

Dear Arboretum HOA,

The HOA board would like to inform you of a new HOA management company for the Arboretum: Community Associations Management (CAS, Inc.). On February 1, 2020, the new company will be helping the Arboretum with HOA issues. Enclosed please find CAS, Inc. introduction letter along with instructions on how to pay your dues.

When you purchased your homes, you received a Declaration of Covenants, Conditions, Restrictions, Easements, Charges and Liens for the Arboretum (C&R). The purpose of the covenants is to maintain a uniformity and appearance for all properties. This document contains the rules and regulations specific to the Arboretum community in order to maintain the quality and market value of our homes. Our homes are probably our biggest investment and we want to protect our property values by keeping our community in pristine condition.

While the developer was in control, there was very little enforcement of the C&Rs. Therefore, effective February 1, 2020, CAS will be helping the HOA board with adherence to the Arboretum covenants. Please be advised that the following will be monitored monthly:

- All trash cans must be stored and not visible from the street
- All satellite dishes must not be visible from the street
- Proper yard maintenance including cut grass, pruned landscaping and overall appearance
- Accessibility of the sidewalk by each residence; i.e. sidewalks should not be blocked by vehicles, etc.
- No storage/parking of boats, RV and trailers for longer than 24 hours; however, these items may be stored in a garage that can be completely closed
- Dogs must be leashed while walked in the neighborhood and all excrement removed
- All material changes to your property, including landscaping changes, must be approved by our Architectural Committee

Please note that this isn't a complete list of restrictions and rules in the covenants. Please refer to the Arboretum covenants and restrictions for a complete explanation of rules. If you have any questions or need a copy of the covenants, contact our CAS.

Violations of the Arboretum's covenants can be reported to CAS by any resident or CAS will record violations during monthly inspections.

In the event of a violation, the following will occur:

1. The owner of the property will receive an e-mail or letter from CAS, on behalf of the board, stating the violation and advising the owner to correct the issue. If the owner feels they have not violated the covenants and would like to refute the violation, they may call a hearing before the adjudicatory committee.
2. If the violation is not resolved within 10 days, or a longer period if necessary (determined on a case by case basis), the owner will receive a second notice stating the final deadline by which compliance is required, as well as a fine in the amount of \$50.00.
3. A lack of compliance following the second notification will trigger a recurring penalty in an amount of \$50.00 every 30 days that the violation remains. All fees and penalties will be added to the member's HOA account, creating a lien on the property. Pursuant to the declaration, failure to pay dues, fees, or penalties could result in the necessity of the HOA filing an enforcement action against the offending homeowner.

4. After a violation has been corrected, and remains corrected for a period of time (determined on a case by case basis) the violation will be expunged from the members' record as to not receive a fine for a second offense of the same nature.

The property management company will keep track of all violations, notifications and fines.

In addition, should you wish to make changes to your lot, such as landscaping changes, tree removal, exterior home or additions, etc. you **must** get approval from the Architectural Committee (AC). A AC submission form must be filled out and include documents outlining the work to be completed and the materials to be used. The AC must review these changes and approve them before any work can be started. The HOA Architectural Committee Submission Form can be found on the HOA website (insert website URL). Again, please familiarize yourself with the Arboretum Covenants and Restrictions for the approval process to lot changes by the Architectural Committee in Article IX.

One other complaint that we regularly get is about street parking. There is nothing in the covenants that prevents parking of vehicles (other than vehicles such as those listed above for over 24 hours) on the street. For safety of the children playing in the neighborhood and appearance reasons, please make every effort to keep your vehicles off the street. Also, if you or any visitors must park in the street, please park in the street and not on the grass. The irrigation sprinklers are located on the edge of the street and are easily damaged.

Thank you for your cooperation.

The Arboretum Board



650 Page Street Unit C, P.O. Box 83, Pinehurst, NC 28370 (910) 295-3791
FAX (910) 295-0182 E-MAIL john@casnc.com

January 27, 2020

Dear Arboretum Owners,

CAS, Inc. (Community Association Services, Inc.) has been employed by your Board of Directors to provide professional management services to The Arboretum Homeowners Association, Inc. beginning on February 1, 2020. CAS is a forty year-old company that specializes in the management of condominium, townhome, commercial, and homeowner associations. CAS, Inc. presently provides professional management services to over two hundred associations. We would like to invite you to learn more about CAS, by visiting our website at www.casnc.com

Your Board of Directors is still responsible for and maintains control of the association. CAS will be working at the direction of the Board of Directors and will handle the normal business activities of your association.

Please mail all future payments to: The Arboretum Homeowners Association, Inc.; c/o CAS, Inc.; PO Box 94707; Las Vegas, Nevada 89193. If you would like to have your monthly dues drafted, you will need to set up a log in via www.casnc.com/pay-dues/ (see all payment options on the back). The management company ID# is 937, Community ID# 481, and your ten-digit property account number is listed on the enclosed payment book for February - December 2020. If you have already submitted your February payment those funds will be transferred over, if you have not submitted your February payment please pay with the enclosed February payment slip.

If you have any questions, please feel free to contact our customer service department (910) 295-3791 x2. Our staff CPA in the Pinehurst office supervises all accounting work.

Tracy O’Gorman will be your property manager and her location will be in our Pinehurst office.

Tracy O’Gorman
650 Page Street, Unit C, Pinehurst NC 28374
Office: (910) 295-3791 x1301
Fax: (910) 295-0182
tracyo@casnc.com

We anticipate an extensive relationship with your community and look forward to working with you.

Sincerely,

John Stone

John Stone, PCAM, AMS, CMCA
President, CAS, Inc.



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Below are your payment options:

US Postal Service Payments

1. Please make your check payable to and mail all dues payments to:

**The Arboretum Homeowners Association, Inc.
C/o CAS, Inc. Processing Center
P.O. Box 94707
Las Vegas, Nevada 89193-4707**

2. Include your 10-digit account# as listed on the enclosed invoice on your check with all dues payments. Send to the provided address (above) to ensure your payment is accurately processed to your account.
3. If you are paying for multiple properties, please send a separate check for each property.

Bill Pay Service through Your Bank

1. Log in to your online banking and update the address on your assessment payment to:

**The Arboretum Homeowners Association, Inc.
C/o CAS, Inc. Processing Center
P.O. Box 94707
Las Vegas, Nevada 89193-4707**

2. Include the 10-digit account number that is listed on the "Account Number" or "Memo" section of your online bill payment setup. Please note if you have more than one unit you must pay as two separate transactions.

Online Payments (e-check or credit card)

1. Go to www.casnc.com, on right hand side of page select "Pay your dues".
2. Choose create Account for recurring e-check payments or you can choose to make a one-time credit card or e-check payment.

Enter the information as prompted.

- A. Management Company's ID# 937**
- B. Community ID# 481**
- C. Your 10-digit property account# listed on your payment book**

If you have questions or need assistance making an online payment please contact AAB at 1-888-734-4567 or CAS customer service at (910) 295-3791 x2, or email customerservice@casnc.com.

**NOTE: There is a three percent service fee if paying by credit card and \$5 for debit cards.
There is no fee for one time or recurring e-check payments.**

Thank you, we look forward to working with you.