



WELCOME HOME



Life at
WENDELL FALLS



WELCOME HOME

Dear New Homeowner,

First and foremost, congratulations on your new home! We are so glad we are able to welcome you to the Wendell Falls community. Your new chapter in Wendell Falls includes an onsite management team, wonderfully designed amenities, events and programming to connect you to your neighbors, plenty of open space and parks to explore, and much more. Enclosed in this welcome packet is a wealth of resources to get you acclimated to your new neighborhood, access amenities, make payments, and instructions on how to submit alteration requests for your home.

CCMC is contracted to manage the day to day operations of the Wendell Falls Community Association. The responsibilities of the team include implementing the policies set by the Board of Directors, managing the contracted service agreements and financial aspects of the Association, and upholding the governing documents and design guidelines. The team also leads lifestyle experiences involving community events, classes, and communications.

We look forward to the opportunity of meeting you and your family and hope to see you enjoying the Wendell Falls Lifestyle.

Sincerely,
The Wendell Falls Association Management Team





NEW RESIDENT CHECKLIST

☐ **Pick Up Mailbox Keys**

New homeowners should receive mailbox keys at closing. If not, please contact your builder or builder representative for assistance.

☐ **Apply For and Pick Up Access Cards**

Amenity access cards allow you to gain entry to the pool and fitness center. The Association provides up to two (2) FREE access cards per household. Additional cards cost \$30 each. There are no limits on the number of cards that can be purchased for occupants residing within a household at Wendell Falls. Cards will be issued once all documentation and any applicable funds are received.

Complete the application for a card at <https://lifeatwendellfalls.net/access-card-request/>. Cards are usually ready for pick up within 1-2 business days. Access cards are only made during business hours, Monday – Friday from 10 am – 6 pm.

☐ **Sign Up For The Weekly Newsletters**

Our weekly newsletter, the Wendell Falls Way, is sent out each Friday containing important community updates, events and activities, and more. Sign up here: <https://lifeatwendellfalls.net/lifestyle/>

☐ **Register For The Resident Website**

While registration is not needed for most functions and information on the website, information like Association financials are only for Association members. Registration is linked in the top right corner of the website home page: <https://lifeatwendellfalls.net/>

☐ **Log Into Your Resident Payment Portal**

Your resident payment portal is your go-to to see your current balance, register for automatic direct debit, and view your account activity. Start here: <https://www.lifeatwendellfalls.net/pay-assessments/>

Any questions can be directed to wendellfallsnc@ccmcnet.com.

Access Card Application



Newsletter Sign Up



Resident Website



Payment Options

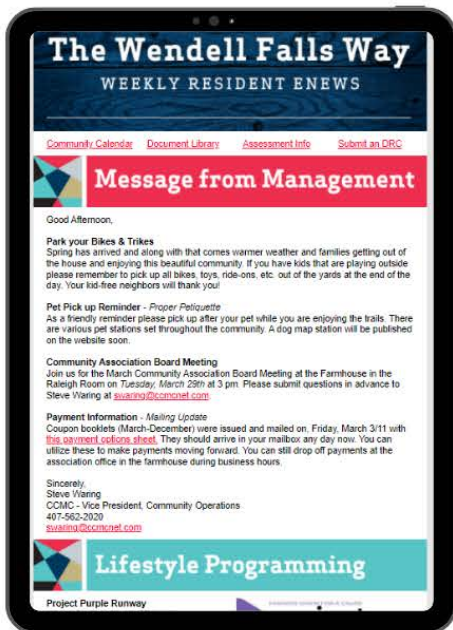


COMMUNICATIONS



Website

The Association website, lifeatwendellfalls.net, is the central hub for residents. From here, you can review governing documents, view calendars, learn the community's policies and procedures, make payments, and more.



