

I hope everyone is having a wonderful summer! The pool will be opening soon! This letter is to bring everyone up to speed on pool use rules, and to provide information on homeowners' association covenants, due process procedures, and relevant City of Raleigh resources and ordinances. We also have also provided contact information for reporting violations to the HOA and/or the City of Raleigh, as well as some information on penalties assessed by both.

CONTACT INFORMATION

- **Charleston Management:** Please call or email Terasha Weathersbe (919-847-3003, ext. 106, tweathersbe@charlestonmanagement.com) with questions, comments or ideas, and to report violations of Trailwood Hills Homeowners' Association rules (including pool violations). Digital photographs of neighborhood situations are welcome.
- **City of Raleigh:** For noise violations, parties, parking violations, and suspicious activities, please call 911. For other types of violations, such as abandoned vehicles, animal control, you can use the police non-emergency numbers (829-1911 and 831-6311) and the numbers at the end of the attached chart. You might want to program one of the non-emergency numbers into your phone.
- **Trailwood Hills Neighborhood.** We have a website that contains useful information (pool rules, violation charts, etc.) and contact information, as well as our Covenants, Architectural Guidelines, and various forms. Please go to [www.http://trailwoodhills.com](http://www.trailwoodhills.com) and familiarize yourself with our website. We welcome thoughts, suggestions, and ideas for our website.

PARKING

- The city prohibits the following:
 - Parking within 25 feet of an intersection,
 - Parking within 5 feet of a driveway,
 - Parking on any part of a sidewalk (including any part of the sidewalk that crosses a driveway), and
 - Parking where signs indicate that parking is not allowed.

For a full list of parking codes, please see the chart enclosed – it is also on our website.

For the safety and convenience of Trailwood Hills residents, please call 911 to report any car parked in violation of these laws. The police will ticket for any of these offenses. You are not required to leave your name or number.

- The HOA covenant prohibits parking on any part of your grass or in your yard. Please call Terasha Weathersbe to report individuals parking in their yards (please e-mail her a digital photograph if you can). Homeowners will be charged a fine of at least \$50 for each documented violation (a digital photograph is enough to document a violation).
- The post office can refuse to deliver mail if a car is parked too close to a mailbox.

TRASH/RECYCLING

- **Litter:** Routinely remove litter and other garbage from your property (newspapers, flyers, beverage cans, plastic cups, cigarette boxes, etc.). Also, please remove trash from your neighbor's property if it is yours.
- **Recycling:** The city requires you to recycle bottles and cans.
 - You can use the city recycling bin or any bin similar in size/shape.
 - They prefer (but do not require) you to separate paper products (junk mail, magazines, cardboard, drink boxes, etc) from the rest of your recyclables (bottles numbered 1 or 2, aluminum cans, food cans, glass containers, plastic rings from 6 packs of beverages).
 - You do not need to remove staples or clear windows from paper products.
 - Aluminum foil and trays must be completely free of food and debris (otherwise, throw them away).
 - **Never** recycle pizza boxes (the grease ruins whole batches).
 - Plastic bags (number 4) and dry cleaning bags can be recycled at grocery stores, but not curbside.
- **Yard waste:** The city will pick up yard waste if it is in clear plastic bags (but not black ones), paper yard waste bags, or a trash container (but not your normal garbage container), and will pick up limbs/brush tied into bundles shorter than 5 feet and under 18 inches across. The city will pick up your Christmas tree.

- Large items/bulk loads: Raleigh will pick up a bulk load (under 4 cubic yards) for free and will recycle and safely dispose of your items as appropriate. Many items are eligible for this service, including large amounts of trash, bicycles, furniture, electronics (like televisions), small appliances, boards, beds, grills, etc. Call 919-831-6890 to arrange for pickup. They will not pick up these items if no call has been made, and sanitation workers will not make the call for you. If you are moving, please call to arrange for free pickup. Otherwise, your trash will sit curbside indefinitely.
- See the Raleigh Solid Waste services website for information (including safe disposal of computers, cell phones, batteries, motor oil, paint and other hazardous waste items that are prohibited in landfills). Go to www.raleigh-nc.org, click on “Resident,” then “Garbage, Recycling and Yard Waste”

PARTIES/NOISE/STUDENTS (please see attached for more detailed information)

- The city prohibits noise heard from a certain distance or if there are two or more complainants regarding the noise. The noise ordinance is effective from 11 pm to 7 am. The noise ordinance is also in effect during daylight hours, but involves a different standard for violation.
- If you have a party, be aware that this is a family neighborhood. People should be able to put their children and themselves to bed at a reasonable hour, and should not wake up to trash strewn about the neighborhood by residents’ guests. If you have a party, observe Raleigh noise ordinances and pick up the trash your guests have left in your yard, your neighbor’s yard, and in the street.
- Call 911 to report noise violations.
- Students are held to the same standards of conduct on and off campus. Section 4 of the NCSU Code of Student Conduct indicates that the university can invoke the disciplinary process for off-campus violations, including off-campus community disturbances.
- Community residents are invited to bring concerns about off-campus behavior to the NCSU Campus Community Coalition (a campus-community partnership put in place to address student alcohol use and misconduct off campus) so that relevant NCSU policies can be put to use. Meetings are noon to 1:30 pm on the first Monday of each month in room 2301 of the Student Health Center, 2815 Cates Avenue. Lunch and parking passes are provided. For more information, please call 919-513-3295 or go to http://www.ncsu.edu/health_promotion/AboutUs/ccc/.

