

Averette Ridge HOA Resident Handbook

May 2022



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Section 1 - General Information

We sincerely hope you enjoy living in Averette Ridge. Please review this Resident Handbook for important information pertaining to the Averette Ridge Homeowners Association (the “Association”). Please refer to and save the Resident Handbook document for future reference. It must be given to tenants of Averette Ridge properties. This document and additional information is available on the Averette Ridge website ([Averette Ridge](#)).

This Resident Handbook provides helpful information that new and existing residents can refer to for things such as obtaining key fobs, trash collection, etc.

Two separate documents provide additional information:

- Rules & Regulations – Part 1: Addresses Rules & Regulations (other than Architectural) that relate to the Association, Homeowner properties and the Common Area.
- Rules & Regulations – Part 2: Architectural Procedures and Standards: Provides important information about the type of changes to the exterior of your home that require approval by the Architectural Review Board (ARB), the submission and approval process, as well as the standards and guidelines that help you understand what is and is not acceptable.

This document and the two listed above are available in the “Documents” section of the Averette Ridge website ([Averette Ridge](#)).

Living in close proximity to others requires thoughtful consideration about how your actions may affect others. We encourage open communication, cooperation, and respect between neighbors so we can maintain a friendly environment that maximizes everyone’s enjoyment of their homes. Unless otherwise defined herein, capitalized terms used in this document shall have the same meaning ascribed to them in the Averette Ridge Declarations.

This Resident Handbook, which may be changed by the Board periodically as needed, contains the following important information you need to know:

1.1 - EXTERIOR CHANGES

To maintain the architectural/landscape character and aesthetics of Averette Ridge, and preserve and improve the value of homes, exterior modifications to your home, additions or changes to structures, materials, certain landscape, and paint colors (hereafter referred to as “Improvements”) must be approved PRIOR to commencement. More specifically, “No exterior portion of any dwelling structure, and no building, fence, wall, obstruction, balcony, screen, patio, patio cover, tent, awning, carport, carport cover, improvement, or structure of any kind shall be commenced, erected, decorated, painted, resurfaced or otherwise maintained upon any part of the Project, nor shall any alteration or improvement of any kind be made thereto until then same has been approved in writing.” The Averette Ridge Architectural Review Board (“ARB”) is responsible for review and decisions on all Home Improvement Applications, which must be submitted and approved prior to any additions or alterations to the exterior elements of houses and lots. The Home Improvement Application, and the procedure and standards are more fully described in the separate Architectural Procedures and Standards document. The forms and documents are available in the “Documents” section of the Averette Ridge website ([Averette Ridge](#)).

In general, anything that will change the look of your home from the outside need’s prior approval. This includes, but is not limited to, changing any exterior surfacing material; changing colors; adding/removing/replacing doors/windows/garage doors; changing/adding/removing hardscape; adding/removing any landscape that, when mature, will be over six feet high and visible from the Common Area; installing any structure (e.g., patio cover) that

will be over six feet high (regardless of Common Area visibility); adding/moving any equipment (e.g., air conditioning or solar equipment) and any exterior structural changes (e.g., room addition, reconfiguration of the exterior appearance, etc.).

At first glance, the information in the Architectural Procedures and Standards document may seem overwhelming. However, you only need to review the information that applies to the type of Improvement(s) you are contemplating. The index in the document assists in finding the right information. Each section indicates whether approval is required and which form to use.

If you want to add to or modify an Improvement already approved by the ARB, you must contact the ARB and submit a new application that either replaces or amends the existing approval. This may require re-submission of plans and drawings and entail delays to your project. Therefore, you should carefully consider all aspects of the Improvement before submitting applications.

Obtaining prior approval for changes is very important. Actions including cease and desist orders and/or fines and/or removal/modification of the changes may be taken for noncompliance. Please contact the property management company or visit the “Documents” section of the Averette Ridge website at ([Averette Ridge](#)) to obtain a Home Improvement Application and more information about approval requirements.

