrival at the facility, residents will scan their key fobs in the fob reader located outside of the main entrance doors to unlock the doors. This fob system protects you and the facility from non-resident entry. Under no circumstance should a resident provide their key fob to a non-resident to allow them to utilize the amenities. Each household will be given two (2) key fobs. One additional key fob per household can be purchased for \$25 (no cash). Before you receive your key fobs you are required to sign a liability waiver and acknowledgement that you have received a copy, read, and understand the policies and procedures outlined in the Welcome Packet.

3 PROGRAMS, ACTIVITIES, AND SERVICES

3.1 Program Descriptions

We are pleased to offer our residents a wide variety of programs and activities designed to meet the needs of community members of all ages, interests, and skill levels.

Each year, the staff will evaluate and improve upon existing programs, as well as continually add new activities in each category. The format of each program or activity will be structured to provide participants most effectively with a positive recreational experience of the highest caliber.

Omega management offers a Lifestyle Culture that connects its residents through communication, education, and fun! We provide our residents the resources to get involved in their community and make it their own. The Lifestyle Director will host a diverse selection of programs, as well as support resident run clubs and groups. Together the Residents and management team will create a Lifestyle culture as unique as the community in which encompasses it. Below is a sample of the types of programs that may be offered to our residents.

- Fitness Classes
- Holiday Parties
- Art Classes
- Clubs and Interest Groups
- Bus Trips
- Pickleball Events

- Card Games
- Dance Nights
- Craft Fairs
- Continuing Education

3.2 Program Calendars and Brochures

Information on new programs and events will be emailed and posted at The Club.

3.3 Program Registrations

Programs will be open to residents only. Registration dates and deadlines will be advertised each month.

3.4 Program Fees and Payment Types

A variety of complimentary and fee-based programs will be offered to residents. Fees for programs are occasionally required to offset the cost of instruction, supplies, equipment, and administrative expenses. Full payment must be made at the time of registration.

3.5 Program Changes and Cancellations

The staff will notify residents if there is a need to change or cancel a program. If a program is cancelled, residents will be issued a refund.

3.6 RSVPs and Registration Deadlines

Most programs will require advanced registration or an RSVP to allow the staff to plan effectively. To avoid the unnecessary cancellation of program, it is important to register by the posted deadline. Late registrations may be accepted on a case-by-case basis. Due to the nature of some programs and the availability of space, late registration may not always be feasible.

3.7 Waiting Lists

Some programs will have maximum registration limitations. In the event a program is full, a waiting list will be created. If there are cancellations in the program, the residents on the waiting list will be contacted. This waiting list will also be utilized to determine if an addition program can be offered.

3.8 Program Refunds and Credits

Program refunds and credit may be granted on a case-by-case basis. Refunds and credits after the program registration deadline or after programs begin

may not be approved. Please understand that it could take up to 3 weeks to issue a refund.

3.9 Resident Clubs and Interest Groups

Our facilities will host many interests group and activity club meetings and social events. Clubs and interest groups will be resident managed and self-supporting. The staff will help to facilitate meetings and assist in the development and promotion of activities developed by the clubs. Any resident wishing to develop an interest group or club should contact the staff to receive information and an application. All official groups and clubs must have a charter and be pre-approved by the Board of Directors. Meeting and event dates will be subject to facility availability. All clubs must be open to any Encore resident of the community.

3.10 Resident Directory

Please contact the Lifestyle Director for information on how to join.

3.11 Program Suggestions and Ideas

The staff is always striving to improve programs & services offered to the community. Residents are encouraged to submit ideas and suggestions for upcoming programs by meeting with the Lifestyle Director.

4 FACILITY FEATURES AND USAGE GUIDELINES

4.1 Community Amenities Overview

Our community offers residents a wide variety of amenities and services including:

- State-of-the-art Fitness Center
- Resort-style pool
- Meeting/Multi-Purpose Room
- Wireless Internet Access
- Big Screen TVs
- Catering Kitchen
- Tennis Courts
- Group Exercise Room
- Pickleball Courts
- Outdoor BBQ Grill
- Indoor & Outdoor Fireplaces
- Full Time Lifestyle Director
- Parks & Walking Trails
- Cornhole

4.2 General Facility Usage Guidelines

The following usage guidelines have been established to maintain the facility and ensure the safety and enjoyment of all residents.

