

Deerfield Square Townhome Resident Handbook

Revised February 1, 2007

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INTRODUCTION

Welcome to Deerfield Square Townhome Community. Deerfield was built in 1980 by Barry Martin Construction Company and is considered among the most desirable communities in our area. It includes 27 homes in 5 buildings surrounded by a beautiful landscape. The appearance is simple, beautiful and harmonious. Imagine walking into a forest glade; the sun shines through the trees and birds sing.... Everywhere you look you see natural beauty. Feel the peace. Now, place that forest glade with homes painted in earth tone colors into the middle of the city and you have Deerfield Square.

The grounds are common and for the exclusive use of Deerfield Square residents and their guests. This is *your* community and we're glad you have chosen Deerfield to be your home. When residents consider their neighbors' points of view, it promotes harmony. Following that philosophy will reduce disputes and serve as a basis for healthy and lasting friendships.

The Resident Handbook is compiled for use in a three ring binder for several reasons. It allows addition of new and updated information without reprinting the entire document (saves you money) and helps keep information as current as possible. Included in the Resident Handbook are critical need-to-know pieces of information which is by no means all inclusive.

ADMINISTRATION & MANAGEMENT

The business of Deerfield Square is supervised by a Board of 3 directors. The Board has appointed committees and hired a management company to assist in the management effort. Board and committee members are uncompensated volunteers who serve for the benefit of all members in the community. Every member should serve the Association in some volunteer capacity. Your participation is welcomed and most appreciated!

BOARD OF DIRECTORS: The Board is composed of 3 directors. Directors serve three-year terms. Each year, one director is elected at the Annual Homeowners' meeting. The Board's primary function is to manage affairs of the community. The directors receive no compensation other than the thanks from grateful members and satisfaction of a job well done.

The Board has 3 officers: President, Vice President, Secretary/Treasurer. Immediately following each annual election, an orientation is held for new directors and the directors decide who within their group will fill each office.

COMMITTEES: We have both standing (ongoing) committees and ad hoc (formed for a specific short term purpose) committees. If you are interested in serving on any of the following committees or have suggestions, call the management company.

STANDING COMMITTEES:

- **ARC-ARCHITECTURAL REVIEW COMMITTEE** - Reviews and gives recommendation on applications for exterior additions and modifications to the Board.
- **LANDSCAPE** - Monitors the landscape contractor's performance and makes recommendations regarding maintenance of the common areas to the Board.
- **NEWSLETTER** - Provides community information as needed to members. All content is reviewed and approved by the Board.
- **COMMUNITY AWARENESS**- Keeps a check on community appearance and makes recommended actions to the Board.
- **SECURITY** - Monitors safety and security issues in the community and reports recommendations to the Board.

AD/ HOC COMMITTEES:

- **WELCOME**--Greet new owners with a gift on behalf of HOA members.
- **SOCIAL** -- Plans community events during the year.
- **LIGHT** – Coordinates placement of December light display & removal.
- **HEARING**—Violation notices that are appealed are heard by this committee.
- **NOMINATING** – Selects nominees for Board.

MANAGEMENT COMPANY:

The Homeowner's Association has hired a management company to take care of the day-to-day operation of Deerfield Square business. The company's duties are varied but basics include:

- Assists the Board in the resolution of residential problems.
- Inspects the property for neatness and appearance.
- Enforces all rules and regulations of the community.
- Handles all financial aspects including banking, collections, payments and reporting.
- Develops bids and contracts for services.
- Advises the Board on policy and common practice.

The management company works under the direction of the Board according to conditions of the management agreement and authority granted by the governing documents. The management agreement is not all inclusive. Special services carry additional charges.

AREAS OF RESPONSIBILITY

Deerfield Square HOA has responsibility to maintain certain building exteriors and provide insurance coverage for the grounds. Owners have the responsibility to insure 100% of their unit and maintain certain building components. In general, the owners must maintain the interior portion of their unit from the decorated surface in, doors, windows and crawl spaces. But there are other components that fall outside this guideline. To clarify this, your Board has established the following list. Please inform your insurance agent so that it's understood what you are responsible to maintain and insure.

