



Dear Bedford at Falls River, Master Homeowners Association, Homeowner(s):

We are pleased to Welcome you to the Bedford at Falls River Community. Bedford at Falls River is a 607 acre master planned development based on traditional neighborhood design comprised of 1740 residential units mixed of townhomes and single family homes. Our beautiful community has a large Clubhouse, two swimming pools, tennis courts, various playgrounds, parks and walking/running trails.

Bedford at Falls River is professionally managed by FirstService Residential, Carolinas since January 1, 2022. Your FirstService Residential Management Team is excited to work with you and can be contacted directly as follows:

Grace Noonan	Community Manager	Grace.Noonan@fsresidential.com	704.227.0896
Jack Labelle	Asst. Community Manager	Jack.Labelle@fsresidential.com	919.375.7588
Amber Farrell	Lifestyle Director	Amber.Farrell@fsresidential.com or bedfordlifestyledirector@gmail.com	919.792.0188
FirstService Residential	24/7 Customer Service	24/7 Customer Care Center	855.546.9462

Meet your Management Team:

Grace Noonan, our new Community Manager, has been with FirstService Residential since 2005. With 25 years of experience in residential management, Grace has demonstrated her expertise as a community manager, leading transition teams, managing community alignments, and revitalizing community infrastructure. She works directly with the Board of Directors on the oversight of the Community's daily operations, facilities upkeep and ensuring that the Governing Documents are followed by performing Community site-inspections.

Jack Labelle, our Assistant Community Manager, has been managing homeowners associations since 2017. He will be your main point of contact if you are interested in putting in Architectural Requests, as he works directly with the Master ARC Committee. Jack can also assist you with various questions you may have regarding your homeowners account and setting up/making payments.

Amber Farrell joined the Bedford team in Fall 2023 as the Lifestyle Director. She has a strong customer service background with experience in marketing, event planning and hosting, and more. She manages the daily activities of the Clubhouse including the various clubs and events our beautiful Community offers and Clubhouse Rentals. Amber spent the last year working in another neighborhood in the area expanding their social events and class offerings. In previous roles, she gained experience in planning both private events, such as rehearsal dinners and retirement parties, and public events, such as food truck rodeos and festivals.



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Utility Companies for Bedford at Falls River

- Cable / Telephone / Internet – [Spectrum](#): 833-267-6094, Google Fiber. <https://fiber.google.com/cities/triangle/>
 - Trash / Recycling / Yard Waste Collection – City of Raleigh: 919-996-3245
 - To order an additional recycling cart, call: 919-996-3245
 - Trash Collection Days: Wednesday
 - Recycling & Yard Waste Collection Days: Every other week on Wednesday
 - Water & Sewer – City of Raleigh
 - Customer Care & Billing - customercare@raleighnc.gov
 - Phone: 919-996-3245
 - Payments: 888-905-3169
 - Web Self Service - <https://ubwss.raleighnc.gov/wss/login>
 - Electric Services – [Duke Energy](#): 800.452.2777
 - Gas Services – [Dominion Energy](#): 877-776-2427
-

Below, you can find some frequently asked questions, or FAQ's, as they relate to our Community.

Account Related and Registration Questions:

- **Question:** Does Bedford at Falls River have a website?
- **Answer:** Yes. You can register for the Connect Resident Portal at: <https://bedfordfallshoa.connectresident.com> In this website, you can review your account balance, pay your monthly assessment fees, check on work orders, request architectural modifications, etc. (Please refer to the Connect Resident Portal Registration Flyer on page 10.)
- **Question:** When are the HOA assessments due, and what is the frequency?
- **Answer:** Your HOA assessments are to be paid monthly, due by the first of every month.
- **Question:** How do I set up for auto-draft of my monthly HOA fees?
- **Answer:** You will need to obtain your 8-digit account number from Management and then go to www.ClickPay.com/firstservice to register to set up automatic payments. You can call ClickPay directly to get your account set-up by calling 888-354-0135. (Please refer to the ClickPay Flyer on page 11.)



- **Question:** Where can I find my Account number?
- **Answer:** You can contact the Customer Care Center at 855.546.9468 to obtain your account number or email our Community Manager, or Assistant Community Manager directly.
- **Question:** I logged into my ClickPay account and noticed that there is a “unit number,” but I don’t have an apt/suite number. Why is this there?
- **Answer:** Your account will show your address with a “unit number” for example: 12345 Bedfordtown Drive, #XXXX. This 4-digit unit number is a unique code that links our accounting system back to your Connect Portal account.
- **Question:** Can I pay with debit or credit for my monthly assessments?
- **Answer:** Yes. You can set up for this method of payment through your ClickPay account. Please note that there is a service fee that is applied for debit or credit card payments. This will be outlined directly in ClickPay.
- **Question:** Can I mail my monthly HOA payment, or set up bank bill pay? If so, where do I send them?
- **Answer:** Yes. Please use the following address and ensure that you note your 8-digit account number in the memo line if you are mailing a check.

