



► FIVE reminders for renters and absentee owners



► Social opportunities at The Townes at Crabtree

The Townes at Crabtree



PAGE 2

PAGE 4

The
**TOWNES AT
 CRABTREE PRESS**

● Volume 6 | ● Issue 1 | ● 1st Quarter 2012

www.TownesatCrabtree.com

Winter HOA Update

VENDOR RECOMMENDATIONS:

Deck repairs and safety inspections: Carrington Contracting - 919.471.1076.

Gutter cleaning & powerwashing: Dunamis - 919.758.2977.

HVAC services: Allen Kelly & Company - 919.779.4197

Patio Construction: See patio specifications on website (includes recommendations)

Other: Call PPM- we'll try our best to help!

Proudly managed by:

Crystal Whittenton,
 CMCA, AMS, PCAM
 PPM, Inc.

6739 Falls of Neuse Rd.
 Raleigh, NC 27615
 919.848.4911 x 130
 Crystal@ppmral.com



AT THE ROOT OF
 GREAT COMMUNITIES

Soon, a new light will be installed at the dog park. It is the Board's hope that this decorative and attractive light will encourage more residents to use the dog park after dark. The light will have a timer that you will be able to turn on (like at a tennis court) and it will stay on for 15 minutes and go off automatically unless someone turns it back on.

It is designed to be easy to use and provide security and visibility to the dog park after dark. It is also designed to not bother nearby homeowners unnecessarily.

The Board implemented this after receiving suggestions from the owners at the annual meeting. If you have additional suggestions, please notify Crystal@ppmral.com, who will ensure

the Board discusses the suggestion at their next meeting.

The next project that may be on the docket is some low landscape-style lighting in the courtyard area. The Board will be viewing a few samples, obtaining competitive bids, and reviewing the finances to see what options might be available.

Again, this potential project is due to the suggestions obtained from owners. The Board represents you, and while they obviously cannot take on all projects, they listen carefully to what the residents want.

Don't be shy about making requests, and don't feel you need to wait until the annual meeting to make them! Contact us when the issue is ripe! Thank you!

Important: If you did not first receive this newsletter via e-mail, your e-mail address is not on file with the HOA! Please send your street address and e-mail address to Crystal@ppmral.com to be added. Don't delay, as not all information will be mailed and you may miss important notices! Also, please frequently check the association's website at www.TownesatCrabtree.com!

FIVE

Notes for Absentee Property Owners

VISIT US TODAY AT:
TownesatCrabtree.com

- Provide tenants with the covenants and add compliance to your lease.
- Provide PPM with contact info for both you and your tenant, and keep it updated at all times.
- Owners should continue to check the HOA website in order to stay informed.
- Have a plan in place to regularly inspect the property to ensure the required maintenance is being performed.
- If you use a rental property management firm, provide their contact information to PPM as well.



Contact committee chairs today to offer a hand!

TERMITES...

Did you miss the termite inspection? If so, you have now received a letter from PPM detailing the steps you must take in order to have your inspection completed. If you frequently don't see your mail in a timely fashion, we highly recommend you review the website postings on a regular basis. Notices like these are another reason that you must notify us if you have a tenant on the property- otherwise, you may not be receiving any mail from us!



Remember that termite inspections are scheduled each November and are mandatory for all owners in order to keep the termite warranty in place. Thank you for your cooperation!

FAQ of the Quarter

The association has a section on the website for "FAQs" (Frequently Asked Questions). One such question will be highlighted in the newsletter each quarter.

I'M OBTAINING AN INSURANCE POLICY. WHAT DO I NEED TO KNOW?

When working with your insurance agent, ensure he or she contacts the association's agent to obtain proof of association insurance: Daniel T. Crocker, Nationwide, 919-460-6145. The association published a reminder note from Mr. Crocker after the association voted for the HOA to cover roof replacement. It stated:

"It should be understood that a claim for damage sustained to the roof is still to be covered by an owner's HO-3 policy rather than by the funds of the association, as all the association is doing is collecting funds that will eventually be used to pay for a new roof. This will be done at the time the roof must be replaced due to the roof being worn out due to the natural aging process. It must be understood by all owners that the association is NOT insuring the roof against loss from trees falling on the roof or hail damaging the roof or ALL other accidental losses that are covered by the owner's HO-3 policy."

Have suggestions for future editions of our newsletter? Contact us!

Crystal Whittenton, PPM
919.848.4911 phone
919.870.7241 fax
www.TownesatCrabtree.com
Crystal@ppmral.com



The
Townes at
Crabtree Press

HOA Reminders

Pet owners, please be respectful of your neighbors! The HOA continually receives complaints about owners who fail to pick up after their pets or who allow their dogs to be off of the leash. Note that these behaviors are not only against HOA rules, but they are illegal in Wake County!