1. All residents are entitled to utilize the amenities if they meet all eligibility requirements.
2. Residents are encouraged to speak to their physician before engaging in physical exercise. All residents utilize the amenities at their own risk. Assumption of risk and liability forms must be signed and on file before utilizing the amenity areas.
3. Residents must always have their key fob in their possession for identification to enter and utilize the amenities.
4. Except for the pool and wet areas where bathing suits are permitted, residents must be properly attired with shirts and shoes to utilize the amenities.
5. Bathing suits and wet feet are not allowed indoors except for the gym bathrooms.
6. Food and drink will be limited to designated areas only.
7. Excessive noise that will disturb other residents and guests is discouraged.
8. Smoking of any kind is not permitted on the grounds of The Club. (Vaping etc.)
9. Use of profane or inappropriate language is not permitted.
10. Anyone that appears to be under the influence of drugs or alcohol will be asked to leave the facility.
11. Residents are responsible for cleaning up after themselves and helping to always keep the amenity areas clean.
12. Residents are encouraged to let the staff know if an area of the facility or a piece of equipment needs cleaning or maintenance.
13. All equipment and supplies provided for use of the amenities must be returned in good condition after use.
14. Except for service animals, pets are not permitted indoors or on the pool deck unless it is an authorized event.
15. Bicycles, rollerblades, and other vehicle use is limited to designated outdoor areas only. A designated parking space with racks for bikes, and other vehicles will be available.

16. All programs and services including personal training, group exercise and instructional programs must be conducted by an approved and certified instructor(s).
17. To prevent disturbance to others, use of cellular telephones is limited while in the facility. Residents and guests are asked to keep their ringers turned off or on vibrate while in the facility.
18. The facility and staff are not responsible for lost or stolen items. Staff members are not permitted to hold valuables or bags for patrons.
19. All found items should be turned in to the staff for storage.
20. Residents are encouraged to assist the staff in the enforcement of these usage guidelines. Residents may notify the staff on duty if an individual is violating usage guidelines.
21. Rules are subject to change as deemed necessary by the HOA or Lifestyle Director.
22. Vehicles cannot be left overnight at the amenity parking lot. Towing enforced.

4.3 Gym

Our community offers a beautiful gym complete with state of the art cardiovascular and strength training equipment.

Features and Benefits:

- One Precor[®] Treadmill with touchscreen TV/iPod
- One Precor[®] Total Body Elliptical with touchscreen TV/iPod
- One Precor[®] Recumbent Cycle with touchscreen TV/iPod
- One Precor[®] Glide Functional Strength Trainer
- One Precor[®] Bench and Functional Strength Trainer
- One Escape Fitness Upright DB Rack
- Free Weights up to 75 pounds.
- Athletix Wipes Dispenser

Usage Guidelines

1. All residents are encouraged to consult their physician before beginning an exercise program.
2. Staff members may offer residents basic guidance on the proper and safe utilization of the equipment.
3. Appropriate attire including shorts, shirts, and closed toed athletic footwear must be always worn in the fitness center.

4. All equipment must be wiped down after use with the wipes and/or spray provided.
5. If a resident is waiting, cardiovascular equipment utilization is limited to 30 minutes.
6. If a resident is waiting for the weight equipment, individuals should allow others to “Work in” between sets.
7. Food is not permitted in the fitness center.
8. Water or other sport drinks must be contained in non-breakable spill-proof containers.
9. Personal music devices are permitted if used with headphones and played at a volume that does not disturb others.
10. Free weights must be restacked in the appropriate location after each use.
11. Stacked weight equipment should not be slammed while lifting.
12. All concerns, equipment malfunctions, and maintenance needs should be reported to the staff.
13. The community offers a personal training program for residents seeking more individualized attention and guidance. Information on trainers, packages, and fees contact the Lifestyle Director.
14. All instructors must be approved and certified.
15. All other general facility rules apply.

4.4 Fitness Room

Our community offers a fitness room for residents to enjoy structured programs and classes. This room may also be used by the community to stretch before and after work outs if there isn't a program running at the time.

Usage Guidelines

1. All residents are encouraged to consult their physician before beginning an exercise program.
2. Classes are scheduled each month based on the interests of the residents and the availability of qualified instructors. Information on class times, dates, fees, and instructors is available on the monthly calendar and posted in the facility.
3. All instructors must be approved and certified.
4. Residents may use the fitness room and the equipment when classes are not in session and the room is unlocked; however, all equipment must remain in the fitness room and be returned to its proper location.
5. All equipment must be wiped down after use with the wipes and/or spray provided.
6. All other general facility rules apply.