1.2 – AVERETTE RIDGE FACILITIES AND ACTIVITIES

For the enjoyment and recreation of residents, and subject to the rules set forth in the separate Rules & Regulations document, Averette Ridge provides a pool, restrooms and shower, and greenbelts with walkways. The Association has provided 4 dispensers of free “doggie bags” that can be used to clean up after your pet. During the year, the Social Committee organizes several events for the enjoyment of residents and provides an opportunity for you to meet your neighbors. Refer to section Social Committee for more information.

1.3 COMMON AREA

To elaborate on the definition set forth in the Declarations, “Common Area,” as used in this and other documents, refers to streets, sidewalks, greenbelts and walkways, exterior perimeter walls, pool, restrooms, shower, Clubhouse, and any other portions of the Development owned by the Association.

1.4 POOL, CLUBHOUSE AND RESTROOM KEYS

Each Lot is provided with one key. Each key is an electronic transmitter in the form of a small plastic blue fob that can be attached to a key ring. It operates the gates to the pool and clubhouse. Just hold the transmitter next to the reader at the entrance to the respective facility. If authorized, a green light will appear, and the gate will unlock. This computer-controlled, electronic locking system allows securing these facilities after hours and tracks usage (to identify suspected vandals). In addition, lost key transmitters can be deactivated to prevent misuse of our facilities by non-residents.

Please do not lend or give your keys to anyone other than family members, tenants, or guests. Please ensure the gate is closed and locked when you enter or exit the facilities.

If your fob is lost/stolen/broken or if you did not receive one from the previous Homeowner, a replacement may be purchased for \$5 each from the property management company. Lost/stolen/broken fobs will be deactivated.

1.5 PLACING YOUR NAME ON THE PHONE ROSTER

Please contact the property management company to have your name added to the electronic directory. If there are multiple residents with different last names, they each can be added to the electronic directory with separate entries.

This information will be added to the phone roster on our website. If your phone number changes, be sure to notify the property management company.

Please remember, the phone roster is provided for the private (and not for business or other) use of Averette Ridge residents only.

1.6 NON-RESIDENT OWNERS

If you lease your property or are away from your home for long periods, it is important that you provide up-to-date contact information to the property management company. In the event of an emergency (e.g., water leaking, damage to your property, etc.), this information may help the Association get in touch with you quickly.

1.7 GARAGE SALES

Garage sales (or other events inviting the public to view/purchase personal goods) are not permitted in Averette Ridge (unless a community-wide event is planned and approved in advance by the Board). Up to (2) two community garage sales will be planned each year.

1.8 RECURRING EVENTS

Mark your calendars for the following dates that pertain to your Association. You can also check the “Events” section of the Averette Ridge website for the most up-to-date information.

- Trash / Recyclable collection: Tuesdays (unless it is New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving or Christmas Day, in which case, collection will be on Wednesday)
- Pool Season: Pool opens one (1) week before Memorial Day and Closes one (1) week after Labor Day.

1.9 WEBSITE

Visit the Averette Ridge Homeowners Association website at <https://nabrnetwork.com/site/3712/home.php> where you will find lots of useful information. Many management requests (such as forms) and documents (such as Declarations) can be quickly located online.

The home page provides links to updates and important news, plus you can register to receive email messages, notifying you of important events, meetings, and news.

- The **News** section provides the latest community news, Board meeting agendas and minutes, and other news.
- The **Community Pages** section provides information about:
 - How to Contact the Property Management Company
 - Board of Director Information
 - Community Association Notices
 - Insurance Information
 - New Owner Information
 - Assessment Payment Information
 - Real Estate Disclosure Information
- The **Resources** section provides information about:
 - Association Documents
 - Important Weblinks
 - Association Financial Information
 - Assessment Payment Information
- The **Contact** section provides information on how to contact the Property Management Company.