Homeowners Association (HOA) Responsibilities

Townhouse (TH) Exterior

- Building surfaces
- Gutters and down spouts
- Gutter cleaning up to 5 times per year
- Roof repair and replacement

The Grounds

- Common area plantings
- Grass cutting and edging
- Lawn seeding and fertilizing
- Outside water and sewer lines (excluding clogs or breaks from the house to main sewer line or water meter)
- Shrubs, tree trimming, and pruning
- Sidewalks
- Street and community signs
- Streets, parking areas, driveways

Miscellaneous

- Annual termite inspection
- Electricity for street lights
- Insurance covering parking lot and common area
- Mailboxes (not locks or keys)

The City of Raleigh is responsible for

- Building inspections, permits, etc.
- Garbage, trash, and recycling collection
- Police and fire service
- Street lights (Progress Energy)

Note: This list is intended to guide homeowners and the Association. Homeowner and city responsibilities are not necessarily limited to the items on this list.

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Home Owner Responsibilities

Interior

- Crawl space repairs including band boards
- Fireplace and chimney flue
- Fixtures and appliances
- Gas furnace
- Gas, water, and electricity
- Heat pump
- Pest control
- Plumbing
- Structures and surfaces
- Windows (including operation of)

Exterior of Town Homes

- Entrance doors & storm doors (including shed)
- Door/locks, keys, and knobs
- Glass surfaces, windows
- Light fixtures and bulbs
- Storm doors (including operation of)
- Water faucets
- Window screens
- Keep accumulated pine straw away from foundation of house and shed

Limited Common Areas

- Keeping common area behind townhouse free of debris and clutter
- Patios, decks, privacy fences

Miscellaneous

- Air conditioning
- Mail box locks, keys, and knobs
- Sewer clogs or breaks from house to sewer clean-out
- Water line breakage from meter to home

Note: Owners are responsible for damage to common areas for any reasons.

This list is intended to guide homeowners and the Association. Homeowner and city responsibilities are not necessarily limited to the items on this list

FINANCIAL

ANNUAL BUDGET: The Deerfield Square annual budget is based on past history of expenses, current inflation factor, projected increased in contracts and utilities and projected capital improvements (reserve expenses).

COLLECTION POLICY: The homeowner fees are Deerfield Square's only source of income, so it is *critical* that you pay on time. If you do not pay, your neighbors will have to make up the difference. For that reason, Deerfield Square has adopted a strict but reasonable collection policy which includes these provisions:

AMOUNTS PAYABLE TO THE ASSOCIATION: Includes, but is not limited to, homeowner fees, special assessments, rules enforcement fees, repairs to the common area that are an owner's responsibility, legal fees and other costs associated with collection of funds on behalf of the Association dues are due on the first of every month. If not paid by the 20th a \$25 late fee plus 1.5% interest will be applied to the owners' account. Should a delinquent account reach 2 months in arrears, a lien will be filed against the property. The owner is responsible for paying the costs of collection, including legal fees and court costs. If the account is not paid within 30 days of a lien being placed the property will be placed in foreclosure.

OTHER CHARGES: The Association may charge the owner for the following:

- Fees charged by Property Manager to collect funds payable to the Association.
- Owner bankruptcy.
- Foreclosure action or deed in lieu of foreclosure.
- Notification, filing and satisfying liens.
- Enforcement of the Association's Rules, Bylaws, Declaration or Policies.
- Costs of litigation.
- Repairs to the Association's common areas that result from the acts of owners, their tenants, contractors, pets or guests.

HOMEOWNER FEES: The homeowner fees you pay are used to pay for common area building and grounds maintenance, certain utilities, administrative functions like bookkeeping, filing taxes, management, insurance and a long list of capital repairs and replacements like painting and roofing. Exact amounts are laid out in the annual budget.