4.5 Pool Rules

We are pleased to provide our residents with a fantastic resort style aquatic amenity area.

1. Swim at your own risk. The pool areas **are not** supervised by lifeguards during operating hours.
2. **The pool areas are open from sunup to sundown. No one is permitted in the pool at any other time unless a specific event is scheduled.**
3. Flotation devices are permitted.
4. To prevent accidental loss or damage, we recommend that personal pool items are left at home.
5. No bicycles permitted on the pool deck.
6. No glass containers or breakable objects of any kind are permitted in the pool area.
7. All swimmers must shower before initially entering the pool.
8. Persons with open cuts, wounds, sores, or blisters may not use the pool.
9. No person should use the pool with or suspected of having a communicable disease which could be transmitted using the pool.
10. Appropriate swimming attire (swimsuits) must be always worn.
11. Animals are not permitted in the pool or on the deck
12. Sitting on or hanging from pool ladders is not allowed.
13. NO diving is permitted.
14. Back dives, flips, back jumps, or other dangerous actions from the side of the pool are prohibited.
15. Only authorized staff members are allowed in the filter rooms and chemical storage rooms.
16. Tables or chairs on the deck area may not be reserved by placing towels or personal belongings on them.
17. The pool may close due to weather warnings, fecal accidents, chemical balancing, or general maintenance and repairs.
18. The pool and pool area will be closed during electrical storms or when rain makes it difficult to see any part of the pool or pool bottom clearly. The pool will be closed at the first sound of thunder or sighting of lightning and will remain closed for 30 minutes after the last sighting. Everyone must leave the pool deck immediately when instructed to do so by the staff.
19. All swim instructors must be approved and certified.
20. Any person who is incontinent must wear appropriate waterproof clothing when entering or being carried into the pool.
21. All other general facility rules apply.

4.6 Meeting, Game and Grand Rooms

The facility contains common social areas that will be programmed at specific times of the day and will also be open for resident use.

Features and Benefits

- Meeting/Game Room – 4 tables & 16 chairs for residents to use for clubs, meeting & playing board/card games.
- Grand Room – A great place to set and socialize while enjoying the beautiful fireplace, TVs, and kitchen area.

Usage Guidelines

1. All areas are open for resident utilization unless a structured program or event is taking place.
2. A schedule of activities will be posted in the Club and updated by the staff.
3. Food and beverages may only be consumed in designated areas.
4. Residents are responsible for cleaning up after themselves.
5. All other general facility rules apply.

4.7 Pickleball and Tennis Courts

Community courts are available for the enjoyment and use of residents only.

Features and Benefits

Pickleball & Tennis Courts – Encore will not supply paddles or balls.

Usage Guidelines

1. Courts are available to residents on a first come first serve basis and cannot be reserved unless it is for an approved community program or event.
2. Only shoes that have non-scuffing soles are permitted on the basketball courts.
3. Bikes, rollerblades, skateboards, and equipment with wheels are not permitted.
4. Profanity, fighting or disruptive behavior will not be tolerated.
5. Smoking is not permitted on the courts.
6. Food and gum are not permitted on the courts. Drinks must be in a non-breakable, spill-proof container.
7. Residents may bring their own equipment.
8. Limit use to one (1) hour when another group of residents is waiting.
9. All other general facility rules apply.

4.8 Patio and Outdoor Areas

The patio and other outdoor areas within the pool fence have been beautifully designed and maintained for enjoyment and use of residents only.