- The **For Residents** section provides information about:
 - Community New Feed
 - Community Calendar
 - Community Online Forms
 - Community Groups
 - Community Committees
 - Community Photo Gallery
 - Community Resident Directory

You can also join our Averette Ridge Facebook page or sign up for Nextdoor, our neighborhood social networking site, where you can post questions, ask for recommendations, list articles you would like to sell and communicate with other Averette Ridge residents or more broadly to other nearby neighborhoods that are part of the Nextdoor network.

1.10 Community Improvements / Repairs

1.10.1 Types of Community Improvements / Repairs

- Minor Improvements / Repairs - Costing Less than \$10K, requiring Majority Board of Director Approval
- Major Improvements / Repairs - Costing Greater than \$10K and Requiring a Community Vote
- Critical or Emergency Improvements / Repairs Greater than \$10K, requiring Majority Board of Director Approval

1.10.2 Making Community Improvement Suggestions

Suggestions for community Improvements can be made in a number of ways.

- Send an Email to the PPM Management Company / Website
- Speak to a Board Member
- Write it down on the Wish list located at the Clubhouse

1.10.3 Consideration of Community Improvements

Our Board of Directors make a considerable effort to keep our community safe and desirable by providing regular consideration on community improvements / repairs. Consideration for community improvements / repairs is done regularly at our Monthly Board Meetings. Improvements / repairs are discussed and voted on by the Board members to determine if further consideration is required. If a community improvement / repair is approved to proceed, estimates of cost will be gathered before moving forward to the next vote on adoption. We typically will gather at least 3 estimates from local contractors before moving forward. Once estimates are received, we return to discuss again at our next board meeting and based on the type of improvement / repair, will move to a board vote, or decide that a community vote is needed.

1.10.4 Voting on Community Improvements / Repairs

1.10.4.1 **Minor Improvements / Repairs** are voted on by the board at our regular monthly board meetings. A majority Vote by the Board of Directors is needed for a minor improvement / repair to move forward.

Examples of Minor Improvements include: (Under \$10K)

- Front Entrance Landscaping changes (Lighting, Plants and Shrubs)
- Contractor Replacements (Pool, Landscaping, Cleaning Company, Etc.)
- Pool Furniture Replacement
- Adding Security Cameras
- Common Area Repairs and Maintenance (Greenway, Level Spreaders, Etc...)

1.10.4.2 **Major Improvements / Repairs** are voted on by the board before moving to a Community Vote. A quorum of 10% of the households are needed for a vote to be valid. Of the households that vote, a majority of votes is needed for a major improvement / repair to move forward. If the Majority of the votes are FOR the Improvement / Repair, it will move forward. (Ex. If only 50 households vote and 26 are FOR the Improvement, it will move forward) If a Majority are AGAINST the Improvement /

Repair it will not move forward. A community vote is communicated by email, USPS Mailing and a Post on our Facebook Group page. Votes are cast online via the PPM Website or USPS back to the PPM Company and residents of the community are given 4 weeks to cast their vote. Each household is allowed 1 vote. Residents that do not vote will not be counted. Since voting is based on the majority of votes cast it is important to submit your vote for major community improvements / repairs that you feel strongly FOR or AGAINST.

Examples of Major Improvements / Repairs (Over \$10K)

- Major changes to the Common Area
- Additions to Community Facilities Ex. (Outdoor Cooking Area)

1.10.4.3 **Emergency and Critical Repairs / Improvements (Over \$10K)**

If a Repair is deemed Critical or an Emergency, the board shall vote to bypass a community vote. A majority vote by the Board of Directors is needed for a Critical or Emergency Improvement / Repair to move forward.

Examples of Critical or Emergency Repairs / Improvements

- Pool Leaks or Structural Damage
- Clubhouse Structural Damage
- Common Area Major Damage (Greenway, Drainage, Fallen Trees, Etc...)

Section 2 - Association Management

2.1 - PROPERTY MANAGEMENT COMPANY

The Association has contracted with a professional property management company to handle the Association's day-to-day operational tasks. The property management company acts as a primary liaison between the Board, committees, service providers and Homeowners. Among other duties, they handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Homeowner inquiries, and coordinate Board meetings.