**Bedford at Falls River Master Association
c/o FirstService Residential
PO Box 30407
Tampa FL 33630-3407**

- **Question:** I made my payment through ClickPay, but my Connect Portal still reflects a balance. When will my Connect Portal show the payment was received?
- **Answer:** Connect is 24-48 hours behind our accounting system from when payment is received. The website will reflect a 0.00 balance the following business day.
- **Question:** I mailed my payment, or the bank issued payment, and it still has not reflected on my Connect Portal account. When can I anticipate it to show a zero balance?
- **Answer:** It takes about 5 to 7 business days for your payment to be received at the Lockbox address. Once payment is received, it is processed within 24-hours. Then it will reflect on our accounting side within 24-hours, to then show on your end another 24-hours later. You should anticipate to see your payment processed on your Connect Portal about 10-business days after payment has been sent.



Lifestyle Related Questions:

- **Question:** How do I get my pool pass or tennis court pass?
- **Answer:** All new owners can receive (1) pass for free by contacting the Lifestyle Director after move-in. Additional passes (and replacement passes) may be purchased. The form for replacement can be found by on the Connect Resident Portal. Please send all pool pass requests to the Lifestyle Director.
- **Question:** Can I pick-up my access card in the office?
- **Answer:** You can pick-up your access cards at the Clubhouse or at the Pool Gate during pool season. Once a request is processed, you will receive confirmation when your card is ready for pickup. During off-season, you will need to schedule pickup from the Clubhouse office with the Lifestyle Director.
- **Question:** I want to rent the Clubhouse for my son/daughter/mother/father's birthday; how do I go about doing this?
- **Answer:** You can submit a request to rent the Clubhouse directly through your Resident Portal page or by contacting the Lifestyle Director directly. You can check the community calendar in the Portal to determine if your preferred day is available.
- **Question:** I made a reservation to rent the Clubhouse and have made a payment already; however, now I need to cancel my event; can I get a refund?
- **Answer:** There is a cancellation period where refunds can be processed. Please reach out to the Lifestyle Director directly at: bedfordlifestyledirector@gmail.com for further assistance.
- **Question:** Can I rent the pavilion near the Clubhouse, or any of the tennis courts?
- **Answer:** No. The pavilion and courts are first-come, first-served.

General Community Related Questions:

- **Question:** I want to make an exterior change to my home; like adding a fence, planting/removing trees; do I need approval?
- **Answer:** Yes. The Community Guidelines are posted on the Connect Resident Portal. You must fill out an ARC Request and provide the required documentation as noted in the Guidelines. (A copy of the ARC Application can be found on page 16).
- **Question:** I live in a Townhome/Sub-Association, do I still need approval for exterior changes?
- **Answer:** Yes. You still are required to fill out the Arc Request on your Portal. Once received with the proper documentation, Management will forward your request to the Sub-Association Board for review. Once they make their decision, the Master ARC Committee will then review and provide their decision. You will receive an email with their decision and a copy of your approval or denial letter will be uploaded into your Connect account for your records.



- **Question:** How can I contact my Sub-Association Community Manager?
- **Answer:** Please reference the Sub-Association contact information page in this packet.
- **Question:** I put in an ARC request for a modification, how long do I have to wait to receive a response?
- **Answer:** The Committee has a 30-day review period as per the Guidelines. They also meet every month, on the 3rd Wednesday of the month, with review occurring in between their meetings.
- **Question:** When does the Board of Directors Meet?
- **Answer:** The Board of Directors meet on the 4th Monday of every month. They hold quarterly open forum meetings for residents to address concerns and ask questions. Those meetings are in March, June and September.
- **Question:** When is the Annual Meeting of the Members?
- **Answer:** Mid-November
- **Question:** Where can I find a copy of the reserve study or community financials?
- **Answer:** These documents as well as other Association documents are posted on the Connect Resident Portal for homeowner review and convenience.
- **Question:** How do I report a violation of the governing documents?
- **Answer:** Please email, with photo documentation, providing address, date & time to the Community Manager, or Assistant Manager directly.
- **Question:** I noticed that something on the Common Area is in need of repair, who do I report this to?
- **Answer:** Please log into your Connect Resident Portal and file a service request. The Community Manager will receive this notice and assign it accordingly. You can track the progress by logging into your account.
- **Question:** Are signs permitted?
- **Answer:** Only for sale signs are permitted on residential property. No signs are permitted to be installed on Common property.
- **Question:** Are there committees within Bedford? If so, what kind of Committees are there?
- **Answer:** There are 8 different committees. Please refer to the Committee Information page.
- **Question:** How can I volunteer to serve on a Community Committee?
- **Answer:** You can fill out the Community Volunteer Form located on the Connect Portal and email it directly to our Community Manager. The form is also included in this welcome packet



- **Question:** How can I get connected with the neighbors of Bedford on social media?
- **Answer:** Please reach out to the Lifestyle Director to be added to the Community Facebook page. This page is managed by a member of the Board and the Lifestyle Director and is a source for HOA events and updates. Please review the group rules upon joining before submitting posts.

If you have any questions, please don't hesitate to contact either one of your FirstService Residential Management Team members, or the 24/7 Customer Care at 855.546.9462.

