

FAQs

The Gardens at Flowers Plantation HOA 2
12/5/23



The Gardens at Flowers Plantation HOA2 is a community of four subdivisions and 359 owners. It is managed by a single Homeowners Association but since it sits within the boundaries of the Flowers Plantation Planned Unit Development in North Carolina our HOA is partly controlled by them. Residents with the larger boundaries of the Flowers PUD can enjoy PUD amenities like landscaping along major routes, hiking trails, lakes, and a mixed-use development that includes restaurants, shopping, service businesses, grocery stores and more. Our particular subdivision has a lake and walking trails to it and around it. A small playground sits near the middle. Johnston County in which we are located is one of the fastest growing counties in North Carolina. We are within commuting distance to Raleigh and have several large employers like CAT, Novo Nordisk, Grifols, and UNC Health Care. We are a two hour drive to the coast and about three hours to the mountain areas like Asheville. The Research Triangle and the Raleigh-Durham Airport are a little over an hour away.

Q. Are we in an HOA?

A. Yes. The properties are managed by CAS, Community Association Services. You will need to register to see the information on the HOA's website, Frontsteps, <http://gardensatflowersplantation2hoa.frontsteps.com>. Create your profile and find everything you need including, Account Information, a Community Calendar, a Library of HOA documents, Architectural Review Request forms and FAQs although not all of these features may be active.

Q. Who's my HOA property Manager?

A. As of December 2023 it is Merinda Stracola, 919-403-1400 x1211 merinda@casnc.com You can also contact her through Frontsteps. Click in the Inbox at the top of the homepage and then select Message.

Q. Merinda is busy, is there someone else I can talk to?

A. Yes. Contact one of your board members. If you have questions regarding your account balance or how to make a payment, please reach out to CAS customer service. CAS customer service can be reached at: 919-403-1400 option 2

Q. Do we have a social Media website.

A. Yes. We use Nextdoor.com mostly. Our Frontsteps website has classifieds and a survey tool but most of your posting will be on Nextdoor. Carefully select who your posts get shown to because Nextdoor will send them all over the county and beyond if you don't specify otherwise.

Q. What if my Streetlight is out?

A. Contact Duke. <https://www.duke-energy.com/Customer-Service/Request-Light-Repair> or you can call their 800 number 1-800-777-9898. They may want your address and/or the pole number.

Q. How can I see if there is a power outage in my neighborhood?

A. Go to the Duke website <https://outagemaps.duke-energy.com/#!/current-outages/ncsc>

Q. How do I report a power outage?

A. Go to Duke website <https://outagemaps.duke-energy.com/#!/current-outages/ncsc> or call 800.419.6356.

Q. Who pays for the street lights?

A. Everyone in the development pays the same rate, about \$6 for street lighting. You pay for it directly to Duke in your monthly bill.

Q. How do I know what the HOA rules are?

A. By-Laws, Restrictive Covenants and Rules and Regulations are on the Frontsteps website. If you need help interpreting them, contact Merinda or one of your board members.

Q. How do I report a violation at my neighbor's house?

A. Contact Merinda or a board member.

Q. If I complain about my neighbor playing music too loud, will the HOA tell my neighbor who complained?

A. The board will try to be discrete with who lodged the complaint but there may be circumstances where you may need to be named. The fastest way to deal with the breaking of a law or county regulation is to contact the responsible agency directly. The board and the management company will be happy to consult with you.

Q. If someone parks a bus in their driveway, what should I do.

A. The first thing you should do is check to see if that is allowed. You can talk with Merinda and she can tell you or you can look it up the Association Covenants. A copy of the Covenants is in the HOA library. If it is a violation or you aren't sure, you can contact Merinda.

