

Gardens on Glenwood Welcome Packet

Welcome to the Gardens on Glenwood! We know you will enjoy living here. We are proud of this unique community with its beautiful landscaping and luxurious living. So please take some time to read this email. As we know you want to understand and observe the guidelines to maintain the property and respect your neighbors, this email will provide critical moving information as well as an index and location for important homeowner reference documentation.

Your Board of Directors is responsible for and maintains control of the association. Community Association Management Services (CAS), our property management company, will be working at the direction of the Board of Directors and will handle the normal business activities of our property. Our Property Manager is Jim Herold at jim@casnc.com or 919-788-9911 extension 1404.

Basic condominium public information and the dues payment process can be found on their site - <https://www.casnc.com/communities/the-gardens-on-glenwood-condominium/>. If you have any questions or need assistance with your account, please feel free to contact their customer service department 910-295-3791 x2.

GoG uses a proprietary website to maintain detailed processes and procedures as well as private resident information. Here you will be able to find everything related to the GoG including all relevant documents, important contacts, secure online forms, payment portal integration, homeowner directory and so much more. Once you provide your name and email address, a link will be provided with your login details and password. Please go to gardensonglenwood.nabrnetwork.com to access this wealth of information. You will also be able to link to the Dues Pay Option on the Nabr network.

The Homeowner's Directory on Nabr is for condominium related use for the Gardens on Glenwood owners/residents only. Solicitation of any kind is strictly prohibited. Directory information is not to be given out for public use.

Attachment 1 – CAS Welcome Letter and HOA Dues Pay Options

If you have any difficulty or need assistance with any online activities, please contact a board member for assistance. In addition, each building and the townhouses have building representatives as well as your board members who can provide information and assistance. If you are interested in joining one of our committees, please contact the board representative to join.

All contact information for the Board, Building Representatives, Committees and Homeowner Directory can be found on the Nabr website at gardensonglenwood.nabrnetwork.com

There are several options to pay your monthly HOA dues. Attachment 1 is the CAS welcome letter and bill pay options.

The information below is all found on the Nabr network, but as a new owner, we want to point out critical actions and requirements to ensure your transition goes smoothly.

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1. FORMER OWNER ITEMS AND LOBBY ENTRY – Please ensure you obtain all these from the former owner at closing.

a. Condo keys:

If you need additional keys to your condo, Busse's Lock Service on Wake Forest Road is the only place authorized to duplicate your condo key. In most cases, the key to your condo door also opens your storage room door. These rooms are typically located in the garage for your building.

b. Building Keys

Each homeowner is entitled to two building keys (these are the (extra-large ones), which only open the exterior doors, lobby doors, and stairwell doors in your building. These keys also provide access to the fitness center, pool gate and pool bathrooms. These keys may not be duplicated, so they must change hands when a unit is sold.

c. FOBs: There are two types

Homeowners FOBs. Each condo was assigned two. These FOBs provide homeowners access to all five buildings, 24-hours a day, 7 days a week.

Friends and Family FOBs. These are for your family members, housekeepers, construction workers, etc. These FOBs are for your building only. Should you lose any FOB, you must notify CASNC immediately so that the FOB can be deactivated.

On the date of your closing, CAS will de-activate all FOBs assigned to your unit. You will need to let CASNC know which FOBs you would like to have re-activated.

All FOBs have a unique identification number imprinted on them. Record these numbers and who has each FOB if the person loses it. CAS can deactivate any FOB that is lost.

If you did not receive your FOBs, two building keys, or two garage door openers, please go to the Nabr site <https://gardensonglenwood.nabrnetwork.com> and download the appropriate form to purchase additional items.

d. Garage Door Openers

You should get two from the previous owner; they will only activate the doors in your building. You should get these openers at closing.

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e. Mailbox key(s)

You should get these keys from the previous owner at closing. Contact USPS for name change.

f. Lobby Call Box

In order to have your name(s) and phone number(s) programmed in the callbox, you must submit the **"New Resident Callbox, Fobs & Keys"** form. When visitors call from the exterior lobby, you will press "9" on your phone for them to gain entry. This form is available on Nabr at <https://gardensonglenwood.nabrnetwork.com>

2. MOVING IN – Please ensure you follow all these guidelines when you move into your new home.

a. Notification

Owners are required to submit the **"Notice of Moving To Or From Unit"** form not less than seven business days prior to the move-in or move-out date and pay a \$500.00 non-refundable administrative and moving monitor fee. If a move takes more than one day, an additional \$150.00 per day will be charged. The moving fee will be charged to your account. **If you have not received your login credentials from Nabr, a PDF version of this form is Attachment 2.** The online form can be accessed on Nabr at <https://gardensonglenwood.nabrnetwork.com> after login credentials are obtained.

b. Monitor Role and Responsibilities

The Monitor is hired to assist with your move. They will communicate the rules regarding elevator protection and floor covering to your moving company as necessary and provide security for the building by monitoring the entry to the building. Additionally, they will have keys to access the elevator pads and drop cloths which they will place prior to 9:00 a.m. Please review and sign the Move In/Move Out Check List with them at the completion of your move to identify any concerns.