Sincerely,

Grace Noonan

Grace Noonan
FirstService Residential, Carolinas
On behalf of the Bedford at Falls River Homeowners Association

Grace Noonan

Community Manager

Grace Noonan is a Community Manager with FirstService Residential and joined the Bedford team in September 2024. In her last position, she managed a 3000-acre resort community comprised of a swimming pool, tennis courts, basketball courts, clubhouse, outdoor fitness park, golf course, playgrounds, campground, and a 345-acre lake complete with boat launches and beaches.

Since joining FirstService Residential in 2005, Grace has played a key role in the company's growth and success. With 25 years of experience in residential management, Grace has demonstrated her expertise as a community General Manager, leading transition teams, managing community alignments, and revitalizing community infrastructure. Her broad experience across various roles highlights her remarkable versatility and leadership.

Grace will continue to drive excellence and innovation for our Bedford at Falls River families!



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Amber Farrell

Lifestyle Director

Amber Farrell joined the Bedford team as the Lifestyle Director in October 2023.

A veteran of the service and hospitality industry, Amber has a strong customer service background with experience in marketing, event planning and hosting, and more. She currently has a Bachelor of Arts in international studies from North Carolina State University and is finishing up her second degree in business administration and marketing at the University of North Carolina at Pembroke.

Amber is working diligently to continue our valued traditions as well as bring in fresh ideas and events to keep our community engaged!



FirstService
RESIDENTIAL

WELCOME HOME

Enjoy all the services and amenities our community has to offer. We're proud to be professionally managed by FirstService Residential.



FirstService Residential

CONNECT

You're Invited to Register to Connect™!

FirstService Residential is excited to present FirstService Residential Connect™ Resident Portal, a tool that makes it easy to stay connected to your community association – anytime (24 hours a day/7 days a week), from anywhere. With just a few clicks, you can:

- ▶ Communicate with your property manager, board members and neighbors
- ▶ Access community forms and documents
- ▶ Pay association fees
- ▶ And so much more!

We've built in additional security safeguards to make sure your information is secure, so all residents must register to use the new FirstService Residential Connect Resident Portal. Register today!

Step 1: Log onto <https://bedfordfallshoa.connectresident.com>

Step 2: Click **Resident Access** and select the option to **Register**

Step 3: Register with both your mobile phone number and email address



FirstService Residential Connect™ is another way that FirstService Residential makes a difference, every day, in the communities we manage.

If you have any questions or need any assistance, please call our FirstService Residential Customer Care Center at 855.546.9462.

Download the app today!





FirstService
RESIDENTIAL

Association Dues Made Easy

Pay Your Dues Online

Residents have a convenient and secure way to pay association dues online through our provider, **ClickPay**. If you aren't already taking advantage of this payment option, we request that you create your account today and begin making individual or automatic recurring payments online.

Get Started: www.ClickPay.com/FirstService

- {I}** Click **Register** and then create your online profile with **ClickPay**

Link Your Home using the account number found on your statement or coupon

- {i}** Select your preferred **Payment Option** (e-check for FREE or credit card for a fee)

Set up **Automatic Payments** or click **Pay Now** to make one-time payments



DISC VER

e Check

Payments by e-check can be made at no cost if recurring payments are set up. Fees apply to payments made one-time payments and payments made by credit or debit card. Please note the date you make your payment on ClickPay is not the date it is reflected on your account. Payments by e-check (ACH) before 9:00PM EST will debit from your bank account and settle the next business day. Payments by debit or credit card can take 3-4 business days to settle.

*Scan below
to sign up for
e-payments*



Online Payment Support

For help with your account or setting up payments online, please contact **ClickPay** online at www.ClickPay.com/GetHelp or call **1.888.354.0135**

Collection Schedule



: Garbage : Recycling : Yard Waste Holiday

October 2024

S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

November 2024

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

January 2025

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

February 2025

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1

March 2025

S	M	T	W	T	F	S
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

April 2025

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

May 2025

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Visit cityofraleighnc.recollect.net to print this again.

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RECYCLE FOR A GREENER FUTURE

RECYCLABLE PLASTIC



Bottles, tubs, jugs and jars
(Empty and rinse - no pumps)

RECYCLABLE METAL



All cans
(Empty and rinse)

RECYCLABLE GLASS



Bottles and jars
(Empty and rinse)

RECYCLABLE PAPER



Paper, cartons and cardboard
(Flatten cardboard)



HAZARDOUS AND NON-HAZARDOUS MATERIALS NOT ACCEPTED

- Aerosol cans
- Aluminum foil
- All batteries (car, lithium, etc.)
- Ceramic items
- Clothing or textiles
- Diapers
- Disposable cups
- Electronics