GOVERNING DOCUMENTS

Deerfield Square is governed by several governing documents: Articles of Incorporation, Declaration, Bylaws, Board Resolutions, and Rules & Regulations. Deerfield Square is also subject to certain conditions of the Federal Fair Housing Act and Americans with Disabilities Act. The Board is authorized and responsible to run Deerfield Square business in accordance with them. For a copy of these documents call the management company or go to <http://casnc.com/>, to view or download the documents.

MEETINGS

ANNUAL HOMEOWNERS MEETING: The Annual Homeowners' Meeting is held in October of each year. Business includes the election of members to the Board of Directors. A quorum of 10% of the owners represented either in person or by proxy is required to hold a meeting. It is important that you attend this meeting since directors are being elected and business is being discussed that impacts your home and lifestyle. If you cannot attend, please complete and return the proxy which accompanies the Annual Meeting Notice designating someone to represent your interests.

BOARD OF DIRECTORS MEETINGS: The Board of Directors meets quarterly. Homeowners are welcome to attend all board meetings. There is a 10 minute homeowner forum before the board meeting starts to enable members to make statements or ask questions of the Board. If you want to discuss an issue of business with the Board, it must be included on the meeting agenda. To be included on the meeting agenda, call the management company.

MODIFYING YOUR UNIT'S EXTERIOR

Unit owners wishing to modify a unit exterior must submit an **Application for Modification or Addition** for written approval from the Architectural Review Committee (ARC). Call the management company for an application. The ARC will review your request and send written approval or denial within 7-30 days depending on the complexity of the project. **NOTE:** No work may take place until written approval is granted. All work must comply with the local building code and application must include all permits, blueprints and specifications required by law.

RESOLVING DISPUTES

Neighbors generally don't want to be in conflict and will be cooperative when a reasonable request is made. We encourage you to resolve disputes directly with your neighbor. However, if you cannot resolve the problem, contact the management company for further action.

COMMUNITY APPEARANCE STANDARDS

The Association has responsibility to maintain the grounds and building exteriors. Appearance standards are designed to protect everyone's property values and to maintain great curb appeal throughout the community. To accomplish these objectives, guidelines have been established to standardize appearance to sustain high resale value of your home plus maintenance efficiency and cost effectiveness. In the spirit of cooperation, we encourage all owners to follow these guidelines:

- Common area landscape is to be altered, supplemented and maintained by the landscape contractor only.
- Only barbeque grills, plants and flowers in pots and suitable outdoor furniture are permitted on decks.
- Personal property left or placed in common areas will be disposed of without notice.
- All unit exterior structural modifications must be approved by the Board.
- The outside appearance of windows, doors and storm doors must conform to the motif of the community. Backing of curtains must have a neutral background (white or off white) and be in good repair. The outside appearance of shutters must be either white, off white or wood tone. Towels, cardboard, paper, sheets, blankets and signs are not permitted.
- Front porches, decks or under decks may not be used for storage and must conform to the overall community appearance and motif. Acceptable for front porches are: up to 3 live flower or plant arrangements, chime, hanging baskets, seasonal wreaths. Pots and mats should be earth tone colors. Additional items require Board approval.
- Exterior lights used for December light displays must be clear lights.
- Flags, poles & brackets: Content or message must be approved along with the pole and bracket.

COMMUNITY APPEARANCE STANDARDS (Continued)

- Signs- only signs permitted are **For Rent** or **For Sale**. Signs should be placed next to the front porch and within the lot line of the property that is for sale and not exceed 3 sq ft in size. Hand lettered or numbered signs are prohibited, professionally made stick on numbers may be used for the phone number only. Inappropriate signs will be removed from the property without notice.
- Front storm doors-Brand, Anderson HD 3000, or Pella 6000 storm doors with brass hardware are approved. The storm door color must be the same color as the front door. The storm door may have to be painted if the front door color is not available from the manufacturer of storm doors. Front door colors are greenblack, navaho white and cordovan. Replacement storm door colors must be approved by the architectural committee..
- Rear storm doors-Anderson, brand HD 300 TT or Larson Tradewind storm doors with bronze finish and brass hardware are approved for rear doors. Pella, model 4601, poplar white with brass hardware is also approved.
- Front and rear doors-replacement doors and hardware must be similar in appearance to the original colonial paneled doors in the front and glassed doors in the rear. The hardware must be similar to the original install.
- Address numbers are standardized and must remain so.
- Light fixtures should be black, gray, or bronze.
- Windows-replacement windows should be almond colored vinyl, energy efficient double paned, with almond colored grids between the window panes. Screens should be black.

