

*On behalf of your Board of Directors and Premier Management Company...*

### **Welcome to the Community!**

The Board of Directors and Premier Management Company work together in order to efficiently operate your community association. Visit [www.PremierManagementNC.com](http://www.PremierManagementNC.com) to register a Homeowner Login where you can:

- View and download important community documents, forms and information
- Update your phone number, email and mailing address
- View account balance and transaction history
- Pay dues or set up and adjust automatic payment routines
- And more...

### **Communications**

Notices of formal meetings or assessments are sent by regular mail to property owners but helpful reminders of these items and other information related to community events and activities are often sent by email. Please login and make sure your contact information is correct so that you do not miss out on important communications.

### **Assessments**

Owners receive bills for assessments in advance of the due dates and can pay dues or set up and adjust automatic payment of future charges online. Late fees will be added to any outstanding balance if payment is not received in advance of the past due date described on a bill.

### **Governing Documents**

The Declaration of Covenants, Conditions and Restrictions, Bylaws and any Guidelines or Rules and Regulations describe the operation and governance of the community. Please look over these important documents which are available at [www.PremierManagementNC.com](http://www.PremierManagementNC.com) through the Homeowner Login.

### **Architectural Review**

The documents require owners to obtain approval prior to making any changes or additions to the exterior appearance of your property. Please review the documents and use the ***Architectural Request Form*** posted online to submit the plans for any proposed changes.

Thank you for the opportunity to be your Association Management Company. Should you have any questions do not hesitate to contact us.

Sincerely,

The Staff of Premier Management Company

## Premier Management Company Contact Information

**Mailing/Billing Address:** P.O. Box 12051, Wilmington, NC 28405  
**Physical Office Address:** 1985 Eastwood Road, Suite 202, Wilmington, NC 28403  
**Phone:** 910-679-3012  
**Fax:** 888-799-7626  
**Office Hours:** Monday - Friday, 8:30 am to 5:00 pm

### Phone Extensions

|             |  |
|-------------|--|
| Extension 0 | Customer Service Representative; ARC Requests, ADI / Closings, Account Questions, Clubhouse Reservations |
| Extension 2 | Dial by name directory   |
| Extension 3 | Maintenance – request or emergency   |

### Emails

|                                      |   |
|--------------------------------------|---|
| Admin@PremierManagementNC.com        | General administrative questions                          |
| Info@PremierManagementNC.com         | Request for general information re: PMC                   |
| ARC@PremierManagementNC.com          | Questions regarding new or pending architectural requests |
| Reservations@PremierManagementNC.com | Clubhouse / amenities reservations                        |
| Violations@PremierManagementNC.com   | Report a violation  |
| Maintenance@PremierManagementNC.com  | Report a maintenance request                              |
| Invoices@PremierManagementNC.com     | Where to send an invoice                                  |

### HOA Payments

Visit our Website ~ [www.PremierManagementNC.com](http://www.PremierManagementNC.com) ~ Login via Homeowner tab. Once logged in, click make a payment (top right).

### HOA Documents

Visit our Website ~ [www.PremierManagementNC.com](http://www.PremierManagementNC.com) ~ Login via Homeowner tab / Community / Document Library.

## Willow Glen Estates Architectural Request Form

The Declarations of Covenants, Conditions and Restrictions for your community specifies that all exterior improvements to your property must be approved in writing by the Architectural / Design Review Committee before improvements begin. Please complete and return this form according to the provided instructions. One form per project.

Name: \_\_\_\_\_ Request Date: \_\_\_\_\_

Street Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Estimated Start Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

List the Type of Modification: \_\_\_\_\_

Location: \_\_\_\_\_

Size: \_\_\_\_\_

Color: \_\_\_\_\_

Material: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

Owner Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **REQUIREMENTS:**

| Type of Modification:       | Location on Plot Plan / Survey | Material | Style | Size and / Height | Stain / Color | Built Upon Area / BUA *** (see BUA instructions) | Images / Plans |
|-----------------------------|--------------------------------|----------|-------|-------------------|---------------|--|----------------|
| Fence / Fence Enclosure     | X                              | X        | X     | X                 | X             |  | X              |
| Utility Building / Shed     | X                              | X        | X     | X                 | X             | X  | X              |
| Porch Conversion            | X                              | X        | X     | X                 | X             | X  | X              |
| Exterior Paint              |                                |          |       |                   | X             |  | X              |
| Pool                        | X                              | X        | X     |                   |               | X  | X              |
| Patio / Deck                | X                              | X        |       | X                 | X             | X  | X              |
| Extended Driveway / Walkway | X                              | X        |       | X                 |               | X  | X              |
| Gazebo                      | X                              | X        | X     | X                 | X             | X  | X              |
| Landscape                   | X                              |          |       |                   |               |  | X              |
| Addition                    | X                              | X        |       | X                 | X             | X  | X              |

### **INSTRUCTIONS: Please read and follow carefully.**

- Please refer to the above chart for specific requirements for your particular project. **Provide all "X" items along with this completed Request Form.** If your project is not specified above please provide a written description (see next paragraph).
- For ALL requests, attach a **written description** of the scope of the proposed changes including the general nature of the work, location of the changes, colors and materials to be used plus any plans, drawings, photos or brochures necessary to illustrate the dimension, size and appearance. Please be sure to include details of any landscaping changes or removals which may be necessary to accomplish the changes proposed.
- Attach a **property survey / plot plan** with the location of the proposed changes **clearly marked on the survey / plot plan.** This item **MUST** be included so that there is a clear understanding of precisely where the changes will occur in relation to the home, driveway, other structures and any easements or rights of way which may exist on the property. Note: Your project will not be sent for Committee review without a copy of the property survey / plot plan. A **plot plan** can be obtained from your closing documents or you may reach out to your builder for a copy.