Elevator Protection - Monitor Responsibility

Elevator pads are kept in a container in the garage of each building. Elevator pads will be hung by the monitor and must be hung each time the elevators are used to move large, heavy, or multiple furnishings or appliances and construction materials.

Floor Protection - Monitor Responsibility

Drop cloths must be used to cover the hallway carpet from the elevator to the unit entrance for any Move In or Move Out and Renovation activity. The drop cloths will be placed by the monitor and are stored in a container in the garage of each building.

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c. Move-in Day

For your initial move-in, a building monitor will be assigned. This person will install elevator pads, the elevator floor cover, and tarps on the hall floor up to your unit. They also will remove these items when the move is completed. During the move, they serve as a security monitor since the entrance lobby doors will be kept open to facilitate the move.

Moving activities are allowed only between the hours of 9:00 am and 5:30 pm, Monday through Saturday. No vehicle longer than 26 feet, or two (2) axle vehicle weighing over 42,000 pounds or three (3) axle vehicle weighing more than 54,000 pounds, is permitted to use a street or bridge at the Gardens.

All cardboard not removed by your mover should be to be broken down and placed in the brown cardboard receptacles located in the garage. It is your responsibility to have all trash and boxes removed from the common areas within 24 hours of your move.

d. Protecting the Elevator and Hall Carpet

Elevator pads and drop cloths must be used every time the elevator is used to move large, heavy, or multiple furnishings or appliances, carpet, and construction materials. elevator.

e. Renovating your Unit

All renovations require **prior** approval of the Board. **"Notice of Renovation to a Unit Form"** must be completed and signed by Owner(s) and their Contractor(s) before any 4renovations begin. This form is available on Nabr at <https://gardensonglenwood.nabrnetwork.com>. **If you wish to begin a renovation before you obtain your Nabr login credentials, a PDF version the form is Attachment 3.**

f. Waste Disposal

It is imperative that all residents respect and adhere to the Waste Disposal rules. Please ensure that you dispose of your various types of trash in the following manner:

- Trash Chute - Household waste only. Everything deposited in a trash chute must be placed in a plastic garbage bag and securely fastened al the top
- NOTE: Only items that can be "crushed" should be placed down the chute. NO: pizza boxes, books, styrofoam, metal, or any other non-compactable items
- Cardboard ~ Boxes must be broken down flat and deposited in the special cardboard dumpster located in each garage.
- Recycle~ Glass, plastic and paper are to be placed in the bins provided for that purpose in each garage. Please rinse all containers prior to placing them in the bins.
- Small Non-compactable Household Items - Deposit in portable garbage containers in each garage. No garbage or food in these containers.

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- Large Items or Packing Materials - Should be taken to the Wake County Disposal Site - www.wakegov.com/recycling/Pages/default.aspx
- Do NOT place these items in the Refuse Room as they will not be collected by our Waste Service

3. WATER SAFETY

Your unit and every condominium in our complex have a required water shut off system. This system must be used to turn off your water **every** time you leave your condo. Please take the time to understand your system – 80% of all homeowner damage is caused by water leaks. Please contact your building representative or a member of the board for technical assistance.

Thank you and welcome to Gardens on Glenwood
Your Board of Directors

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Attachment 1 – CAS Welcome Letter and Bill Pay Options

May 14, 2021

Dear Gardens on Glenwood owners,

CAS, Inc. (Community Association Services, Inc.) has been employed by your Board of Directors to provide professional management services to The Gardens on Glenwood Condominium Owners Association, Inc. CAS is a forty-five-year-old company that specializes in the management of condominium, townhome, commercial, and homeowner associations. CAS, Inc. presently provides professional management services to over two hundred associations. We would like to invite you to learn more about CAS, by visiting our website at www.casnc.com

Your Board of Directors is still responsible for and maintains control of the association. CAS will be working at the direction of the Board of Directors and will handle the normal business activities of your association.