RULES & REGULATIONS

Certain rules and regulations control use of Deerfield Square common property. The governing documents specifically authorize the Board to enact necessary and reasonable rules. This is done for your protection and to safeguard your property value. All owners, tenants and guests are subject to Deerfield Square rules and regulations. It is the responsibility of each homeowner to inform tenants and guests of these rules and regulations. The homeowner is held accountable for any violation by tenants or guests. All rule violation notices may be appealed to the Board. To report a rule enforcement issue, call the management company.

1. Parking

Each unit is entitled to use up to two parking spaces. Only licensed vehicles for personal use are allowed. A parking diagram with marked resident and visitor spaces is included at the back of this Handbook. Guests should be advised to park in the visitor parking spaces, marked with the letter **V**, alongside units 905 and 913.

Parking Restrictions-Commercial vehicles: A commercial vehicle is any vehicle that is routinely used for business purposes and typically, but not always, has exterior signage, is a special use vehicle like a delivery truck or it has been modified to accommodate a business use, (like a pickup truck or van that has been fitted with special racks to hold material and tools). Other restricted vehicles include buses, recreational vehicles [RVs], boats, vehicles over 18 feet in length, snowmobiles, jet skis, utility trailers and campers. All such vehicles should be parked off site.

2. Garbage and Recycling

Bag your garbage before placing it in the garbage cart. Bagging the garbage will keep the cart clean and odor-free and will prevent litter problems in the community. Place the cart on the curb after 7PM or dusk, whichever comes first, on Tuesday, in front of your reserved parking space on the curb/sidewalk. Recycle in the green recycle bin should be placed next to the cart. Yard waste should be placed in the containers behind the rear mailboxes. (Please, no plastic containers in this area) Christmas trees should be placed in the yard waste area or along the curb on Staghor Dr. Please return your cart and recycle bin to rear of the unit by midnight of collection day. Further information on waste disposal may be obtained by calling the City of Raleigh, Waste & Recycling Division.

3. Pets

- Leashed, non-aggressive, and quiet pets are acceptable. The designated area for dog bathrooms is the common area in the rear of the pet owner's unit. Grass areas are prohibited because pet urine kills grass. For longer walks, dogs should be walked in the street or off the property. An off leash dog park, (free to the public) is located at Millbrook Exchange Park.

Rules and Regulations (continued)

- Breeding or keeping pets for commercial purposes is forbidden.
- Owners shall pick up and dispose of all pet waste immediately. Any owner failing to clean up after a pet is subject to reasonable cleanup cost plus a \$10 fine for each occurrence.
- Any pet that disturbs the neighbors, creates excessive noise, is allowed to run freely, is aggressive to people or destructive to association property is subject to permanent removal from the property.

4. Sound (Noise)

Walls between units are not well insulated. Be conscious of this and keep sound equipment at appropriate levels or invite your neighbors to your party. Please lower sound equipment after 9 PM. If the problem cannot be resolved, call the Raleigh Police.

5. Play Areas/Restrictions

The common area in the rear of a residents' unit and the large grassed common area between units 934 and 936 are designated play areas for children. Playing in the streets and parking areas is prohibited. Bicycling, skateboarding and scooters are not permitted in the parking areas or street. Throwing activities such as baseball, football, frisbee toss, basketball, are not permitted because of cars and the closeness of windows.

6. Speed Limit

The speed limit of 10 MPH is posted. Drivers that show disregard of speed and safety concerns in the community may be asked to park their vehicles outside Deerfield Square.

7. Satellite Dishes or Antennae

Installation and placement of satellite dish TV and/or antenna must conform to FCC regulations and is subject to Deerfield Square approval. Obtain an Application for Placement of Antenna/Satellite Dish by calling the management company. Dish may not be placed on the roof. Trim boards on the rear of unit are the preferred location to install dish.

