

WELCOME INFORMATION PACKET
WELCOME, NEW OR EXISTING NEIGHBOR
 To
THORNTON SQUARE TOWNHOMES

The **Board of Directors** of **Thornton Square Townhomes** welcomes you to our neighborhood. To ensure your living in our community is pleasant, enjoyable and safe, we want you to be aware of the few rules and regulations that all owners and tenants are to abide by. The attached pages explain - - -

PAGE NO.

1. Description of Thornton Square Townhomes Community	2
2. Home Owners Associations	2
3. Landscaping Around Your Home and Throughout Our Community	3
4. Architectural Changes (by owners)	3
5. Parking Rules, Limitations and Consequences	3-4
6. Vehicle License Plate Registration, Renewal and Consequences	4
7. Dog Ownership and Proper Care of Properties	4-5
8. Parental Supervision and Children/Young People Playing	5
9. Litter and Trash on the Ground	5
10. Garbage-Trash/Recycle Cans Storage	5-6
11. Scheduled Dates and Times for Trash/Recycle Pickup of Materials Items ACCEPTED by City of Raleigh for Recycling	6
12. Unaccepted Items for Trash and Recycle Buckets	7
13. FREE Bulky Load Collections - Special Garbage Collection description, phone	7-8
14. Trash Compactor Usage – Limited	8-9
15. Pool Access	9
16. EMERGENCY - CALL THE POLICE Phone Number and NON-EMERGENCY Number	9
17. POST OFFICE locations	9

ATTACHMENTS

- A. **Community Map**: buildings, streets, group parking areas
- B. **Recycle Collection Day Calendar**
- C. **Architectural Request Form** (applicable to owners)

Thornton Square Townhomes has a contractual agreement with **CAS, Inc.**, our community management company. If you have a concerns about the property or neighborhood, whether risks or complaints, please contact

Kyle K. Adams, Thornton Square Community Manager
 Phone: (919) 403-1400 Extension 1207
 Email: kyle@casnc.com

WELCOME INFORMATION PACKET

1. DESCRIPTION OF THORNTON SQUARE TOWNHOMES COMMUNITY

Thornton Square Townhomes is comprised of 89 homes. Most of the homes are three-story buildings with some two-story buildings located on Sandy Banks Road. The streets of River Keeper Way, Neuse Commons Lane and Winding River Way have only three-story buildings. The land in front of your home extending to the sidewalk belongs to the owner of the home. From the rear of your home extending 20 feet belongs to you, the owner. If you have an end unit, the property line is about 10 feet from the side of the building. That is your property. If other people are playing within this zone, you are within your rights to inform those individuals that they are playing on your private property. They can only be there if you permit them to do so. Often children from other neighbors play football, soccer or other playing across your front or back yards. If you do not want them playing on your property, you are within your legal rights to politely tell them to not play on your property. They should be playing only on the Common Areas – beyond the 20 ft. behind houses of the Community.

As you can see, available parking throughout the Community is limited. You can park on the street, in your own driveway and in the four group parking lots. **PARKING ON ANY GRASS/DIRT AREAS** within the Community is **NOT PERMITTED**. Vehicles can be towed if they are parked on the grass/ground around your house and/or the owner can be fined. Also, driving vehicles – cars, trucks, go-carts, or motorcycles on the front, side or back of the properties, including the Common Areas is not permitted. Only utility vehicles for service provides are permitted to have vehicles on grass area around the homes.

2. HOMEOWNERS ASSOCIATIONS:

1. THORNTON SQUARE HOA dues paid are for maintenance of the **Common Areas** throughout the community of 89 homes, maintenance of the four streets and the two entrances (wall and garden) to the Community, landscaping - mowing, seeding, trimming, edging, mulch in garden beds around the homes, snow removal from the streets, maintenance of the wooded sections, the white fence around the periphery of the community, and the common areas between and around building, irrigation and electricity. NOTE: The HOA is **NOT responsible** for the siding, roof, windows, driveway of each property and anything within the walls of the houses. That is the sole responsibility of the Owner of the house. Snow removal from the driveways is the responsibility of the residents.
- b) PERRY CREEK COMMONS INC. HOA dues cover the maintenance of the Pool and the Trash Compactor, both located on Neuse Commons Lane. Both Perry Creek Condominiums, an adjacent but separate community to Thornton Square. Thornton Square residents are permitted to **use the Pool** and **Trash Compactor**.
- c) ANNUAL HOA MEETINGS are held in November for both of these HOA's. Only the Owners may

WELCOME INFORMATION PACKET

vote on decisions at the meeting but tenants are permitted to attend the general portion of the meeting. All owners are encouraged to attend as decisions regarding any increases in dues or changes in policies are decided at this meeting.