Please mail all future payments to: The Gardens on Glenwood Condominium Owners Association, Inc. c/o CAS, Inc.; PO Box 94707; Las Vegas, Nevada 89193. You can also pay your monthly dues online via www.casnc.com/pay-dues/ (see payment options below). The management company ID# is 937, Community ID# 515, and your ten-digit property account number is listed on the enclosed 2021 monthly payment slips. If you currently pay your dues via online banking, please make the necessary changes with your bank prior to mailing any payments. If you have already submitted your June payment those funds will be transferred to us during transition.

If you have any questions or need assistance with your account, please feel free to contact our customer service department 910-295-3791 extension 2. Our CPA staff in the Pinehurst office supervises all accounting work.

Your new community manager will be Jim Herold and he is in our Raleigh Office for all common area maintenance issues and ARC requests.

CAS, Inc.
207 W. Millbrook Rd, Suite
110
Raleigh NC 27609
jim@casnc.com
919-788-9911 extension 1404

We anticipate an extensive relationship with your community and look forward to working with you.

Sincerely,

Jonathan A. Stone, PCAM
President, CAS Inc.

May 2024

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US Postal Service Payments

1. Please make your check payable to & mail all dues payments to:

**The Gardens on Glenwood Condominium Owners Association,
Inc.. c/o CAS, Inc. Processing Center
P.O. Box 94707
Las Vegas, Nevada 89193-4707**

2. Include your account number on your check with all dues payments and send to the provided address (above) to ensure your payment is accurately processed to your account.
3. If you are paying for multiple properties, please send a separate check for each property.

Bill Pay Service through Your Bank

1. Log in to your online banking and update the address on your assessment payment to:

**The Gardens on Glenwood Condominium Owners Association,
Inc. c/o CAS, Inc. Processing Center
P.O. Box 94707
Las Vegas, Nevada 89193-4707**

2. Include the account number that is listed on your enclosed invoice to the "Account Number" or "Memo" section of your online bill payment setup. Please note if you have more than one unit you must pay as separate transactions.

Online Payments (e-check or credit card)

1. Go to www.casnc.com, on top right-hand side of page select "Pay your dues".
2. Choose payments or you can choose to make a one-time credit card or e-check payment.

Enter the information as prompted.

- A. Management Company's ID# 937**
- B. Community ID# 515**
- C. Your 10-digit property account**

If you have questions or need assistance making an online payment, please contact CAS customer service at 910-295-3791 x2, or email customerservice@casnc.com.

NOTE: There is a 3% service fee if paying by credit card & \$5 for debit cards, there is no fee for e-check payments.

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ATTACHMENT 2 Notice of Moving From or To a Unit

This form must be completed, signed by the Owner of a Unit, and RECEIVED BY the Property Manager, not less than seven (7) business days before moving activities commence.

A \$500 non-refundable administrative and monitor fee is required for EACH move-in and move-out. If a move takes more than one day, an additional \$150 per day will be charged. For a move-out, the fee will be charged to the Owner's account and collected at closing, along with any other fees owed. The new owner's move-in fee will be collected on the Real Estate Transfer Form, and paid at the time of closing.

If the move is not related to a closing, the appropriate fee (for a one-day move or two-day move) will be charged to the Owner's account.

Date of Notice: _____

OWNER

Name: _____

GOG Street Address: _____

Unit #: _____

Current Street Address: _____

City: _____ State: _____ Zip: _____

Cell: _____

Email: _____

MOVING COMPANY

Name: _____

Address: _____

Company Contact Person: _____

Cell: _____

MOVING DATE:

Begin Date: _____ 9:00am - 5:30pm

Expected Completion Date: _____ 9:00am - 5:30pm

By signing below, you are aware of the Garden on Glenwood Rules and Regulations and your responsibility to abide by them.

Owner(s) Signature: _____

TO SUBMIT THE FORM:

Email: Jim Herold at jim@casnc.com

Mail: Jim Herold

CAS, Inc.

c/o Gardens on Glenwood

207 W. Millbrook Rd, Suite 110

Raleigh NC 27609.

May 2024

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MOVING RULES AND REGULATIONS

The undersigned Owner (s) and Renter(s) hereby acknowledge and agree to the following terms and conditions:

1. Owner(s) must notify the Property Manager not less than seven business days prior to the move-in or move-out date, providing the name and contact information for the new or departing resident. A separate \$500 non-refundable moving fee will be charged to BOTH the departing Owner and the new resident. If a move takes more than one day, an additional \$150 per day will be charged.
2. A Monitor is hired to assist with your move. They will have the key to access the storage areas for the elevator pads and drop cloths which they will place to protect the elevator walls and carpets prior to 9:00 am. The staff will provide security for the building by monitoring the entry to the building and inform your moving company of our rules and regulations. Please review and sign the Move In/Move Out Checklist with them at the completion of your move to identify any concerns. The checklist can be found in a separate document.
3. Owner(s) assume all risk of damage to persons or property caused by movers, tenants and/or their agents, employees and equipment related to moving into or out of the Unit; and Owner(s) shall be responsible for the cost of repairing all damage.
4. Moving activities are allowed only between the hours of 9:00 AM and 5:30 PM on Monday through Saturday during the date(s) set forth above. Strict compliance with the days and times during which moving may be performed is critical and mandatory. Fines will be summarily assessed for violations.
5. Carpets in the hallways and elevator must be protected at all times with an approved covering to prevent soiling and tracking while moving is in progress. Furniture in lobbies must be moved to protect it from damage and replaced when the move is completed. Items being moved into or out of a Unit may not be leaned against walls or woodwork without a protective covering.
6. Per Resolution 5b, no vehicle longer than 26 feet, or two (2) axle vehicle weighing over 42,000 pounds or three (3) axle vehicle weighing more than 54,000 pounds, is permitted to use any private street or bridge belonging to the Association at Gardens on Glenwood to access a unit. In the event any doubt exists about vehicle compliance with this requirement, smaller trucks must be utilized unless permission to use the streets and bridges is obtained in advance from the Board of Directors or Property Manager.
7. Owners are responsible for assuring that trucks, trailers and other vehicles associated with moving activities do not block streets, driveways, entrances or No Parking spaces and do not damage low hanging tree limbs. All vehicles used for moving purposes must be removed from the premises daily. To avoid undue interference with elevator and street traffic, and to minimize inconvenience to residents, moving is not allowed from more than one unit in the same building each day.
8. Elevator pads must be hung on the elevator walls every time it is used to move furniture, furnishings and large or heavy personal belongings. A fine of \$50.00 will be charged to the Owner(s) each and every time such items are transported in the elevator without using elevator pads. Elevator doors must not be propped open, as this will cause them to reset, and the elevator will become disabled.
9. Extraordinarily heavy items such as pianos and stone or concrete products require approval before being placed on an elevator. The person moving will be responsible for all damage or repair to an elevator attributable to the weight or placement of objects in them even if approved in advance.
10. All boxes, packing material, trash, and other debris shall be removed from common areas and disposed of off-site daily. Waste and other materials associated with the moving process shall NEVER be placed in the trash chute or in other containers or receptacles in common areas of a building or garage. Owners will be charged for clearing and repairing jammed compactors that result from a violation of this requirement.
11. Hallway and elevator carpets shall be vacuumed and cleaned each day after moving activities are performed. If deemed necessary in the Judgment of the Board of Directors or Property Manager, carpets shall be professionally cleaned at the Owner(s) expense when the moving is concluded.
12. Smoking is not allowed by movers or others anywhere in a building, or on porches or within 20 feet of any building or garage entrance or exit.
13. For security reasons, unattended doors shall never be left open to facilitate or expedite the moving process unless a monitor is present as provided in Section 3 below.
14. A person selected by the Property Manager, approved by the Board and paid by the Owner of the Unit, shall be on duty and physically present at all times, during moving and cleanup activities affecting common areas, to monitor and strictly enforce compliance with the Association Roles & Regulations and report violations to the Community Manager for appropriate action. The monitor must demonstrate familiarity with the Rules & Regulations to the satisfaction of the Property Manager. The owner shall pay in advance a sum established in the judgment of the Property Manager as necessary to and pay the monitor and be responsible for charges exceeding that amount.

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ATTACHMENT - 3 Notice of Renovation To A Unit

Notice of Renovation to a Unit to be completed and signed by Owner(s) and their Contractor(s)
BEFORE any renovations begin.

THERE CAN BE NO ALTERATIONS OR DRILLING TO ANY CONCRETE IN ANY BUILDING.

A security deposit be paid by the Owner(s) to the Property Manager **may be required** before any renovation activity commences. This amount may be used to repair any damage attributable to persons performing renovation services on the Owner(s) unit or to satisfy any fine assessed by the board for violation of these rules. If the damage exceeds the deposit, the owner is responsible for any excess. Alternatively, any balance remaining shall be refunded to Owner(s) after the renovations and repairs are completed.