Weekly eNews

The Wendell Falls Way

The weekly newsletter, The Wendell Falls Way, is sent out every Friday. This will be your go-to and most up to date source for community updates, lifestyle events, and management updates from your onsite association team. You can view the newsletter archive and sign up for future emails using the link below.



lifeatwendellfalls.net/lifestyle/



ASSOCIATION ASSESSMENTS

What are assessments?

To accomplish the many tasks for which it is responsible, the Association must have operating funds for daily maintenance, repairs and administration, as well as adequate replacement reserve funds for major repairs or replacements for common property. In order to obtain these funds, all members within your community are required to pay assessments to the association. The Board of Directors will establish assessment rates each year and adopt the annual budget for your community.

What is my assessment fee?

Your Wendell Falls Master Association fees are billed monthly. You can also call the Association office for assistance.

Residents who live in service areas, such as the Townhomes or Landscape included, pay an additional fee for maintenance and some residents pay an additional fee for alley maintenance. While we work hard to contain expenses, periodic increases in your assessment may occur to cover the rising costs of operations and maintenance of your community.

When are assessments due?

Your first assessments were covered in your closing documents. Please check those documents to confirm how much was paid up front at closing. After this, assessments will be due on the first of each month moving forward - January 1, February 1, etc.

Keeping in mind that assessments are the primary source of income for community associations, we encourage all members to pay them in a timely manner. Members who do not pay their assessments on time may be subject to various monetary penalties and usage restrictions. While this may seem extreme, please remember that your association can operate only if all members pay their assessments when due. That will allow your association to properly administer and maintain your community.

What do my assessments cover?

Your Association's assessments cover the maintenance of all the landscaping for the common areas at Wendell Falls. This includes maintenance, operations, supplies for the swimming pool and kids splash zone, The Farmhouse, fitness studio, Tobacco Barn, Lakeside Pavilion, parks, trails, playgrounds, and stormwater pond maintenance. This fee also covers all common area electricity, water, sewer and irrigation, trash/recycling services, insurance, legal and all administrative fees, all activities, supplies, management fees and staffing, as well as reserve funding deposits as recommended by a reserve fund analysis.



ASSOCIATION GUIDELINES

What are the community guidelines and how can I access them?

Wendell Falls has CC&R's (Covenants, Conditions & Restrictions) as well as HOA Design Guidelines. These documents contain all requirements, restrictions, guidelines and expectations the HOA follows. These can be found under the Community Documents tab at www.lifeatwendellfalls.net.

What are the consequences of not following the CC&R's and HOA Guidelines?

The HOA does weekly inspections of the Community to ensure all guidelines are being followed. If a resident does not follow the guidelines, the HOA has a violation process which can be found in Article VII (Enforcement Procedures) of the By-Laws located in the back of the CC&R's.

Where do I need to store my garbage can?

Approved containers must either be stored in an enclosed garage or in the rear yard of the home, screened from view of adjacent property except on the day garbage is collected. Accumulation of rubbish, trash or garbage is prohibited with the exception of regular garbage collection times.

Do you allow on-street parking?

Parking of automobiles, trucks, motorcycles, scooters, bicycles, trailers or other vehicles of any kind are prohibited on public or private streets or alleys within the community. Construction, service and delivery vehicles are allowed for such period of time as reasonably necessary to provide a service or to make a delivery to the home or to the Common Area. Overnight Parking by guests of an Owner is allowed only while staying overnight and ONLY in places designated by signage or painted lines as parking spaces.

What is the process if I need to get approval to change something on the exterior of my home including landscaping and/or fencing?

You will need to complete a DRC application which can be found under the Community Documents page at www.lifeatwendellfalls.net.

Design Review Committee (DRC)

All exterior improvements or changes to your home or lot must have approval by the DRC. Approval must be received prior to the start of any work. Application forms can be found on the community website under Document Library. Please bring a completed application, copy of plans and specs, including copy of the summary with images of potential addition and a \$30 check or money order to the HOA office. We ask that you please inform your immediate neighbors of the project as a courtesy.

Do I need to get prior approval to add decorative items in my yard?