- d) **PAYMENT OF DUES** Owners are required to pay the HOA dues for both HOA's mentioned above. If the owner does not pay the dues, legal action can be taken by the HOA.

3. **LANDSCAPING**

Thornton Square has contracted with **TRIPLE R**, a landscaping company, which performs weekly mowing, edging of the grass, blowing trimmings and leaves on sidewalk and driveways away from the building and periodic tree and bush trimming around the homes. During the mowing process they will pick up obvious trash **ONLY** in the path of the mowing equipment, provided it can be picked up by the "claw" he has on the mower. They are **not** responsible to pick-up other litter that may be on properties or in the street. There is **NO** paid staff to pick-up litter throughout the Community during the week. The plants which are on your property should be cared for by each resident by watering as needed. However, all other maintenance of the land and plants is provided by the landscapers. Do not remove plants on your own, unless you submit an "Architectural Request" to CAS and it is approved by the Board. Do not add mulch around the homes. This will be provided by the HOA according to a general need, the HOA budget and the approval of the HOA Board of Directors. Any changes to the landscaping around your home including adding flowering plants must be approved by CAS and the Thornton Square Board of Directors. If you have a concern such as overgrowing tree roots or branches, please notify Kyle Adams at CAS by phone or email about your concern. Refer to page 1 of this document for his contact information.

4. **ARCHITECTURAL CHANGES (by owners)**

An **Architectural Request Form** explaining your plans for changes/additions would need to be completed and submitted for approval to Kyle Adams at CAS, Inc. Refer to Page 1 for Kyle Adams' physical address and email address at CAS, Inc. on page 1 of this document. Tenants are not to change the building or property without the approval of the owner and the HOA Board of Directors.

5. **PARKING RULES and ENFORCEMENT**

You will notice that parking spaces of vehicles here are limited. Preferably you should park your vehicles in your garage OR driveway. However, there are four (4) group parking areas within Thornton Square: first come, first served. None are reserved. The **Group Parking locations** are located as follows:

- A. Driving from the Wild Wood Forest Drive entrance onto **Sandy Banks Road** continuing past Winding River Way is the **1st Group Parking Lot** located on the left side of the road.
- B. Continue further on **Sandy Banks Road** past two bends of the road the **2nd Group Parking Lot** on the left side before reaching River Keeper Way.
- C. At the west end of **Sandy Banks Road** near the rear fence (*toward Capital Boulevard*) past River Keeper Way on the left side of the road is the **3rd Group Parking Lot**.

WELCOME INFORMATION PACKET

- D. In front of the pool on Neuse Commons Lane is 4th Group Parking Lot. ONLY the parking slots WITHOUT painted label "Pool Visitors" between the white lines can be used by Thornton Square residents for overnight parking.

There are several "**NO PARKING ZONES**" identified by a bright yellow stripe on the road near the curb and a metal sign on a pole explaining -- **Do NOT park there**. If **ANY PART** of the vehicle OVERHANGS **or IS ON** the **YELLOW NO PARKING STRIPE** OR the vehicle is **parked MORE THAN 12 inches** from the curb, it **can be towed with NO advance notice**. You can retrieve your vehicle from ACE TOWING at (919) 821-2121, after paying their fee. Refer to the MAP of THORNTON SQUARE attachment. **Thornton Square residents are responsible to inform their visitors of the NO PARKING ZONES** and the consequences of parking there. **Do NOT PARK In front of other residents' driveways or on the grass of either your property or THORNTON SQUARE Common areas. Park only on pavement!**

Also, DO NOT PARK IN ANY OF THE PERRY CREEK CONDOS PARKING SPACES! Your vehicle **WILL BE** towed by Perry Creek Condos with NO advance notice. You will notice the many open spaces in the Perry Creek Condos area and along Neuse Commons Lane across from Thornton Square homes. **Thornton Square residents are NOT PERMITTED to park there.** However, parking on the north side (Thornton Square side) of Neuse Commons Lane is permissible for only Thornton residents and their visitors.

In addition, **NO large vehicles WEIGHING MORE THAN one (1) ton (2000 lbs), nor recreational trailers such as TENT TRAILERS, MOTORHOMES, motorboats, rowboats, canoes, nor vehicles which are non-operable** are allowed to be parked/stored overnight in the community (including driveways, streets and group parking areas). This regulation is contained in the original Thornton Square HOA Covenants. Any vehicle on the streets or house properties must be drivable.