The homeowner(s) are responsible for obtaining all applicable City of Raleigh/Wake County permit(s) and inspection(s) for all renovations. **Copies of the inspections must be provided to the Board upon completion of the renovation.**

Date: _____

OWNER

Name(s): _____

GOG Street Address: _____

Unit #:

Current Address: _____

Cell: _____ Email: _____

CONTRACTOR PERSONNEL RESPONSIBLE FOR PROJECT

Company: _____

Address: _____

Primary Contact: _____

Cell: _____ Email: _____

OTHERS PERFORMING RENOVATIONS TO THE UNIT:

Company: _____

Address: _____

Primary Contact: _____

Cell: _____ Email: _____

Describe the Type of Renovation: _____

Estimated Cost of Renovation: _____

Expected Start Date: _____ Expected Completion Date: _____

If renovation and construction activities are not finished by the expected completion date, all work must terminate until a written extension is granted by the Board.

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RENOVATION RULES

1. Owner Assumes Risk: Owner(s) assume all risk of damage to persons or property caused by contractors, subcontractors and/or their agents, employees and equipment, or from any other cause, in connection with the renovation work; and, Owner(s) shall be responsible for the cost of repairing all such damage.
2. Sprinkler System. If the sprinkler system is to be placed on "test," owner must have the contractor assign someone to be on fire watch for the duration of the test that the building is not monitored.
3. Contractor Requirements: All renovations must be performed by licensed, bonded and insured contractor who are covered by liability and workman's compensation insurance. Copies of those documents shall be provided to the Board upon request.
4. Working Hour Limitations: Renovation and construction activities **are allowed only between the hours of 8:00AM and 5:30PM.. Monday through Friday**. Work on Saturdays may be allowed with prior approval from the Board on the condition that residents are not disturbed by noisy activities. The Board and building residents must be notified in advance of any variation from the days and times permitted herein.
5. Minimize Noise Levels: Noise shall be controlled and minimized at all times. **Loud activities, such as sawing, drilling, or hammering are not allowed until after 9:00AM.**
6. Use of Balconies: Construction activity on a balcony is allowed but must be monitored by Owner(s) to avoid disturbing other residents. If work on balconies is dusty, temporary drapes may be hung on balconies during daylight hours while work is in progress if needed to protect other units from dust.
7. No Work in Interior or Exterior Common Areas: Construction activities and equipment are not allowed in common hallways, garages, streets, or sidewalks, unless authorized by the Board in advance.
8. Carpets Must Be Protected: Carpets in the hallways and elevator shall be protected with a non-injurious covering to prevent soiling while work is in progress and must be professionally cleaned when the renovations are completed at the expense of Owner(s).
9. No Private Dumpsters and Containers: These may not be used on the premises in connection with renovation and construction activities.
10. Contractor and Vendor Vehicles: Trucks, trailers and other vehicles associated with the renovation and delivery of materials must be removed from the premises daily. These vehicles shall not block entrances, shall not use "No-Parking" areas on the street, and shall not enter garages.
11. Elevators Must Be Protected: Elevator pads must be hung on the elevator walls and floor coverings must be laid down and taped in place every time an elevator is used to move materials, supplies, equipment or heavy or large object. A fine of \$50.00 will be charged to Owner(s) every time such items are transported without using elevator pads. Elevator doors must never be propped open as this will cause elevator failure and breakdown.
12. Clean-Up On Daily Basis: All trash, materials and debris shall be removed from common areas daily and disposed of off-site. Hallway and elevator carpets shall be vacuumed and cleaned each day after work is performed. **Waste and other materials resulting from the renovation SHALL NEVER BE THROWN OFF ANY BALCONY, and shall never be placed in the trash chute or in other containers or receptacles in common areas of a building or garage.** Owners will be charged for clearing and repairing jammed compactors.
13. No Smoking Allowed Anywhere: Smoking is not allowed by workers or others involved in the renovation anywhere in a building, or on porches or within 20 feet of any building or garage entrance or exit.

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14. Doorways Closed at all Times: For security reasons, unattended doors shall never be left open
15. Strict Compliance: Strict compliance with all these rules is critical and mandatory. Fines will be assessed for violations. In the event of flagrant or continued noncompliance, work may be halted by the Board until the owners / contractors comply.

BEFORE ANY WORK CAN OCCUR, THE OWNER(S) MUST SCHEDULE A PRE-RENOVATION MEETING WITH THE GOG PROPERTY MANAGER, JIM HEROLD. THE OWNER(S) AND CONTRACTOR(S) MUST ATTEND.

By signing, the Owner(s) and their Contractor(s) hereby acknowledge and agree to the rules set forth above:

Homeowner's Signature

Contractor's Signature (to be obtained on site prior to work beginning)

TO SUBMIT THE FORM:

Email: Jim Herold at jim@casnc.com

OR

Mail: Jim Herold
CAS, Inc.
c/o Gardens on Glenwood
207 W. Millbrook Rd, Suite 110
Raleigh NC 27609.