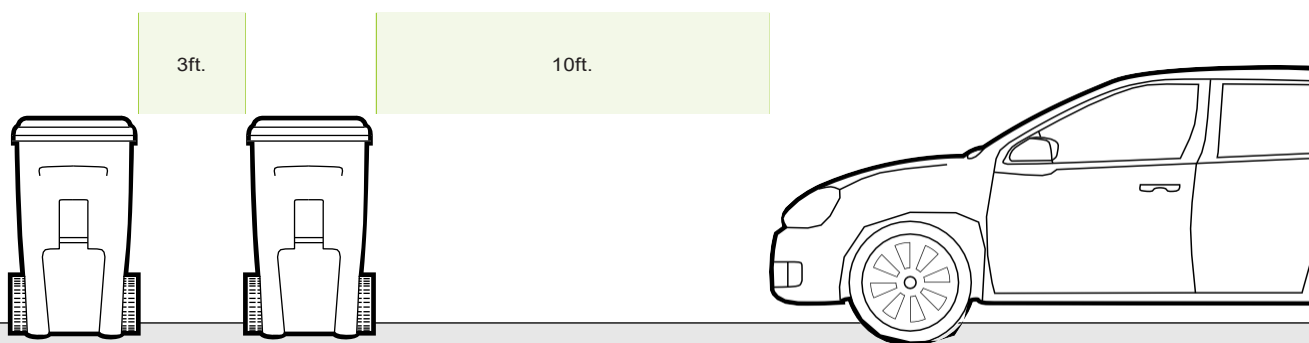
- Food-tainted items
- Hazardous waste
- Household glass
- Medical waste
- Plastic bags/ wrap
- Scrap metal/ wood
- Shredded paper
- Styrofoam, including peanuts

- Tangles (cords, hoses, wires, etc.)
- Tires
- Toys



Please DO NOT bag your recyclables!

HOW TO BEST PLACE YOUR CONTAINER

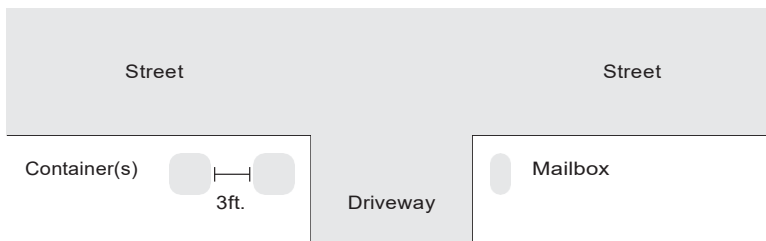


So we can serve you safely, please be sure to keep your container

AT LEAST 10 FEET AWAY FROM:

- Mail Boxes
- Vehicles
- Street Lights
- Electrical Posts

The container opening must face the street with the handles and wheels facing your home. See right for the best placement of your container.





Request for Access Cards

Please fill out this form in its entirety. Incomplete forms will not be accepted.

Homeowner Name : _____

Property Address : _____

Number of Cards : _____

Phone: _____

Email: _____

_____ I understand that there shall be no more than 3-access cards issued per household

_____ I will submit this form to management via email or hand it to the community manager in person.

_____ I understand that I will not receive my access card(s) until I pay for the cards via the direct link sent to me by management.

Signature: _____

Date: _____

Circle one:

I am requesting replacements for lost, stolen or damaged cards. YES / NO

If YES:

If you are purchasing a replacement card and have multiple cards for your household, please provide the cards currently in your possession so as to ensure they are not deactivated upon issuance of a new card. Lost or stolen cards are deactivated upon notification.



Application for Approval for Exterior Design Change

**This form may not be modified from its original version. Please only provide information in the designated areas.*

Homeowner's Name: _____

Property Address _____

Homeowner's Contact Information

(Home Phone) _____

(Work Phone) _____

(Cell Phone) _____

(Email) _____

The homeowner requests design approval and grants permission to the Bedford at Falls River Community Association and/or Architectural Committee to enter on the Homeowner's property to review the application and to inspect the proposed project prior to, during, and/or upon completion of the work.

Applications MUST be submitted on Connect. If you have any questions, please contact the Assistant Community Manager, Jack Labelle, at via email: Jack.Labelle@FSResidential.com.



DESCRIPTION OF PROPOSED CHANGE:

Please indicate sizes, heights, description of materials, etc. Attach a copy of your **survey** and indicate location of proposed exterior design change on lot in relation to house and other existing structures. Also attach any sketches, specifications, pictures, paint charts, or the like that will assist in reviewing this application.

HAVE YOU NOTIFIED ALL NEIGHBORS ADJOINING YOUR LOT OF THE PROPOSED PROJECT?

Yes _____ No _____

ESTIMATED CONSTRUCTION DATES: Begin _____ Complete _

OTHER INFORMATION PERTINENT TO THIS REQUEST FOR DESIGN CHANGE:

Homeowner Signature

Date



SUMMER GRASS NEIGHBOR NOTIFICATION AND APPROVAL

(To be completed by owner of adjoining residences)

I _____ am the registered owner of the property located at _____
(print homeowner name) (street address in Bedford)

My telephone number is _____. I understand my neighbor _____
(neighbor's name)

living at _____ has applied to plant summer grass in his/her property has applied to
(address in Bedford)

plant summer grass in his(her) property. I am aware of the possible invasive nature of this grass but I do not object to its planting.

Please initial one item below:

_____ I would like to see a physical barrier that may hinder its spread to my property.

_____ I am not concerned with the invasive nature of the grass and require no barrier between properties.

Please consider my comments when reviewing the architectural application.