Statuary such as sun dials, globes, sculptures, and other yard art, etc. is restricted to the rear yard only and must be visually screened from neighbors.

How long can I display seasonal items?

Seasonal items and art are allowed 30 days prior to such "holiday" and to be removed within 15 days thereafter such "holiday". All such items shall be located within the property lines. The DRC reserves the right to request a homeowner to remove any item if, upon inspection, the DRC considers the item unsightly or a nuisance.



AMENITIES

What are the pool hours?

The pool is open from mid-May through mid-September each year. After Memorial Day each year the pool will be open for its full operational hours. The first and last weeks of the pool season will see limited hours during the weekdays. View the 2025 schedule on our [website](#). Hours are subject to change.

The pool will be open on Memorial Day, 4th of July, and Labor Day from 6am-8pm.

We also have a new pool, The Perch Pool, located in Phase 10. That pool is Swim at Your Own Risk.

What is early swim? How do I gain access to that?

Early swim occurs daily during the pool season. During the shoulder season, SAYOR (Swim At Your Own Risk) allows you access through the afternoon. During the peak season, SAYOR is available from 6-9 am. To access this please sign a SAYOR form is located under the [Public Document](#) page on the website. Only adults 18 years of age and older are able to receive this access. Once complete, a staff member will approve and activate your existing card to open the gate during this time frame.

Do Guests need a Pool Pass?

Guest passes are \$50 for a 10 punch card and must be purchased by residents. Each punch is redeemed per guest. A max of 5 guests are allowed per visit, per household. Residents must remain in the pool area with their guest(s) at all times.

When is the gym open?

The gym is open 24/7 and located on the bottom floor of The Farmhouse.

Can I rent out private spaces for parties?

We have two spaces available for private rental including the Raleigh Room and Lakeside Pavilion. Rental documents and information can also be found under Document Library at www.lifeatwendellfalls.net.





ASSOCIATION ASSESSMENTS

Wendell Falls assessments are billed in monthly payments, due on the 1st of every month.

Master Assessments - \$100 per month
*Alley products have an additional \$5 fee per month.
Additional sub-association fees may exist.

What are HOA assessments?

To accomplish the many tasks for which it is responsible, the Association must have operating funds for daily maintenance, repairs, and administration, as well as adequate reserve funds for major repairs or replacements for common property. In order to obtain these funds, all members of the community are required to pay assessments to the association. The Board of Directors will establish assessment rates each year and adopt the annual budget for the community.

***** Regarding the change from Pacific Western Bank to Western Alliance Bank, below is some information you may need to set up your new account *****

Management Company ID - 6675

Association ID - 539

Account Number - If you are unsure of your account number, please call the HOA offices at 919-374-7282, and we can provide it.

Western Alliance Bank phone number - 844-739-2331

CCMC Payment Options

There are many ways to pay your association dues. In addition to paying by mail, below are details regarding four electronic ways to pay, which include: recurring payment, electronic checks, debit, and credit card options. Whichever method you choose, please include your account number to ensure prompt and proper application of your payment. If you have any questions about your account or our payment options, feel free to contact a member of your onsite team or reach out to our new CCMC's Customer Service Support Team at 1-833-301-4538. You can also review your account activity online by visiting our payment portal at: www.ccmcnet.com/portal



ASSOCIATION ASSESSMENTS

Updated Resident Portal (Single Sign-On for Electronic Payments) - Recommended

While all of the previous payment options you used are still available to you, with CCMC's new resident portal, BUURT, you can set up single sign-on (SSO) with Western Alliance Bank to make payments, view your account balance, and access community information all in one place!

After activating SSO, you can set up all these payment types directly from the portal:

- Recurring ACH Payments
- One-time and recurring electronic check payments
- One-time and recurring credit/debit card payments

[Click here to access the new resident portal, BUURT](#) or [visit CCMC's resident portal page](#) to access how-to guides for creating your account, paying and viewing your account balance, and more.