6. **VEHICLE LICENSE PLATE REGISTRATION & RENEWAL**

All residents of North Carolina are required to maintain up-to-date registration of their vehicle. If a vehicle is found to have an overdue license plate, the owner will be notified by letter from CAS, Inc. OR by a Violation Notice applied to the vehicle or verbally by a TS HOA Board member. Typically, vehicle owners are given 7-10 days to comply or the vehicle will be towed from the Community by ACE TOWING. (919) 821-2121.

7. DOG OWNERSHIP Residents are reminded that all dogs must be leashed at all times when outside. Keep in mind that our children play in the grassy areas and pet waste transmits disease. When your dog finishes "its business", **the owner MUST PICK-UP the dog poo** regardless of where it occurs in the Community. These are requirements of the City of Raleigh as well as our Thornton Square HOA By Laws

WELCOME INFORMATION PACKET

(See Raleigh Municipal Code Sec. 12-3011 or

<http://www.raleighnc.gov/home/content/Police/Articles/PooperScooperLaw.html>

We have provided six (6) Doggie Stations which provide bags to pick up the waste and a metal receptacle to receive/store the bags of waste.

1. Sandy Banks Rd & Wild Wood Forest Drive corner.
2. Between 5118 and 5120 Sandy Banks Rd homes,
3. River Keeper Way and Sandy Banks Rd corner,
4. River Keeper Way and Neuse Commons Lane corner,
5. Next to 5123 Neuse Commons Ln at the group parking lot by the Pool,
6. Winding River Way and Neuse Commons Lane corner.

Please keep your dog between the curb and sidewalk. Refrain from letting your dog pee and poo in your neighbors' yards, shrubbery and flowerbeds where it burns the plants and attracts other dogs.

NOTE: Typically, the land 20 feet in front and 20 feet from the rear of the home belongs to the owner of that home.

Do not lead your dog behind Sandy Banks Road or Neuse Commons Lane to do their business. Most of that area belongs to the owners of each home. After your dog does their business, place your hand inside the bag, using it as a glove to pick up the poo, pull inside out to enclose the contents. Tie it closed and drop it in the receptacle at the Doggie Station.

Parents, please stress this point to your children if they are responsible for walking the dog because violation letters will be sent to the property owners as well as the residents. The City and Thornton Square HOA can impose fines for violations of these important health code rules.

8. PARENTAL SUPERVISION & CHILDREN/YOUNG PEOPLE PLAYING

Every year, the Thornton Square HOA is asked to intervene when our young residents cause damage to property, either accidentally or intentionally. Sometimes, the police have been involved and charges were filed. Ultimately, the parents are responsible for any damages or illegal behavior done by their children. So, we encourage you to be proactive and talk to your children ahead of time. Remind them that the yards in the **FRONT** (building to the sidewalk) and **REAR** (from the building extending 20 ft.) and to the **SIDE** 15 ft are PRIVATE PROPERTY OWNED by the individual homeowners. Often children play ball at the back or side of the homes there have been incidents of damage to property. Playing on the property of neighbors instead of your own should be done **only with the permission of the homeowner/tenants** on whose property the children want to play.

Ball playing in the street or on the common areas is **NO LONGER PERMISSIBLE**. The Home Owners Association Board of Directors has decided that the damage to property, mailboxes, landscaping which have

WELCOME INFORMATION PACKET

occurred and hazards to vehicles due to young people sitting on/leaning on the vehicles near where they are playing and the frequent slow delay to move out of the roadway to allow cars to drive through their playing has become a nuisance that **NO LONGER WILL BE PERMITTED**. Where a resident has setup a basketball Standard in the driveway, it should be removed per this change in the Community Rules and Regulations.

Also, mailboxes and electrical boxes are **NOT** to be sat upon or written upon. If young people choose to congregate, they should do so at their own homes and not on their neighbors' properties without permission.

9. **LITTER AND TRASH ON THE GROUNDS**

We want to keep our neighborhood properties orderly, neat and clean. Please do not discard trash on the streets or yards of our neighborhood. Discard drink bottles, candy wrappers and cigarettes in appropriate receptacles in your home or take it the Compactor on Neuse Commons Lane.