Q. If I decide to add a deck or some other structure, who do I notify?

A. First you want to submit your plans to the Association's Architectural Review Committee through the Frontsteps website. Secondly you may want to contact the county Planning Department to see what their requirements are. They may require permits for fences, storage buildings, patios, porches and other improvements

Q. Are there any violations that I should not report to the HOA?

A. Of course you will dial **911** if there is an emergency. There are certain civil disputes that are best handled by the Sheriff's Department. Dial 919-989-5010 for non-emergencies. Criminal activities, Noise Ordinance violations, and barking dogs are three of the most frequent issues. The HOA would like to support you in these disputes so feel free to contact Merinda or a board member and let us know what is happening.

Q. What if I get a violation Notice?

A. The initial form you get is intended to make you aware of a concern or to start a dialog about a concern. The worst thing you can do is ignore it. If left unresolved you will additional notices and possibly a fine. Fines can lead to liens and liens to foreclosures. If you wish to dispute the violation you should contact a board member, come to a board meeting, or contact our management company.

Q. Can I change anything on my house or yard?

A. We have an Architectural and Landscape Review process. You can get the form at the Frontsteps website. Before filling out the form you may want to check the Covenants and Rules & Regulations. You may also want to check with a board member.

Q. Which garbage hauler should I use?

A. There are several to choose from. Anchor 919-585-2035 gives us a discount if most of the neighborhood uses them. Others are Allstar 919-989-1562, GFL 303-744-9881 and others.

Q. Who do I contact for water service?

A. Aqua America <https://www.aquawater.com/about/states-we-serve/north-carolina/index.php>.

Q. Can I rent my house?

A. Yes. Currently we have no restrictions on how many properties can be rented. .

Q. What is the Animal Control number?

A. For barking/lost dogs call (919) 938-3885.

Q. What if I need a burn permit.

A. Because we are in the county, the Forestry regulates burns. Small burns like a small pile of leaves or twigs doesn't require a permit as far as we know it. Burn smart. Don't burn on a windy day or after dark. Monitor it at all times. Backyard firepits don't require permits as far as we know.

https://www.ncforestservice.gov/burn_permits/burn_permits_main.htm

Q. Can I take a shortcut through private property?

A. The board wishes to remind everyone to respect private property. Our community owns common property which includes ways to access it. You can walk on common areas but be aware that there may be rules and regulations that limit what you can do on common area property.

Q. Who is responsible for maintaining easements?

A. The HOA is responsible for maintaining drain pipes and rip-rap within an easement. Everything else above ground is the responsibility of the owner. You won't want to build a fence or a wall in an easement because a utility company or the HOA could knock it down if it gets in the way.

Q. How do I know where my property boundaries are?

A. You may be able to find the iron pipes at each corner just by looking. If you can't, check with the board to see if there is a metal detector that you can borrow. To help you understand your boundaries you can also view a plat. We have all the plats for our subdivision on the property management company's website in the Library.

Q. Can I change the surface water flow?

A. Probably not. The subdivision was graded to ensure proper flow of surface water. If you do anything that might affect it you should contact the Architectural and Landscape Review Committee first.

Q. Can people put ads on my mailbox

A. Absolutely not. Anything on or in a mailbox must be put there by the USPS. Report them to the Postmaster.

Q. Can people come to my door to sell me things?

A. Yes unless you have a "No Soliciting" sign on your house. If they ignore the sign, you can tell them to leave or call the police and have them cited for trespassing. The signs at the entrances don't mean anything.

Q. Can I serve on the Board?

A. Absolutely. We like to have 5 board members at all times. If we have openings, contact a board and we may be able to accommodate you immediately. Otherwise, we have elections every year at the annual meeting and you can run for office then. There are committees that you can participate in as well.

Q. Can I come to a board meeting?

A. Yes. Check with a board member to see when they meet. They can schedule you into the agenda. There are certain parts of the meeting that you may not be present for.