(Print homeowner name)

Signature of homeowner

Date

Additional comments by homeowner may be included below:



CLUBHOUSE RENTAL AGREEMENT TERMS and CONDITIONS

1. The Bedford at Falls River Clubhouse (hereinafter called the "Clubhouse") is the sole property of Bedford at Falls River Master Association, Inc. (occasionally, "HOA" or "Bedford at Falls River") and should be treated as such.
2. Rental of the Clubhouse is available exclusively to Bedford at Falls River resident Owner as defined in Article I of the Master Declaration for Bedford at Falls River recorded at book 8366, page 895 of the Wake County Register of Deeds (hereinafter called the "Resident"). Reservations can be made up to six (6) months prior to the event.
3. Rental of the Clubhouse is limited to the great room, upstairs bathrooms, foyer, upstairs deck and kitchen space. **This rental does not include the pool, pool deck, tennis courts, pool bathrooms, playground, or sand volleyball court.** The rental of the Clubhouse does not warrant, provide or guarantee any additional facilities, equipment or services to the resident other than those described in this agreement. **Neither the Resident nor its guests will access the pool, pool deck, pool bathrooms, during the period in which the Clubhouse is rented. Bedford at Falls River disclaims any and all liability for any incidents and accidents occurring as a result of the Resident or any of its guests' unauthorized access to such facilities.**
4. The maximum capacity of the Clubhouse main room is 99 persons as per the City of Raleigh Fire Safety Code. The Clubhouse is a non-smoking facility.
5. The Resident must be present when Bedford at Falls River representative opens the Clubhouse to the group and must remain at the Clubhouse for the duration of the party or event. The Resident will be held accountable for the action(s) of all guests during the rental period.
6. Alcohol
 - a. If alcoholic beverages are to be served, the Resident signing this Rental Agreement must also sign and submit a notarized "Host Liquor Liability Agreement" and submit to the Lifestyle Director prior to the rental start.
 - b. ALL ALCOHOLIC BEVERAGES must be contained within the specifically rented area. (Great room, side room, foyer, or on the surrounding deck and Resident must comply with all terms and conditions contained on the "Host Liquor Liability Agreement" signed contemporaneously with the Clubhouse Rental Agreement.
 - c. Anyone who consumes alcohol on the Clubhouse premises must be at least 21 years of age.

7. Clubhouse Rules of Conduct

- a. In compliance with the Raleigh City Noise Ordinance, we require that windows and doors be kept closed while music is being played so that it does not disturb area residents.
- b. Furniture in the Clubhouse may be moved within the rooms, but under no circumstances is it to be removed from the Clubhouse to the deck, porch or any other location than the room in which it currently sits.
- c. The Clubhouse closes at 12:00 A.M. (midnight) and can be rented up to that time. The resident must consider this closing time when arranging for the rental period since said rental includes the conclusion of activities and clean up time.
- d. Adults must supervise all youth/teenage activities at all times. A ratio of one adult per 10 youth/teens is required.
- e. Pets, bicycles, skates, and skateboards are not permitted in the Clubhouse or on the deck.
- f. The Clubhouse is a smoke-free environment. Smoking is allowed on the back deck ONLY where ashtrays are provided. NO smoking is allowed at the front or side entrances.
- g. Appropriate attire must be worn at all times. No bathing suits are allowed. Footwear and shirts are required inside the upper floor of the Clubhouse.
- h. No rice, birdseed, confetti/Glitter, flower petals, etc. are permitted inside the Clubhouse. Only birdseed may be used outside of the Clubhouse.
- i. Do not tamper with the thermostats inside the Clubhouse.
- j. No tape, push pins or putty like substances are to be used on the walls inside or outside of the Clubhouse.
- k. Helium balloons shall not be used in conjunction with ceiling fans in motion (on back deck) If helium balloons are brought inside, they must be secured at all times. If a balloon gets loose inside, the resident is responsible for retrieval and if unable could incur an additional cost if alarms are triggered.
- l. Residents agree and comply with all other terms, conditions and restrictions set forth in the Master Declaration for Bedford at Falls River recorded at book 8366, page 895 of the Wake County Register of Deeds ("Declaration") related to the use of Common Property.
- m. No signs may be placed on the exterior of the Clubhouse or on Common Property without the prior written approval of the Board of Directors.
- n. The Association reserves the right to cancel any event and/or to order individuals attending the event to vacate the property, in the sole discretion of the Association, if any attendee's behavior becomes rude, offensive, destructive, or inappropriate.

8. Check-in

Upon arrival at the Clubhouse on the scheduled date, the Resident must check-in with the Clubhouse staff prior to set-up in order to review all required responsibilities and Clubhouse policies. Residents renting the facility will show driver's license to staff members at the time of check-in and will remain onsite for the entire block of time contracted to rent.

9. Cleanup and Checkout (cleaning checklist can be provided upon Resident request)

10. Clean-up required before departure:

- a. Pick up excess debris from floors.
- b. Bag all trash and place it on the sidewalk outside the side door near the kitchen.
- c. Wipe down all counters and tables.
- d. Remove all balloons from the Clubhouse area.

