



CAROLINA COLOURS

FAMILY, SEASONAL & RETIREMENT LIVING

Welcome to Carolina Colours! We are very happy that you have either purchased a lot or a home in our community. To assist you, we would like to provide you with some basic information about the billing and payment process at the Carolina Colours Association, to which all property owners belong.

Contact Information:

Carolina Colours Association
503 W Thurman Road
New Bern, NC 28562
252-636-3700

- President: Ken Kirkman, kkirkman@carolinacolours.com
- Financial Manager: Adriana Wietzel, awietzel@carolinacolours.com
- Office Manager: Suzanne Vincent, svincent@carolinacolours.com
- Golf and Pavilion Manager: Ken Gerhardt, kgerhardt@carolinacolours.com

Ken, Adriana, and Suzanne are physically located at the Sales Center at 503 W. Thurman Road. Ken Gerhardt's office is in the Pavilion at 3300 Waterscape Way and can be reached at 252-772-0201.

General Information:

All property owners are members of Carolina Colours Association, and as such can enjoy the Pavilion, pool, tennis courts, pickle ball courts, dog park, large vehicle storage facility, and playground. The golf course is a separate corporate entity and has separate membership criteria. There are also three sub-associations: Mansion Flats Association, Cobblestone Association, and Carolina Commons Townhome Association. Membership in the three sub-associations is through property ownership in those specific neighborhoods.

Carolina Colours Association dues for houses are billed quarterly, in advance. Dues for lots are billed semi-annually, in advance. Fiber optics charges are billed monthly, in arrears. Charges for lot maintenance are billed twice annually. Please refer to the **Community Fact Sheet 2022** for these fees.

Checks to Carolina Colours Association, Carolina Colours Golf Club, Mansion Flats Association, Cobblestone Association, and Carolina Commons Townhomes Association must be made out separately, as they are all separate corporate entities.

Checks for the above entities can be placed in the same envelope. ***Payments can be dropped off at the Pro Shop.*** We do not at this time accept credit card payments for any association or golf club dues charges. We also do not extract the required funds from your bank account directly. You may write a check, pay cash, set up an automatic payment through your bank, or pay online through the "members only" portal of carolinacoloursassociation.com. Email Adriana at awietzel@carolinacolours.com for instructions to register for the "**Members Only**" portal. If you receive your statement in the mail, rather than through e-mail, you will incur a "paper statement fee" of \$1 per mailing.

If you belong to both Carolina Colours Golf Club and Carolina Colours Association, it will avoid confusion if you specify "Carolina Colours Golf Club" or "Carolina Colours Association" on your checks rather than just "Carolina Colours" on both.

If you drop off check payments three or less days prior to the end of the month, the payment may be credited to the following month. If your bank is mailing checks for payment, please have them mailed prior to the 20th of the month. Due to delays in mail processing, any check mailed after that time may be credited to the following month. Payments made online through carolinacoloursassociation.com may also take 5 business days to process.

You are allowed to pay in advance; your balance will show a credit amount.

You may place bulk wine orders through Ken Gerhardt at the Pavilion. However, these orders will be charged a processing fee of 2.5% of the gross amount. All orders must be prepaid with a check, and not member-charged.

Billing Information:

All of your bills from the Association will be sent to you via email from Adriana Wietzel, using this email address as the address of record.

Charges to the Association are processed monthly, and statements are sent out at the end of the month. Please allow up to 5 business days at the beginning of the month for your statement to arrive via e-mail and to appear online.

You have two months to contest a charge through the Tap Room or Pro Shop. After that time frame, all charges are final.

Residency Information:

As soon as you have picked a builder for your custom home, or if you have purchased a home already built, make sure to stop by and see Suzanne Vincent or contact her so she can begin the process of setting up your Optimum services. Please do not set up the fiber optics account on your own. Suzanne will need a three week lead-time before move-in to your home so she can start the process.

Carolina Colours is a bulk account with Optimum. You must start the process through Suzanne. Once you have been connected, your basic internet/cable package will be billed monthly through the Association.

This is what you get through the community package from Optimum:

Video: 300 channels with Showtime/Cinemax/Stars

Equipment: 1 main TiVo and 2 additional minis

Data: 150 Mbps x 7.5 Mbps cable modem

Should you opt for a Optimum upgrade package, call 1-866-229-8750. Optimum will bill you separately for just the upgrade package. Please note that Carolina Colours and Sales Office personnel are not responsible for any issues with your Optimum upgrade packages.

If you receive any bill from Optimum that is not for an upgrade package or for a pay-per-view movie, **DO NOT** pay the bill. Bring the bill to Suzanne in the office so she can take care of it.

The basic cable/internet package cannot be discontinued. Should you move out of your house, the fees will continue until your house has been sold. Should you rent your house, you are still responsible for the cable/internet billing. If you rent out your house, you must contact the sales office and obtain a copy of the Tenant Policy.

If you sell your house, the fiber optics equipment belongs to Optimum and must be **RETURNED TO THEM**. If not, they will send you a bill for \$700. Please contact Suzanne if you are moving so she can provide you with the return of equipment instructions. If you purchase a house through resale, please do not set up your Optimum account - contact Suzanne Vincent at the sales office and she will prepare everything.

In Conclusion:

If you have any further billing or payment questions, please contact Adriana at awietzel@carolinacolours.com.

Welcome Packet information is found online at carolinacoloursassociation.com under the "New Resident" tab.

Remember to check in with Suzanne to give her your contact information. She will add your email address to the community list, so that you will receive notifications for community dinners, happy hours, speaker forums, etc. Again, she can be reached by email at svincent@carolinacolours.com or you can call the Sales Office at 252-636-3700.

Also, arrange an appointment with Ken Gerhardt to receive a fob that will allow access to the Pavilion around the clock, as well as the pool. He will also review pool and tennis court instructions. If you wish to use the dog park, Ken Gerhardt has a release form you will need to sign. If you wish to rent a space in the large vehicle storage facility, also see Ken Gerhardt. You can contact him by email at kgerhardt@carolinacolours.com or call him at 252-772-0201.