Q. Do we allow food trucks?

A. Probably. We haven't had any requests yet.

Q. Do we have funds set aside for neighborhood activities?

A. Maybe. Check with your board.

Q. Where is the Community Playground?

A. 50 yards from the end of Lily Crossing.

Q. I heard that Chickens are now being allowed in some HOAs.

A. In North Carolina HOA restrictions are not favored meaning that if there is an ambiguity it is to be resolved in favor of the free and unrestricted use of the land, however, in the case of the chicken, the restrictions on poultry trump the argument that chickens could be considered typical household pets. Or Covenants restrict poultry.

Q. Is there a rule that states I have to pick up my dog's poop?

A. While there is nothing specific about this in the Covenants, the board considers dog poop to be a nuisance and expects people to bring a bag with them when walking their dog.

Q. Who do I call if my street has potholes?

A. Our streets are part of the DOT road system. Please call 1-877-DOT-4YOU (1-877-368-4968) weekdays from 8 a.m. to 5 p.m. or submit to form at their website.

<https://www.ncdot.gov/contact/Pages/form.aspx?UnitName=pothole&sourceUrl=/contact/>

Q. Can I fly a drone in the neighborhood?

A. Probably not. NCDOT regulates Unmanned Aerial Vehicles and surveillance is prohibited.

Q. Can I put political signs on my lawn?

A. The covenants do not specifically restrict political signs.

Q. Can I put a flag on my house?

A. Since the Covenants do not clearly state that they restrict the American or state flag, a flag may be displayed. The HOA can restrict the size though.

Q. Can I, or my kids, drive an ATV or golf cart in the neighborhood?

A. NC law restricts ATVs and golf carts. The sheriff may be called if there is a concern. The HOA has some leverage if the driver is creating a nuisance.

Q. Will my patio project be scrutinized as an impervious surface?

A. Although many new developments have restrictions on impervious surfaces, they don't apply to our subdivision.

Q. Can the HOA tow my vehicle?

A. Maybe. Likely if the vehicle is creating a nuisance by blocking a street, driveway or mailbox or creating a hazard based upon where it is placed. Remember that school busses and garbage trucks may need to negotiate our streets.

Q. Can I park in front of my neighbor's house?

A. Yes, however to be fair you should always strive to park in front of your own house.

Q. Can I add Solar Panels?

A. Yes but subject to Architectural Review that may place constraints on where they are placed.

Q. What is a finial?

A. A finial is a wooden ball that sits on the top of some mailbox posts (East Lake and Magnolia Place). Post and Pickets does not currently offer 5" wooden balls. A styrene alternative is available at Architectural Depot, 5W 6 ¼ H post top ball Item No.: PT05X06BA \$28.85 + 15.75 Shipping = \$44.80.

Q. If my mailbox post is broken where do I get another.

A. We have 3 styles of mailbox posts in our HOA. Post and Pickets 919-772-7170 Tyler Maxwell, service@postandpickets.net charges approx \$570 installed, \$380 picked up. John Mason Mobil Welding 919-671-2904 may be able to weld your Gardens post. Marine-Tex fiberglass resin, available on Amazon \$20 may also work for the Gardens.

Q. What color should my mailbox be?

A. The same as everyone else in your neighborhood. Black if its metal, natural if you live in Magnolia Village and white if you live in East Lake or Magnolia Place. We are converting two subdivisions from custom colors so when you need to paint in either of those two, chose white.

Q. Does anyone maintain our lake?

A. Yes. Currently we have Foster Lake monitor the health of our lake, remove trash and spray any invasive plants.

Q. Can a neighbor convert their house into a family care home.

A. Maybe. There are some state approved restrictions. Contact your board if someone wants to do that.

Q. Where can I get a copy of my plat or deed?

A. Contact your board. The documents are public and are available through the Johnston County website.

Q. Can you put a speed bump in front of my house?

A. Probably not. Emergency vehicles don't like them and neither do most residents. Doesn't hurt to ask though.

Q. The entrance signs are dirty. Can't you clean them?

A. The Flowers Foundation is responsible for the maintenance of the entrances including the lights, shrubs and flowers. They do their own thing. Call Rebecca Flower.