8. Clothes Lines

Outdoor clotheslines are permitted in the rear of the townhouse provided they are not visible from the front of the property.

9. Firewood

Firewood must be stacked neatly in the rear yard 2 feet from the fence and 12" above the ground so as to not attract termites to building structures.

TENANT/LANDLORD RESPONSIBILITIES

- All tenants must comply with the By-Laws of the Association, including the rules established by the Association and included in the Resident's Handbook.
- Owner/landlords are responsible for informing their tenants of these responsibilities, educating them on the rules and furnishing them a copy of the Owner's Handbook. Owners are responsible for all penalties.
- Owner/landlords are responsible for violations of the rules by their tenants or guests of their tenants. No initial rental shall be for a period of less than 6 months and all units shall have a written lease with a provision requiring the lessee to comply with all Association rules, By-Laws and Declarations, and failure to comply constitutes a default under the lease. The lease shall also contain a provision requiring all occupants (except for the lessee's dependents) to execute the lease and forbids subleasing by the lessee.
- Non-resident homeowners may only rent to one family with a provision in the lease that prohibits renter from sub-leasing any or the entire unit. However, up to one person not of the same immediate family may reside in the same unit with the owner.

ARCHITECTURAL ADDITIONS OR MODIFICATIONS

The Board has a duty to preserve, protect and enhance the community and its owners' property. This is done in part by an architectural control program which includes procedures, standards and enforcement provisions. Without architectural controls, it is impossible to maintain common themes like compatible colors, designs and materials throughout the community. Without them, the resulting chaos degrades property values for all owners.

Architectural additions, changes or modifications of any kind at any exterior location require Board approval. Examples are doors, storm doors, windows, deck fences, decks, sidewalks, porch railings and light fixtures. All changes must harmonize with the existing external design and motif.

VIOLATIONS AND PENALTIES

- The Association has the right to suspend the voting rights and/or levy a monetary assessment against any owner for any infraction (by the owner, his family, tenants or invitee) of its published rules.
- If a warning does not resolve the issue, a due process hearing will be held with the Hearing Committee (HC). This is your opportunity to explain reasons for the alleged violation and to discuss the matter with the HC. After the meeting the HC will decide how to proceed and notice will be sent. Fines may be levied ranging from \$10 to \$100 per violation or per day in addition to the cost to repair.
- Vehicles in violation of parking restrictions are subject to towing, without notice, at the expense of the owner.
- Pets that disturb neighbors, create excessive noise and allowed to run freely, is aggressive to people or destructive to association property is subject to permanent removal from the property. In such case, the pet owner (or the unit owner, if the pet owner is a tenant) will be given notice to remove the pet from the property within 7 days. If the pet is not removed by the deadline, a fine of \$25 per day will be chargeable to unit owner's account and subject to normal collection procedures established by the association. We encourage folks to call animal control for dog waste, noise & roaming issues.
- Fines are payable within 30 days of being issued. Fines will become a lien against your property and may be foreclosed pursuant to Chapter 47 F of the NC General Statutes.

HELPFUL TELEPHONE NUMBERS

Emergency– Fire-Police-Ambulance.....	911
Police-Non Emergency.....	831-6311
Animal Control.....	831-6311
Water & Sewer Billing.....	890-3245
Water & Sewer Emergencies	829-1930
City of Raleigh Garbage & Recycling.....	831-6890
PSNC.....	1-877-776-2427
Progress Energy	508-5400
Electrical power outage.....	1-800-419-6356
Street light outage-----	508-5400 : 1+3+2+2
Post Office - Falls of Neuse Rd.....	844-4726
Ace Hardware - Falls of Neuse Rd.....	790-8832
Home Depot - Six Forks Rd.....	844-7418
Capitol Blvd.	878-8771
Lowes Building Supplies - Capitol Blvd	850-9300
Homewood Nursery.....	847-0117
Atlantic Garden Center.....	878-8877
Call Before You Dig	1-800-632-4949