**\*\*\* BUA INSTRUCTIONS (Built Upon Area)**

Projects which require owner(s) to submit BUA amounts, include but are not limited to the following; hardscape around in-ground pools, patio, patio extensions, driveway extensions, walkways and sheds. BUA is considered any impervious surface that does not allow rainwater to infiltrate into the ground – i.e. footprint of the home, sq. ft. of driveway, concrete walks/patios, etc. Note: For pool requests the surface area of the pool should not be included in your BUA calculations.

**Complete this section for BUA / impervious surface projects:**

Existing BUA – located on your plot plan: \_\_\_\_\_ sq. ft.  
Proposed BUA – total square footage of your project: \_\_\_\_\_ sq. ft.  
Maximum Allowable BUA – refer to CC&R's: \_\_\_\_\_ sq. ft.

**IMPORTANT:** Please allow up to 3-4 weeks for the Committee to complete the review and response process. Requests which do not include the items described above will delay the process. Email is the quickest and most efficient way to submit a request. The review and response is based on the community's governing documents and the information submitted with this request. **The property owner is responsible** for investigating and complying with any and all other local requirements, permits or jurisdictions the property is subject to as well as HOA governing documents. Homeowners are encouraged to review HOA governing documents prior to submitting a request.

**HOW TO SUBMIT YOUR REQUEST:**

- **Email, Mail or Fax request form AND supporting documentation to:**

<<Your Community's Name >>  
P.O. Box 12051  
Wilmington, NC 28405  
Fax: 888-799-7626  
Email: [ARC@PremierManagementNC.com](mailto:ARC@PremierManagementNC.com)

**For email requests:** Please assemble electronically into a *single email* with preferably a single PDF attachment. Include your Community's Name, your Last Name and your Property Address in the subject line.

**UPON COMPLETION OF PROJECT:**

**Please submit a picture of the finished modifications to [ARC@PremierManagementNC.com](mailto:ARC@PremierManagementNC.com) within 30 days of any completed modification. The Board / ARC reserves the right to request an inspection of modifications to ensure compliance.**

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**Committee Use Only**

Approved

Approved with Conditions

Conditions: \_\_\_\_\_

\_\_\_\_\_

Denied

Comments: \_\_\_\_\_

\_\_\_\_\_

Name of Committee Member: \_\_\_\_\_

Signature of Committee Member: \_\_\_\_\_

Date: \_\_\_\_\_

# *Willow Glen Estates at Beau Rivage Plantation II*

## GATE/POOL ACCESS REQUEST

**PLEASE COMPLETE THE FOLLOWING:**

Lot Number: \_\_\_\_\_

Lot Street Address: \_\_\_\_\_

Property Owner Name(s): \_\_\_\_\_

Four Digit Pin for Gate Access: \_\_\_\_\_

Four Digit Pin for Pool Access: \_\_\_\_\_

Phone Number for Gate Directory: \_\_\_\_\_

### \*\*\*\* NOTES \*\*\*\*

- This phone number will be called by guests from the gate for remote access. To allow entry, press 6 on your phone.
- The phone number will not be displayed at the call box, just your name(s).
- You will need to enter \_\_\_\_\_ your 4 digit code for **gate** access
- You will need to enter # **after** your 4 digit code for **pool** access

Do you wish for your name to show in the gate directory: \_\_\_\_ Yes \_\_\_\_ No  
Your name will not appear in directory if phone number is not provided.

Property Owner Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_



PREMIERMANAGEMENTNC.COM

Dear Homeowner:

We would like to make sure our records indicate the correct mailing address and information for your property. Please take a moment to fill out the following and return this form to our office so that we are sure to avoid a misunderstanding with any bills or important correspondence.

Today's Date

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Community Name

---

Owner's Name(s)

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Property Address

---

Mailing Address (if different)

---

---

Telephone Number(s)

---

Email Address(es)

---

Signature (Property Owner)

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Please return form via:

**Fax:** 888-799-7626

**Email:** [Admin@PremierManagementNC.com](mailto:Admin@PremierManagementNC.com)

**Website:** [www.PremierManagementNC.com](http://www.PremierManagementNC.com)

Go to: Homeowners / Administrative Support / Update Contact Information

**or Mail to:**

Premier Management Company

P.O. Box 12051

Wilmington, NC 28405

## Automatic Debit Plan Form

I authorize Premier Management Company, Inc., as managing agent for the

\_\_\_\_\_ Association, Inc., to automatically debit my:

checking  savings account.

Bank Account # \_\_\_\_\_

Routing Number \_\_\_\_\_

Financial Institution \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

|

|

| Staple voided check here

|

|

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I understand that this authorization will be in effect until I notify Premier Management Company in writing that I no longer desire this service, allowing it reasonable time to act on my notification. I also understand that if corrections in the debit amount are necessary, it may involve an adjustment (credit or debit) to my account.

I have the right to stop payment of a debit entry by notifying Premier Management Company before the account is charged. If an erroneous debit entry is charged against my account, I have the right to have the amount of the entry credited to my account by Premier Management Company, if within 15 calendar days following the date on which I was sent a statement of account or a written notice of such entry of 45 days after posting, whichever occurs first, I give my financial institution a written notice identifying the entry, stating that it is in error and requesting credit back to my bank account.

**THIS AUTHORIZATION IS NONNEGOTIABLE AND NONTRANSFERABLE.**

Customer Name \_\_\_\_\_

Property Address \_\_\_\_\_

Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Association Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_