Even though single sign-on will allow you to make payments through WAB from the BUURT resident portal, CCMC and WAB are not related to companies, and the payment portal is maintained by WAB.

Pay by Mail

When paying by mail, make checks payable to Wendell Falls Community Association and make sure you include your account number on your check. Send your payment along with your statement stub to:

Wendell Falls Community Association
C/O CCMC
PO Box 93327
Las Vegas, NV 89193

Individual Bill Payment Services

If you are using a bill payment service through your bank or a third party, please review your account number and update the remittance address to:

Wendell Falls Community Association
C/O CCMC
PO Box 93327
Las Vegas, NV 89193

Many bill payment services remit electronically, and the correct account number is essential for proper posting. If your assessment amount has changed, you must also update your account information with your financial institution.

Previous Online Payment Options Through WAB

If you decide not to register for an account in the CCMC portal and activate single sign-on for paying your assessment, you can still make the following payment types directly through Western Alliance Bank (WAB):

- Recurring ACH Payments
- Recurring Electronic Check Payments
- One-Time Electronic Check & Credit/Debit Card Payments

Please note that these options require signing in directly to the [previous WAB payment system here](#). If you have trouble with this account, please contact WAB directly at 1-844-739-2331. CCMC and WAB are not related to companies, and the payment portal is maintained by WAB.

If you are using the WAB system, the Management Company ID is 6675, the Association ID is 539 for Wendell Falls Community Association, and the six-digit account number for your property is listed on your quarterly assessment statement.



COMMUNITY CONTACT LIST

Wendell Falls Association Office

Address

320 Vintage Point Lane
Wendell, NC 27591
Bottom floor of Farmhouse
Office Phone | 919-374-7282
After Hours | 1-800-274-3165

CCMC Customer Service
Phone | 1-888-274-3165

Hours of Operation

Monday | 10:00 am - 6:00 pm
Tues-Friday | 9am - 5pm

Farmhouse Cafe

Address

320 Vintage Point Lane
Wendell, NC 27591
Second floor of Farmhouse
Office Phone | 919-374-7282

Hours of Operation

Monday - Saturday | 8:00 am - 5:00 pm
Sunday | 10 am - 5 pm

Amenities

Fitness Center

Monday - Sunday | 24/7*
*access card required

Salt Water Pool

Open seasonally*, hours subject to change
*access card required

Perch Pool

Open seasonally*, hours subject to change
*access card required

Utilities

Electricity

Duke Progress 919-508-5400

Gas

Dominion Energy 800-450-9159

Phone & Cable

AT&T 800-288-2020

Water & Sewer

City of Raleigh 919-996-3245

Trash

GFL 919-394-8801

Post Office

Wendell Post Office 919-365-0657

Public Services

Town of Wendell 919-366-2266

Police Dept. (non-emergency) 919-365-4444

Fire Dept. (non-emergency) 919-365-3635

Chamber of Commerce 919-365-6318

Wake County Schools 919-431-7400

Wake County Animal Control 919-856-6911

Wendell Community Library 919-365-2600

Wendell Parks & Recreation 919-366-2266

The websites are linked in the organization's name.



COMMUNITY RESPONSIBILITIES

There are three main entities that have worked together to create the Wendell Falls way of life. Below are the entities and what they are responsible for.

DEVELOPED AND BUILT BY

Brookfield Properties

- Community Planning and Design
- Infrastructure
- Common Area Development
- Construction of Amenities
- Community Marketing

HOMEBUILDERS

There are several builders in the community. The builder you chose to work with will be your point of contact for the following:

- Sales of New Homes
- Financing Questions
- Home Construction
- Contract Questions
- Warranty Issues

PROFESSIONALLY MANAGED BY



- Common Area Maintenance
- Lifestyle Programming
- HOA Vendor Contract Maintenance
- HOA Communications
- Trail Maintenance
- Amenity Rentals and Maintenance
- DRC Applications
- Community Standards Enforcement

MEET THE TEAM