Features and Benefits

- Large BBQ Grilling Island
- Covered seating area with TV and fireplace
- Several seating areas throughout for big and small groups
- One (1) fire pit with seating around

Usage Guidelines

1. The patio and outdoors areas are available for use by residents only or approved guest on a first come first serve basis.
2. The patio and outdoor areas may only be reserved for a community-wide approved program or events.
3. The patio grill may be utilized by residents on a first come first serve basis.
4. Residents are responsible for cleaning the patio grill after use.
5. The fire pit may be utilized by residents only. If you are not familiar with how to use the fire pits, please check with the Lifestyle Director before operating.
6. Bikes, rollerblades, skateboards, and equipment with wheels are prohibited.
7. No pets are permitted inside the amenity gates. This includes the pool deck, patio, Club.
8. Profanity, fighting or disruptive behavior will not be tolerated.
9. Smoking is not permitted in or around the interior of The Club.
10. Residents are responsible for bringing their own equipment. The staff may have some equipment available for sign out on a first come first serve basis.
11. Amplified sound systems and DJs are prohibited unless it is an approved program or event.
12. Residents must clean up after themselves and dispose of trash in the appropriate receptacles.
13. Removal from the facility of any furniture is prohibited.
14. All other general facility rules apply.

4.9 Trails

Our community offers a system of trails for residents to enjoy.

Usage Guidelines

1. Foot traffic only.
2. Trails may be used from dawn until dusk.
3. Pedestrians have the right-of-way on trails unless otherwise posted.
4. No events, races, and competitions.
5. Trails are for use of Encore residents and their accompanied guest only. There are no age restrictions for accompanied guest.
6. Proper control must be always maintained. Speed should be restricted to safe levels appropriate for existing trail conditions.
7. Faster users should pass on left and announce their intention before passing.
8. Trail users must stay on existing designated trails.
9. Do not disturb vegetation. Beware of wildlife including snakes.
10. Staff should be notified if any trail requires maintenance, or any strange behavior is witnessed on the trails.
11. There is a camera that was installed at the trailhead. **This camera is not monitored** and only installed as a temporary deterrent to prevent non-Encore residents from using trails.

4.10 Lake Oliver

Usage Guidelines

1. Lake Oliver may be used from dusk until dawn.
2. Lake Oliver and associated amenities are for Encore residents and their accompanied guest only. There are no age restrictions for accompanied guest.
3. Do not disturb vegetation.
4. Be watchful of and respect of wildlife including snakes.
5. Lake areas is not monitored so please be careful.
6. Residents and accompanied guests shall use at their own risk.
7. Swimming, kayaking, canoeing, etc., are not permitted.
8. Only catch and release when fishing is allowed. Please clean up fishing tackle including hooks and line.
9. The two (2) firepits outside of the pool fence closer to Lake Oliver are first-come first-serve and for Encore residents and their accompanied guest only. If you are not familiar with how to use the fire pits, please check with the Lifestyle Director before operating.

10. The picnic areas and charcoal grill are first-come first-serve. Please clean up after yourself and dispose of trash in appropriate containers. **Do not place hot ashes in a trash container.** If needed leave hot ash in grill and clean up next morning. If you are not familiar with how to use the grill, please check with the Lifestyle Director before operating.

5 EMERGENCY PROCEDURES AND EQUIPMENT

5.1 Emergency Procedures

In the event of an emergency, the facility is equipped with emergency phones, a first aid kit and an AED. At all times while the facility is staffed, an individual with first aid, CPR and AED certifications will be on duty to respond to emergencies, accidents, and injuries. If an accident or injury occurs, the staff should be notified immediately.

5.2 Emergency Equipment

The following equipment is available in specified areas throughout The Club.

First Aid Kits

Locations

- Lifestyle Office

Procedure for Use

- Notify a staff member that first aid is required.

AEDs

Locations

- On the Gym wall immediately to the right.

Procedure for Use

1. If another person is in attendance, instruct them to call 911 and find a staff member.
2. If no staff member is on site, immediately call 911.
3. Follow CPR steps with the victim.
4. If the victim is not breathing and you do not hear a heartbeat open the AED.
5. Follow instructions provided by the AED

6 FORMS AND WAIVERS

6.1 New Resident Information Form and Waiver

A new resident information form is kept on file for all residents. This allows the staff to maintain current information on all residents eligible to utilize the amenities. This form also contains the Assumption or Risk and Waiver of Liability, as well as a Photo/Media Release, that must be signed by each member of the household.

6.2 Program Registration Form

Program registration forms are utilized to register for activities and events. This form provides instructors and staff with all necessary information.

6.3 Interest Group and Club Applications

Applications may be filed by anyone wishing to form a resident interest group or club. These applications provide information necessary to form an interest group or club and provide the group/club with associated privileges.

6.4 Programming and Activities Survey

To provide residents with the services they desire, the survey will provide us with the additional information which will help us to better serve the community.