- d. Return all great room, side room, foyer, and deck furniture to its original location and position.
- e. Pick up any trash in the parking lot area, back deck and front of the building.

11. Rental Fee

A. The Clubhouse

The Clubhouse Rental Fee 268.00 4 hours, \$442 6 hours, \$577 8 hours, \$731 10 hours, \$83.00 an add-on hour to already existing rentals. The total time rented includes any and all time needed for set up prior to the event as well as the time needed for clean up after the event. Please allow sufficient time in your rental plan for your own set-up & decorating time. For example, if you plan to begin your event at 6:00 pm and need 30 minutes for set-up, the rental agreement should state a 5:30 start time. No person may gain access to the Clubhouse prior to the beginning of the time stated on your rental agreement. The staff member onsite for the rental will try and assist the renter in use of AV equipment to show slideshow; however, it is the renter's responsibility to have the proper adaptors/equipment onsite at the time of the event. It is strongly recommended that the renter set up a time prior to the event to test AV equipment.

B. Side Rooms

Residents may also rent any of the side rooms within the Clubhouse. If a side room(s) is rented, the rental rate is \$83.00 for up to four (4) hours.

**To make your payment, you will be sent a link after you have submitted paperwork and have been approved.
Your reservation is not secured until you remit payment,
The rental fee payment must be from the Resident making the reservation.**

Cancellation of your rental

- a. If you need to cancel your reservation for any reason, notification of the cancellation must be received at the Clubhouse in writing at least 30 days in advance of the rental date to receive a full refund of the Rental Fee.
- b. Notification of cancellation received less than 15 days prior to the rental date will result in forfeiture of \$100 of the Rental Fee.
- c. Return of any part of Rental Fee, as stated above, will be via check from FSR within 60 business days following your rental.

12. Vehicles

Vehicles associated with the rental can only be parked in designated parking spaces. Violations to this policy subject vehicles to being towed.____(initial)

I have read and agree to the Terms and Conditions as stated above:_____(initial)

Resident acknowledges that the pool is not included in this Rental Agreement and Resident expressly agrees not to access the pool from the Clubhouse deck during the event for which the Clubhouse is rented._____(initial)

Alcohol will not be served or consumed during this rental period_____ (initial).

If not initialed a "Host Liquor Liability Agreement" must be submitted as part of this agreement. If "Host Liquor Liability Agreement" is not submitted prior to the rental date this agreement becomes null and void and all cancellation rental fee policies apply.

The undersigned agrees that it is solely responsible for any and all damage caused during the event to Association property. Association expressly preserves all claims against the undersigned pursuant to N.C.G.S. 47F- 3-107 for damage to the Association property, including without limitation, assessing the cost of repair to the undersigned and such assessable costs being deemed an assessment collectable as ordinary assessments of the Association secured by lien under N.C.G.S. 47F-3-116. The undersigned expressly waives and relinquishes any right to a hearing for the cost of the assessment for damaged Association property under N.C.G.S. 47F- 3-107 (d).

Signature of Resident_____Date_____

Name of Resident _____

(Please print)

EMAIL:

Home Phone_____Alternate Phone_____

Address:_____

Date of Function _____

Times of Function _____

Type of Function_____Approx. # of Guests _____



HOST LIQUOR LIABILITY AGREEMENT

In consideration for being allowed to use the premises for the Bedford at Falls River Master Association, Inc. ("Association") and being allowed to serve alcohol at an event which the undersigned has rented or reserved the premises for, the undersigned Resident hereby agrees to accept all the terms and conditions of the reverse side of this form and accept Host Liquor Liability Responsibility for the following activity.

Activity: _____

Held on: _____, 20____ between the hours of _____ and _____,

and to hold Bedford at Falls River Homeowner's Association, Inc. harmless.

THE BEDFORD AT FALLS RIVER CLUBHOUSE IS A NON-SMOKING FACILITY.

Resident Signature

Date

North Carolina

_____ County

I, _____, a Notary Public for said County and State, do hereby

certify that _____ personally appeared before me this day and

acknowledged the due execution for the foregoing instrument.

Witness my hand and official seal, this the _____ day of _____, 20____

Notary Public: _____

My Commission Expires: _____, 20 ____



Host Liquor Liability Agreement Terms and Conditions:

1. The Resident on the front of this document (hereinafter, "Resident") shall abide by all of the provisions set forth in the Master Declaration for the Bedford at Falls River recorded at book 8366, page 895 of the Wake County Register of Deeds ("Declaration") and all rules and regulations of the Bedford at Falls River Master Association, Inc. ("Association") with respect to the use of the Bedford at Falls River Clubhouse owned by the Association (hereinafter call the "Clubhouse").
2. The Resident assumed full and complete responsibility for any and all losses or claims which arise of relate to the serving of alcohol at the event for which the Resident has reserved or rented the Association's Clubhouse.
3. The Resident must obey all state and local alcohol regulations and is responsible for obtaining, or insuring that all the appropriate third party obtains, any and all licenses necessary for the consumption of alcohol at the Clubhouse, including without limitation, any Special Occasion Permit required by N.C.G.S. §18B-1001 (9) required by law, if any.
4. The Resident will take reasonable steps and precautions to insure that any intoxicated guest will not be served alcohol or be permitted to drive from the event at the Clubhouse.
5. Resident agrees to defend, indemnify and hold harmless the Association, its Officers, Directors, Members and Managers for any and all claims, demands, losses, accidents, injuries or lawsuits which arise out of or related to, or are in any way connected to, the serving of alcohol (including without limitation, beer, liquor or wine) at the function or event for which the Association's Clubhouse are leased or reserved by the Resident pursuant to the Clubhouse Rental Agreement.
6. To the extent of any of the above terms or conditions contradict the Clubhouse Rental Agreement, the above conditions shall control.