HOUSE APPEARANCE/MAINTENANCE

- Powerwash to remove mildew from your house (a violation of HOA rules).
- Paint as needed, and to address faded shutters and chipped/peeling trim (required by HOA rules).
- Doors and shutters should be uniform in color (in other words, faded shutters need to be painted to match doors and new doors need to be painted to match shutters). Changes in the color of any part of your home must be approved by the HOA (unless you are simply refurbishing chipped or faded items). The HOA website has further information and a form for requesting approval of color changes and other alterations of your property.
- Window air conditioning units are not allowed.
- Mailboxes must be intact and tidy in appearance.
- Christmas lights are only during that holiday season.
- Furniture designed for indoor use is not allowed in your yard or on your porch.
- Please call or e-mail Terasha Weathersbe (contact information above) to report violations.

GRASS/YARD MAINTENANCE

- Grass cannot be in excess of four inches high.
- Fall is the best time to aerate and seed, but if you have a yard full of weeds or bare spots, you will need to do it earlier.
- Keep weeds and grass out of flower beds, and keep grass next to your mailbox trimmed.
- After mowing, sweep or blow clippings off the sidewalk.
- Trim your trees/shrubs/grass to keep the sidewalk clear.
- You are responsible for the lawn between your sidewalk and the street.

- Please call or e-mail Terasha Weathersbe (contact information above) to report violations.

LANDSCAPING/CONSTRUCTION/PROJECTS

- Alterations to your property, including fences, require HOA approval. Sheds, stationary playhouses, etc. are not to be within 10 feet of your neighbor's property line, must be in a color scheme similar to that of your home, and must not be visible from the street.
- Finish your landscaping and construction projects and remove all debris left over (including wood and dirt). Do not leave a pile of dirt in your yard.
- Shrubs are required in front of fences facing the street. Please consider planting a shrub or other landscaping to obscure your central air unit.
- Raleigh will plant a tree in your right-of-way area for free (a nice selection is available, including a number of flowering trees). For more information, call 919-996-4868 or visit www.raleigh-nc.org, click on "Resident," then "Trees," then "Neighborwoods."
- No portion of your property may be used for automobile repairs taking more than one week. Disabled vehicles in the process of long-term repair cannot be kept on your property.
- Please call or e-mail Terasha Weathersbe (contact information above) to report violations.

ANIMALS/PETS

- The City of Raleigh prohibits chaining a dog for more than 3 hours total in any 24 hour period and violations can incur a daily fine. Additionally, dogs are not allowed (by the HOA or the city) to roam free.
- Please call Raleigh Animal Control at 831-6311 or Wake County Animal Control at 212-7387 to report a chained dog, suspected animal maltreatment, or any animal roaming the streets.
- A barking dog is a major source of annoyance and resentment among neighbors. Be considerate of your neighbors and take your barking dog inside.
- If your dog potties in a neighbor's yard, pick it up. Carry bags with you on dog walks.

POOL

- See attached rules and guidelines. They are also available on our website.

VIOLATIONS, HEARINGS AND FINES

- When purchasing homes in this neighborhood, every homeowner agreed to abide by the covenant of the Trailwood Hills HOA and became contractually obligated to do so. While the board does not wish for violations to continue to the point of hearings, fines, liens, etc, it is responsible for using these tools as necessary to bring homeowners into compliance with city ordinances and covenant rules.
- Due process proceedings:
 - When a violation is reported, a process is begun that involves a letter being sent to the homeowner and/or tenant giving a time period to comply with the request, a hearing is scheduled if there is non-compliance, and fining will be put in place following the hearing if non-compliance continues. **Please see the enclosed outline regarding the process.**
 - Unpaid fines can result in a lien placed against your home and in extreme cases the Board can initiate foreclosure on your home.

As always, homeowners are always welcome to attend board meetings if they have items they would like to discuss. Please let our property manager know if you would like to attend and you will be given the next date, time, and location and be added to the agenda.

We hope that this letter has been received in the spirit with which it was intended. City ordinances and HOA rules are meant to ensure a safe, happy and peaceful living situation for everyone. Trailwood Hills homeowners bought homes in this neighborhood with the expectation that this residence would afford a safe and peaceful living situation with neighbors who would be considerate and respectful of others. Whether you own or rent your home, please do your part in ensuring that these expectations are a reality for all of us.