We wanted to remind people that the guest parking is for short-term guests only. It cannot be used by residents or by guests who frequently stay the night. The HOA has been sending letters to those residents who are utilizing the guest parking, but if you notice a vehicle that is abusing the guest spaces, please send the license plate number to PPM. A photo (from your phone or otherwise) is helpful as well.

Don't forget to utilize the HOA website. It's new and improved! You can visit it at www.TownesatCrabtree.com. You should check the "news" page frequently. If you have suggestions for an addition to the website or the quarterly newsletters the HOA sends, please let us know!

If you often forget to pay your HOA dues, please remember that we offer automatic draft. You can sign up using the form found on the HOA website under "documents". The HOA also accepts online payments through the website. Using an e-check is free. Credit cards are also accepted, but there is a processing fee. And as always, you can just send in a check each month. But don't forget! Your neighbors are counting on you!

Welcome new homeowners to The Townes at Crabtree:

The Atwoods on Laurelcherry, the Currins on Silverpalm, the Saunders on Laurelcherry, and the Savages on Princewood. Please take a moment to introduce yourself to our new neighbors and make them feel right at home!



PET COMMITTEE

Ours is a community of pet lovers. We have a high percentage of residents with dogs and, perhaps not coincidentally, our highest volume of complaint calls is regarding pets. The HOA plans to address this in a few different ways: First, by sending rule reminders, we hope that the frequency of incidents will decrease. Secondly, by alerting people to the fact that many of these issues are best handled by Raleigh Animal Control, we hope that those rare offenders who flout County leash or pick up laws will be handled by the appropriate authorities.

But the best method is an all-inclusive one that takes the opinions and suggestions of the residents into account. That is why at the annual meeting, Rodney-Daryl Jones, the president of the Board of Directors, announced that the HOA would form a new committee - one that would focus on pets: rules, issues, complaints, and new policies.

We encourage you to be involved in your community. To sign up for the pet committee, please contact Crystal@ppmral.com and provide your e-mail address and phone number. 5 members will be appointed to review pet issues, report to the Board, and suggest policies or solutions to help lessen the number of unpleasant pet-related experiences in the neighborhood. **SO FAR, ONLY ONE MEMBER HAS SIGNED UP.**

Don't forget that if pets aren't your main interest, but you want to help improve the community, we also have a landscaping committee, a social committee, and soon we may form a communication or bulletin board committee. If you have an idea or want to get involved, contact us. Don't be shy! Your neighborhood needs your input!

FREQUENTLY NEEDED RULE REMINDERS

1. ARC approval is needed before exterior modifications can be implemented.
2. Guest parking is for short-term guests, not residents or guests who often stay overnight.
3. Street parking is not allowed.
4. The speed limit is 14. *Yes, fourteen.*
5. Dogs: leashes and pick up bags are required.
6. Store garbage & recycle bins out of sight except on pick up day.
7. Don't store items on front porches.
8. Practice careful fire safety at all times, especially when dealing with grills or cigarettes. Don't litter the cigarette butts!
9. Don't forget that you're responsible for all exterior home maintenance except for roofs! You must clean gutters, powerwash siding, etc.!
10. All rules are important! Read the full covenants at townesatcrabtree.com!

Home Maintenance Tips

Do you have a gutter-cleaning schedule in place? A great tip is to get on a recurring schedule with a handyman. If you're a do-it-yourself type, mark your calendar or set up a recurring task on your Outlook calendar. If you find yourself forgetting to do this or simply not having the time to deal with gutters, the easiest solution is to install gutter guards. The HOA recommends the Gutter Glove Ultra (1-866-954-4462) or Leaf Defier (919-217-2551) systems.

The association's engineer provided important information recently about decks in the community. Be sure you've had yours checked and that you're 100% satisfied and comfortable with the safety of your deck. No one wants to risk an accident or damage to your home! Check the HOA website for more information. Note that decks that are visibly not being maintained will cause violation letters and possible fines for the owners.

Social Opportunities

Recent attempts at social events have netted mediocre to poor turnout. Rather than having the HOA pay to provide entertainment, perhaps a better option would be small gatherings hosted by owners? If you would be interested in hosting a bunco night, card or game night, progressive dinner, playdate, or other get together for a few neighbors, contact Crystal@ppmral.com. I will post your event on the HOA website and note the minimum and maximum number of participants wanted.

If community-wide events aren't drawing interest, perhaps the smaller gatherings will still be fun for those who wish to participate. After all, it helps build community when neighbors know one another. It improves neighborhood safety and the satisfaction level for residents when there are options for social activities. Please contact us today if this might interest you!