Thornton Square Townhomes **does not have paid staff** to pick up litter. It is the residents' responsibility to maintain clean and orderly grounds on their property. **If there are newspapers delivered to your property that you have not subscribed, pick up the papers and put them into the BLUE Recycle Bin. Phone the delivery department of the newspaper to inform them of a "wrong delivery" and to stop delivering.**

10. **GARBAGE-TRASH/RECYCLE BUCKETS STORAGE**

Do **NOT** STORE the trash buckets (GREEN Trash and BLUE Recycle Buckets) **in FRONT of your home**. They **MUST BE STORED** either in the garage or at the rear of your home.

If you have a corner home, then you have the option of placing the buckets at the side of your home at least 15 feet from the front corner of the building and as close as possible to the side of the building.

The City of Raleigh enforces the above requirement by periodically sending "Enforcers" throughout the neighborhoods. If they find the trash and recycle buckets are in the front of the house, they can issue citations and/or demand a fine (\$100 - \$250) for the violation. **The Thornton Square HOA can also levy a fine which may be in addition to the City of Raleigh's fine.**

11. **SCHEDULED DATES, TIMES - TRASH/RECYCLE PICKUP BY CITY OF RALEIGH**

- When to place the Green Trash and Blue Recycle Buckets at the street curb on Trash Pickup by the City of Raleigh:
 - **Wednesday** is the day of the week that **RECYCLE** is picked up. Your **Recycle (Blue Bucket)** pickup from will be **every other week**. Refer to the Attachment B – RECYCLE COLLECTION DAY CALENDAR.
 - Place the **BLUE BUCKET** at curbside by NO LATER than 7:00 AM on the scheduled pickup day.

WELCOME INFORMATION PACKET

- **BAGGED HOUSEHOLD TRASH (Green Bucket)** is to be placed at curbside in front of your home on EVERY Wednesday morning by **NO LATER** than 7:00 AM. Position the handle of the bucket facing toward the sidewalk. The lid opening is to be toward the street.
- The City of Raleigh has stated on their website that **Trash and Recycle Buckets MUST be at curbside by 7:00 AM on the day of their pickup.**
[Note: The **EARLIEST** the Trash Trucks have picked up was once at 7:00 AM (7/11/2018) and four times at 7:20 AM. Sometimes it may be not until late afternoon.] You are safer if you put it at the street no later than **7:00 AM on Wednesdays.**

However, - - -

NOTE: You **MAY** place the buckets at the curb at **NO EARLIER** than **NOON on Tuesday** but you must remove the cans from the street by **NO LATER** than **7:00 PM Thursday** or risk getting fined by the City of Raleigh Trash Can Enforcers. (*THREE residents have been fined, as far as we know* so don't test it.)

The trash pickup each week by the City of Raleigh is **ONLY** by the automated mechanical Lift-and-Dump into the truck. **Do NOT PUT BAGS or large articles ON THE GROUND** expecting the Trash personnel to pick it up and put into the truck. That is **NOT THEIR JOB**. They will **NOT** leave their truck cab to pick-up the trash beside the buckets. They only take what fits into the Blue and Green buckets. The mechanical claw grabs each bucket and lifts it up and flips it over to pour into the top of the truck and places the emptied bucket on the ground.

12. UNACCEPTED ITEMS FOR TRASH and RECYCLE BUCKETS

Do NOT put these items in your GREEN garbage bucket or BLUE Recycle bucket:

- Yard waste
- Loose or hot ashes
- Loose cat litter or animal waste
(Disposable diapers and animal litter should be free of fecal matter and enclosed in a plastic bag before placing in the garbage bucket. All fecal matter should be flushed down the toilet where it can be properly treated at the waste treatment plant.)
- Computer equipment or televisions
- Unbagged packing pellets or sawdust
- Hazardous or medical waste
- Loose needles or syringes (syringes and needles used for home immunization should be disposed of in a heavy-duty, individual container with a lid, such as a coffee can, to ensure that no one will come into contact with these potentially life-threatening items.)
- Concrete, rocks, or dirt or other construction materials.

WELCOME INFORMATION PACKET

HOUSEHOLD HAZARDOUS WASTE and MULTI-MATERIAL RECYCLING If you need to discard large articles such as furniture, beds, TV's, computers, vacuum cleaners etc. you must either... **take it yourself** to the **Waste Station at 9029 Deponie Drive off Durant Rd**, which is less than 3 miles from here.



Directions to 9029 Deponie Drive: Turn right on Wild Wood Drive, continue to Perry Creek Rd and turn right. Cross over Capital Blvd at the traffic light onto Durant Road. (Perry Creek Road name changes to Durant Road at that intersection. Continue down Durant Road and turn right onto **Deponie Drive at the 3rd** traffic light on Durant Road. Bear to the right on Deponie Drive and drive through the fence opening. Trash Disposal Dumpsters are seen at the left. Hazardous Material items such as computers, electronics, appliances, battering is to the right through a second fenced area. Color-coded signs with large letters describe which items are to be disposed of in which section of the area.