Refer below or to the chapter "Contacts" or the "Contacts" section of the website for the name, address, and phone number of the current property management company.

Rather than contacting Board members, if you notice any problem regarding the Common Area, please contact the property management company Customer Service department since it is available to handle day-to-day operations. This will ensure your issue is handled in the fastest way possible. All residents share the responsibility of notifying the property management company on any matters needing attention or maintenance.

2.2 - BOARD OF DIRECTORS

As a North Carolina nonprofit mutual benefit corporation, the Members of the Association elect the members of the Board, which is charged with conducting the business of the Association for the benefit of the community on behalf of its residents.

Typical duties of the Board include, but are not limited to, review and approval of financial records and annual budget; adoption and enforcement of architectural guidelines, Rules & Regulations; and contracting with vendors to maintain and improve the Common Area. Additionally, the Board is responsible for appointing Homeowner members to serve on various committees such as Social, Architectural and others.

If you are interested in running for a position on the Board, you may submit the candidate submission form that is mailed to Homeowners before each voting period (the form is also available on the website), preceding the election that takes place.

2.3 - BOARD OF DIRECTORS MEETINGS

The Board of Directors usually meets once a month in executive sessions to plan and review upcoming events and activities. Two public meetings are scheduled each year. All Homeowners are welcome!

Homeowners may bring matters to the Board's attention during the open Homeowner forum session at the beginning of the public meetings. However, except for certain rare exceptions (such as in the case of an emergency), the Board may not make decisions on items that have not been listed on the meeting's agenda. The Board may meet in a closed, executive session to discuss legal issues, contracts, personnel issues, payment plans and to conduct violation hearings as permitted.

2.4 - GETTING INVOLVED

There are many ways that you can affect positive changes through your involvement with your community. In addition to the Board, there is a need for Homeowner volunteers to fill committee vacancies. Committee participation does not require much time, and it is a good method of ensuring the community is managed in the manner you envision. In fact, nonprofit associations rely on volunteer involvement to sustain their operations.

To volunteer, you may attend and express your interest at a Board meeting, signup online at the Averette Ridge website, or may submit correspondence to the property management company to that effect. Please refer to the diagram below for a better understanding of the structure under which your community operates:



2.5 - ASSOCIATION ASSESSMENTS

All Homeowners are required to pay quarterly assessments that cover the operating expenses of the Association as well as fund reserves for the long-term maintenance, improvements and/or replacement of Common Area elements (such as pool, streets, clubhouse furniture, etc.). In other words, and as is set forth in Article IV, Section 2 of the Declaration, assessments “shall be used exclusively to promote the recreation, health, safety, and welfare of all the residents in the Development.”

A courtesy Association assessment statement will be mailed to Homeowners at the address on record at the end of each quarter. Whether or not you receive the statement, monthly assessments are due and payable by the first (1st) day of each calendar quarter and become delinquent if not paid before the thirtieth (30th) of the month. If you do not receive a statement, you may make your check payable to Averette Ridge Homeowners Association and mail your payment to the address (which may change from time to time) shown on a previous billing statement. Be sure to reference your account number directly on your check.

To help avoid late payments, and late fees, you may want to set up recurring reminders or payments (push payment) from your bank. Be aware, however, that monthly assessment amounts or special assessments may periodically change the amount due. If you have set up automatic payments, you will need to adjust the amount or the payment address (if it changes) to avoid late fees.

Another alternative is to authorize Automated Clearing House (ACH) payments where the property management company is permitted to withdraw (pull) payment of the appropriate amount each quarter. They will automatically adjust the amount as the assessment changes. A form for this purpose can be found in the “Documents” section of the Averette Ridge website.

Questions about your billing statement or account should be directed to the accounting department of the property management company. Refer to the chapter “Assessment Collection Policy” in the Rules & Regulations document for more information.