Surveys will be sent out on an “as needed” basis throughout the year.

6.5 Room Rental/Reservations

Our “Meeting Room” includes:

- 4-tables with 4-chairs each
- Access to a kitchen with microwave, oven, & refrigerator
- A maximum of 20-people will be allotted.
- The full payment for the rental is due no later than 14 days before the event. Payment must be in the form of checks or money orders and should be made payable to Encore at Wendell Falls.
- Your event setup and breakdown time must be factored into your rental time frame. Be sure to allow yourself enough time to get prepared and leave the space in the same condition you found it. You are responsible for cleaning the space after your rental. If additional cleaning services are required, we reserve the right to cash your deposit check to cover the fees.

- Your rental gives you the freedom to bring in any outside food, drinks, and alcoholic beverages.
- Meeting Room rate, \$75-hour, maximum rental time, 2-hours.
- Availability is subject to pre-arranged community events. The room cannot be reserved more than 60 days out from the date of rental.
- Please contact Alexis Lewis, Lifestyle Director to discuss additional information and availability.

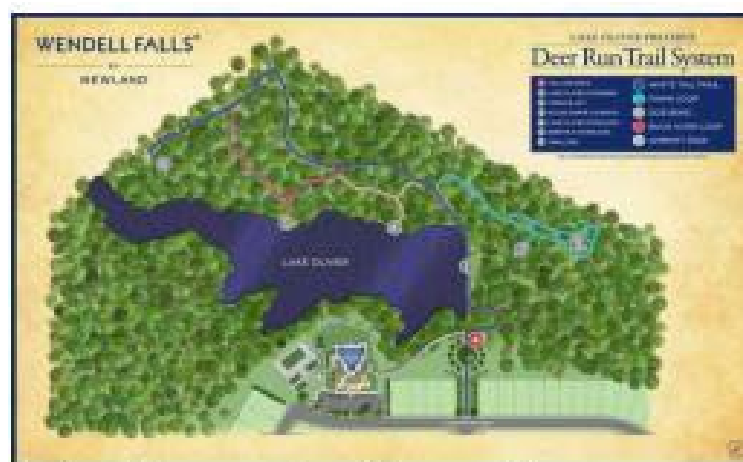
Guest Policy (Amenity Center, Pool, & Tennis/Pickleball Facilities)

Guest Policy: A maximum of two (2) guest passes, per household, per visit, can be purchased in advance at \$5 per pass, per guest, per calendar day, from the Lifestyle Director. The Lifestyle Director can waive the guest pass fee until such time that capacity issues are of concern. Guests must sign a liability form each visit and be accompanied by the resident. Specific dates and times of each visit must be approved by the Lifestyle Director. A Guest Pass only entitles a guest, ages 25 and over, use of the amenity center, pool, and tennis/pickleball facilities. Guests are exempt from participating in programs, clubs, and events unless otherwise allowed by the Lifestyle Director.

The HOA reserves the right to suspend a resident's/tenant's use of the amenities for failure to follow the policies and procedures, posted rules and regulations, directives of staff on duty, and for a resident's/tenant's failure to pay any amounts owed to the HOA.

At the discretion of the Lifestyle Director, guests who are under the age of 25 may be permitted to attend special events, clubs, and related activities if the age limit advertised is below 25 years of age.

"Family Fun Day's" or "Special Events" may be added throughout the calendar year that will permit guests under the ages of 25.



Lake Oliver and walking trails

6.6 Local Contact Information

Local & Community Resources

- **Electricity - Duke Energy Progress** – 844-388-7425
- **Water and Sewer - City of Raleigh Public Utilities Department** – 919-996-3245
- **Natural Gas - Dominion Energy (Formerly PSNC)** – 1-877-776-2427
- **Garbage, Recycling, and Yard Waste - Town of Wendell contracts with GFL (Formerly Waste Industries)** – 919-534-3701
- **Cable/Satellite - Spectrum** – 1-855-243-8892 **DIRECTV** - 1-800-288-2020
- **Cable/Internet - ATT** – Wireless support: 800.331.0500/Internet or TV support: 800.288.2020

Town of Wendell Falls

- **Wendell Community Library** – 919-365-2600
- **Chamber of Commerce** – 919-365-6318
- **Fire Department** – 919-365-3635
- **Police Department** – 919-365-4444
- **US Post Office** – 919-365-0657