Resident's Initials

Bedford at Falls River, Homeowners Association Committees

The overall function of Board committees is to broaden community input and perspective in areas requiring special focus, oversight, or review. All committees are comprised of community homeowners who are appointed by and report to the Board of Directors. A member of the Board is designated to serve as the liaison between the committee and the full Board to ensure continuity and effectiveness over time. Working in tandem with Board members, committees assist with some of the oversight duties of the Board which helps strengthen and sustain the quality of life within the HOA community.

1. Architectural Review Committee (Mandatory: see *Covenants and Declarations* for full details)

Purpose: To monitor and review homeowner applications for architectural changes/improvements in accordance with Bedford covenants and declarations on a regular basis and make recommendations to the HOA Board of Directors to meet the ongoing needs of the Bedford community.

Role: Follow the Bedford Architectural Review Committee (ARC) standards, guidelines, and processes to ensure that homeowner applications for changes/improvements fully comply. Recommend appropriate actions and effectively convey relevant information.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

2. Communications Committee

Purpose: To monitor and review the current status of community communications on a regular basis and make recommendations to the HOA Board of Directors for changes/improvements to meet the ongoing needs of the Bedford community.

Role: Review the Bedford website and community postings to ensure they effectively convey appropriate information. Review and/or develop communication topics. Develop/conduct homeowner surveys to determine interests and needs.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

3. Facilities Committee

Purpose: To monitor and review the current status of HOA common property and facilities on a regular basis and make recommendations to the HOA Board of Directors for actions needed to meet the ongoing needs of the Bedford community and maintain its resources.

Role: Review HOA common property, facilities, and amenities to ensure the physical resources of the community are functioning effectively. Keep the Board of Directors informed regarding pending issues or actions requiring attention. Establish checklists and recommend maintenance standards as needed.

Membership: One member of the committee will be a Board member and will serve as liaison between the

committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

4. Government Relations Committee

Purpose: To monitor and review the current status of state and federal government programs or initiatives on a regular basis and make recommendations to the HOA Board of Directors for actions needed to meet the ongoing needs of the Bedford community.

Role: Review city, county, state and federal regulatory, legislative, and policy issues impacting the Bedford community to ensure community awareness and compliance. Keep the Board of Directors informed regarding pending issues or actions requiring attention. Establish information links with city, county, state and federal representatives as needed.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

5. Landscape Committee

Purpose: To monitor and review the current status of community landscapes/plantings to ensure that they meet the standards of health, beauty, and appropriateness throughout Bedford and meet the future needs of the community.

Role: Review community landscapes/plantings on a monthly basis to ensure appropriate standards are maintained. Keep the Board of Directors informed regarding pending issues or actions requiring attention. Recommend changes/improvements to maintain the look and feel of landscapes under the control of the HOA as needed.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

6. Playground Committee

Purpose: To monitor, review, and analyze the current status of community playgrounds on a regular basis and make recommendations to the HOA Board of Directors for changes/improvements to meet the ongoing needs of the Bedford community.

Role: Evaluate issues, conduct background work, review future needs and plans and develop recommendations for Board review. Provide monthly status reports to the Board.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

7. Safety/Security Committee

Purpose: To monitor and review the current status of community safety programs on a regular basis and make recommendations to the HOA Board of Directors for changes/improvements to meet the ongoing needs of the Bedford community.

Role: Review safety information for the Bedford community to ensure community members, assets, and resources are protected and preserved to the extent possible.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

8. Social Committee

Purpose: To monitor and review the current status of community social programs on a regular basis and make recommendations to the HOA Board of Directors for changes/improvements to meet the ongoing needs of the Bedford community.

Role: Review social programs for the Bedford community to ensure community events serve the current and developing needs of community members. Work with the Lifestyle Director to sustain and improve the functionality of clubs, groups, and community events.

Membership: One member of the committee will be a Board member and will serve as liaison between the committee and the Board. The core committee will be comprised of up to 5 volunteer members who will be members in good standing in the Bedford community. The committee will have a chair who will facilitate appropriate research, communication, and development of recommendations for full Board review.

* * * * *

Role of Committee Chairs:

1. Work in partnership with the Bedford Board of Directors to ensure community betterment.
2. Serve as the primary point of contact for the Board of Directors in the committee's area of focus/expertise.
3. Facilitate communication within and among committee members (develop "team" approach)
4. Set agenda for committee meetings and communicate in advance of meetings.
5. Preside over meetings (establish ground rules, follow agenda, manage time effectively, etc.)
6. Provide monthly status reports to the Board of Directors. Represent the committee to the full Board as needed. Escalate issues requiring attention to the Board.