2.6 - GUEST, TENANT AND/OR SERVICE PROVIDER VIOLATIONS

Homeowners shall be responsible for the actions of their family members, guests, tenants and service providers and their respective guests. Homeowners shall provide their tenants a copy of the Declarations and the current Resident Handbook and Rules & Regulations documents and shall ensure that tenants are aware of their provisions.

Homeowners or tenants should ensure that service providers are made aware of provisions that apply to them. It is the responsibility of the Homeowner, tenants, and service providers to advise their respective guests of any Rule or Regulation that may apply (such as parking restrictions, use of recreational facilities, etc.).

The Homeowner shall be liable for payment of assessments and fines resulting from violations of any provisions of the Governing Documents and/or any damage caused to Association property or Common Area by the Homeowner’s family members, guests, tenants and or service providers and their respective guests. Refer to the chapter “Rules Enforcement Policy and Fines” in the Rules & Regulations document for more information.

2.7 - REPORTING VIOLATIONS

Any resident may report a violation of any provision of the Governing Documents to the property management company. The notification may be verbal by phone but should be followed up in writing. The property management company, the Architectural Review Board or a member of the Board will investigate the complaint, and the reporting person’s name and personal information will not be revealed in order to provide anonymity and privacy. If the complaint is justified, a Notice of Violation will be sent to the Homeowner. Refer to the chapter “Rules Enforcement Policy and Fines” in the Rules & Regulations document for more information. For any violation of rules relating to use of the pool, clubhouse, or other situations that require attention within less than an hour, residents are encouraged to contact the property management company at 919-848-4911.

Any infraction of the rules observed by a resident involving safety or vandalism should be immediately reported to the PPM and / or Rolesville Police 919-556-7226.

For emergencies concerning the Common Area (such as a broken sprinkler, exposed wiring, etc.) Contact the Property Management company or a board member. If an emergency or criminal violation is in progress, call 911 or call the Town of Rolesville Police Department at 919-556-7226.

Section 3 – Committees

3.1 - ARCHITECTURAL REVIEW BOARD (ARB)

The Architectural Review Board (“ARB”), which is made up of Homeowners and Board members, is charged with preserving the architectural integrity of the community. Its goal is to maintain and enhance the appearance and value of the properties within the community. The ARB reviews and approves or otherwise acts on behalf of the Board on

all architectural requests submitted to it for approval by Homeowners. The ARB applies the Declarations and the Board-approved architectural guidelines and procedures set forth in the Architectural Standards and Guidelines document when acting on the request. The ARB recommends to the Board any additions and/or revisions to the guidelines. Refer to the separate Architectural Procedures and Standards document for more information.

3.2 - SOCIAL COMMITTEE

The Social Committee initiates, plans and coordinates social activities to encourage neighbors to get to know each other. This committee may secure and designate a chairperson for each event who may direct, coordinate, and acquire a group of volunteers to carry out the arrangements. This committee develops an annual calendar and budget for Board approval and submits expenses for costs associated with approved events.

The Association sponsors several social events including:

- Monthly Movie Nights
- Annual Chili Cook-off
- Various Social Gatherings - Ex. Cornhole Tournaments
- Annual Holiday Party

Flyers will be distributed to homes and via email if you are signed up for our email list. Social event information is also posted on the “Events” section of the Averette Ridge website.

3.3 - OTHER COMMITTEES

The Board may appoint or remove other committees from time to time as needed to address concerns or needs of the community.

Section 4 – Contacts

To avoid publishing this entire document when any contact information is changed, all contact information appears below, and this page will be updated as an addendum to the Resident Handbook as needed.

Averette Ridge has contracted with a professional property management company to handle the day-to-day operational tasks of running the Association. The property management company acts as a primary liaison between the Board, committees, service providers and Homeowners. They handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Homeowner inquiries, coordinate Board meetings, etc.

PPM Property Management

11010 Raven Ridge Road
Raleigh, NC 27614
Office hours: 8:30AM - 5:00PM, Monday-Friday, except holidays
Phone: 919-848-4911 (24 hours)
General email: kristen@ppmral.com