



Happy New Year!

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**Getting to Know Your HOA:
Your HOA and You**

For many new homeowners, living in a homeowners association is a new experience. Below are some Frequently Asked Questions that may help to better explain your new community.

What are covenants?

Covenants are the governing documents for your community. These contain rules and regulations describing how the Association is organized, how the Board is established, how homeowner assessments are levied and collected, and rules that the Board and homeowners must follow. Included in your welcome package is a full set of covenants. The Board also has the ability to create policy resolutions which further define the language in the documents. The policy resolutions for the community can also be found in your welcome package. Both the governing documents and policy resolutions are legally binding.

What is the Board of Directors and what does it do?

The Board of Directors is a group of homeowners, elected by the membership, that is responsible for governing your community. The Board is composed of a President, Vice President, Treasurer, Secretary and general officers. Board members are elected each year at the annual meeting. The Board of Directors has the power to adopt, publish, and amend rules for the community. The Board oversees all contracts for the community and has the duty to collect all assessments. There is a current list of Board members in your welcome package.

Why do I have to pay homeowner dues?

Homeowner dues pay for many different items that help the community function. Some examples include landscaping for common areas, insurance for common areas, street repairs and street signs, electricity for street lights, association management, legal collections, and many others. It is important that dues are paid on the specified dates to avoid late fees.

I received a violation letter. What should I do?

The management company routinely visits the community to ensure that all properties are in compliance with the governing documents. If a violation of these rules and regulations is noted at your property, the management company will send a notice to let you know of the violation. If you receive a letter, please do your best to bring the violation into compliance within the time frame you are given. If you have any questions or need any specific information please contact your management company as soon as possible after receiving the notice.

How do I get involved in the community?

Please contact either a member of the Board or the management company to find out how you can volunteer your time and energy. There are many committees and projects that need community volunteers.

**New Board of Director Orientation
Tuesday February 2, 2010**

Please plan to attend this orientation that covers the basic information about Homeowners Associations, legal documents, financial responsibilities, property maintenance and includes question and answer session. Contact us to sign up today for one of the sessions held at our office at 1401 Sunday Drive Suite 116 Raleigh NC 27607. Sessions will be held at 4:00pm and 6:30pm.

2010 Homeowner Coupons and Statements

Statements and Coupons Booklets for 2010 will be sent to all homeowners, excluding homeowners who have signed up for automatic draft and homeowners who have submitted the opt out form because they use automatic bill pay through their personal bank. Statements and Coupons booklets will be sent to homeowners by the first week of January 2010. Homeowners who pay their dues annually or biannually should have received a statement. Homeowners who pay their dues quarterly or monthly will be receiving coupon booklets. **Please send all payments to: PO Box 97454, Raleigh, NC 27624-7454.** If you wish to sign up for automatic draft or would like to submit an opt out form you may visit www.elite-mgmt.com to download the forms. Contact our office if you have any questions regarding statements or coupons for the upcoming year.

Street Light Outages in Your Community

Winter brings shorter days and longer nights. If you have a street light near your home that needs repair you have two options. You may call or email your community management team OR you may report the outage directly to the power company. In both cases you will need to provide the closest physical address to the outage and the number located on the pole.

Outages may be reported directly to the power company by phone or online. Helpful numbers for reporting outages are listed below:

Progress Energy : visit www.progressenergy.com or call (919) 508-5400

Duke Power: visit www.duke-energy.com or call 1-800-760-3766

Please visit Elite Management Professionals on the web at www.elite-mgmt.com. The company website is up and running. Our Management Team is working diligently to create private websites for all of the associations we manage. Homeowners will be able to access valuable information about their community with the click of a mouse. Once homeowners receive word that their community website is online, they can login by using their HOA personal account number as their username and city name as the password. All accounts numbers can be found on a recent statement or by calling or emailing your community manager.

UPCOMING CALENDER OF EVENTS

JANUARY 1, 2010

Office closed for New Years Day
(office will close at 1:00pm on December 31st)

FEBRUARY 2, 2010

New Board Member Orientation
Please Sign-up in advance

Tis the Season for Giving

The Elite Management Professionals Holiday Open House and Food Drive was a great success! We would like to thank everyone who was able to attend and everyone who donated food. We raised 242 lbs of food which was donated to the Food Bank of Central and Eastern North Carolina.



In addition, the Elite Management Team, has sponsored a special soldier, Cameron Hanson, and his troop, Troop 2/2, serving in Afghanistan. Cameron and Troop 2/2 have been sent a care package every week for the last several weeks and will continue to receive them into the New Year. We appreciate their dedication and service.



Several Elite Employees were also able to sponsor angels from a local angel tree. Gifts will be provided to families in need this holiday season.