BEDFORD AT FALLS RIVER COMMITTEE VOLUNTEER FORM

Homeowner Name: _____

Homeowner Address: _____

Email: _____

Phone: _____

Number of Years Residing within Bedford: _____

Interested in serving on the following Committee:

- ☐ Architectural Review Committee
- ☐ Communications Committee
- ☐ Facilities Committee
- ☐ Government Relations Committee
- ☐ Landscape Committee
- ☐ Playground Committee
- ☐ Safety/Security Committee
- ☐ Social Committee

Comments Regarding Interest and Experience:

Bedford at Falls River Mailbox Regulations

The Bedford at Falls River Declaration states the following:

Section 17. Mailboxes and Newspaper Tubes. All mailboxes, unless affixed to the Dwelling (which may occur only if approved by the Architectural Review Committee or if required by any Legal Requirement), shall be affixed to a substantial pole or stand permanently placed in the ground and shall not be located within a sidewalk. Newspaper tubes shall conform to the architectural guidelines for same, if any. Architectural guidelines with respect to mailboxes and newspaper tubes may require, prohibit, restrict or specify one or more of the following: method and type of support; style; material; color; size; height; and one or more of the foregoing with respect to the numbering and/or lettering to be placed on a mailbox or newspaper tube, or affixed thereto. There may be different mailbox and newspaper tube requirements for the various phases, sections or subdivisions within the Properties.

Architectural Guidelines Dated March, 2013

MAILBOXES

1. A standard mailbox and post design has been provided at each address. Replacements are available through Carolina Mailboxes, 877.845.0850. Alternates or alteration of the standard mailbox will not be allowed. Website: <http://www.carolinamailboxes.com>

Mailbox Maintenance

All homeowners are required to maintain their mailbox in an attractive manner per the Declaration. Should you need assistance with maintenance, please contact one of the vendors below. *** The HOA does not endorse the work of either vendor

Andy Pickle
ampickle@aol.com
919-669-7604

Brett Cooper, The Mailbox Man
netcooper@yahoo.com
919-341-9611



Bedford at Falls River HOA

Guidelines Regarding Signs and Flags

(Updated: October 2020)

The Declarations outline the basic rules regarding the posting of signs within properties of the Bedford at Falls River Community (**Article IX, Section 26**). The Bedford at Falls River HOA Board of Directors (The Board) has established guidelines regarding the use of flags in order to maintain the aesthetics of the community.

The following chart highlights the prohibitions and the limited exceptions approved by The Board. Signs and flags should be tasteful and respectful of neighbors. Bedford residents may be assessed fines for failure to observe the community's sign and flag rules and regulations.

Signs		
Prohibitions	Exceptions	Length of exception
No signs on resident property or in the devil strip (area between the sidewalk and the street). This includes all commercial contractor signs. No signs may be placed anywhere on HOA Common Property without prior Board approval.	1) Home Security Signage 2) Real Estate Signs are permitted on properties 3) Celebration signs for, anniversaries, graduations, births, birthdays, etc. 4) Signs for yard sales 5) Political Signs	1) N/A 2) Until transfer of ownership / closing on the home 3) Maximum of 7 days 4) Day before / day of the event 5) Election period (currently 45 days before and 7 days after an election)
Flags		
Prohibitions	Exceptions	Length of exception
No more than 3 flags (including garden flags) can be visible from the street or alleyway.	1) Up to 3 additional flags are permitted to celebrate a special event (game day, college rivalry, holiday, etc.)	1) Maximum of 3 days

Bedford at Falls River

Sub Association List

Community Name	Management Information	Street Addresses
Clock Tower	William Douglas Management 919-459-1860 Kyle Armstrong karmstrong@wmdouglas.com	Cloud Mist Circle
Commons	Towne Properties Danielle Flippo (919) 878-8787 Danielleflippo@towneproperties.com	Bankshill Road Lofty Heights Place Shadow Elms Lane Sunny Corners Court Willow Pines Place
Georgetown (Phase 25)	PPM Jessa Kellington jessa@ppmral.com Kathy Misencik kmisencik@ppmral.com 919.848.4911	Happy Lane Saint Paul's Square
Towns	Charleston Management Dawn Lynn Crawford (919) 847-3003 dcrawford@charlestonmanagement.com	Cheery Knoll Settle In Lane Winding Waters
Villas	Associa HWR, Inc. Betsy Dienes 919.786.8015 edienes@hrw.net	Edmundson Avenue Shadow Pines Street Van Hessen Drive
Vineyard	PPM Jessa Kellington jessa@ppmral.com Kathy Misencik kmisencik@ppmral.com 919.848.4911	All Points View Way (4720, 4722, 4724) Bouncy Day Court Brimming Lake Court Dunlin Lane(2300-2307) Flowerbed Court

*Any Architectural Requests from properties that belong to a sub-association **MUST** be forwarded to the sub-association contact for review. The results of the sub-association review **MUST** be provided along with the application to the Master Bedford ARC.*