OR Call the City of Raleigh to arrange - - **Free Bulky Load Collection** as described below.

13. **FREE BULKY LOAD COLLECTION**

However, if your vehicle isn't large enough to do so, you can also call the City of Raleigh Solid Waste Services at **(919) 996-6890** and request a **FREE BULKY LOAD COLLECTION**. They will describe how and when that is done. Sometimes there is a charge but oftentimes not if it is within their requirements.

The items that can be disposed in the landfill, but will not fit in a garbage bin are as follows:

ACCEPTED ITEMS FOR FREE BULKY LOAD COLLECTION

Please note, items must be able to be easily and safely lifted by two men.

- Furniture
- Small appliances (microwaves, toasters, hair dryers, etc)
- Mattresses and box springs
- Lawn equipment
- Similar household items

NOT ACCEPTED ITEMS for City of Raleigh pickup:

- Computers/electronics
- Construction/building materials
- Excess bags of garbage
- Large appliances
- Yard waste

SCHEDULING

Call (919) **996-6890** with the following information:

1. Name
2. Address
3. Daytime phone number
4. Description of item(s) to be collected

WELCOME INFORMATION PACKET

5. Regular trash collection day

No more than one (1) four (4) cubic yard load may be scheduled for a specific address in a 90-day period.

Once your collection has been scheduled, place all items at the curb as Solid Waste Services employees are not allowed to enter your yard to collect items for disposal. Do not place items inside containers that you do not wish to throw away.

14. The **TRASH COMPACTOR** on Neuse Commons Lane is **specifically** for bagged household trash. The following signs are posted on the wall of the Compactor: This is primarily for the residents of Perry Creek Commons. They do NOT have City of Raleigh trash pickup that Thornton Square does. Their sole option for trash disposal is the Trash Compactor. However, Thornton Square owners do pay dues for it and can use the Compactor. We suggest that you try to limit the usage to the overflow of your own trash containers.

DO NOT PLACE **HOUSEHOLD HAZARDOUS WASTE AND MULTI-MATERIAL RECYCLING** INTO THE TRASH **COMPACTOR**, which is located across the street from the pool. These signs are on the concrete wall of the compactor.



When you place item/bag into the Compactor chute, close the sliding door and pull the **circular knob** on the wall to the left of the opening. This will operate the compactor to compress the trash.

NOTE:

The placement of items banned from landfills, as noted in North Carolina General Statute 130A-309.10(e), in garbage or recycling carts or compactors is subject to the following enforcement actions:

\$150 Administrative Fee per violation

\$250

Civil Penalty per violation

Citations may be appealed in writing to the Code Enforcement and Billing Administrator.

15. CALL THE POLICE

CALL 911 IF . . .

if you observe excessive noise, violence occurring to other people or property or people are on your property and are a nuisance OR a risk to you or your property or radios are loudly blaring in cars driving through neighborhood. **NON-emergency call (919) 831-6311**

WELCOME INFORMATION PACKET

16. **POOL ACCESS** (Memorial Day through Labor Day)

The pool will be open seven days a week from 10:00 AM until 8:00 PM. Children under the age of 16 years old **MUST** be accompanied by an adult and the adult is to remain with the children.

There are no guards at the pool to monitor safety. Hence, parents are responsible for the safety of your children and assuring the posted rules (hanging on the fence next to the entrance gate) are followed. Bring identification with you to the pool proving that you are a resident of Thornton Square Townhomes. You may be asked to prove your residency here.

17. **POST OFFICE DISTRIBUTION TO THORNTON SQUARE**

The Brentwood Post Office is the office which sends out mail trucks for mail delivery to Thornton Square.

When you have your mail **ON HOLD** when you are out of town, you will pick-up your mail from this

Post Office location: Address: **2777 Brentwood Road**, Raleigh -- south down Capital Blvd. Left at traffic light onto Brentwood Road. Turn right into the shopping center on right up the hill. The Post Office is at the far left of the strip mall. Hours Open Mon-Fri 9:00 AM to 4:30 PM; Saturday morning 9:00AM to 1:00 PM

There is a Post Office in Wakefield at 13250 New Falls of Neuse inside a convenience store behind the McDonald's. It is open Mon-Saturday 9:00 AM – 4:30 PM. This is handy when you need to mail something on the weekend.