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# VILLAS AT FOREST HILLS HOMEOWNERS ASSOCIATION HANDBOOK

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## I. Welcome to Villas at Forest Hills

The Board of Directors, hereinafter called the **BOARD**, for the Villas at Forest Hills Homeowners Association, hereinafter called the **ASSOCIATION**, welcome you to your new home.

This Handbook is intended to provide you with information to help you get oriented to your new community, our Property Management Team, hereinafter called the **MANAGER**, ASSOCIATION Rules and Regulations and ASSOCIATION services. Because these and other subjects of interest and probable concern will likely undergo modification over time and to avoid the need to publish and distribute revisions of this document, you will be referred to sources that will provide the most current information for a specific topic.

To better understand the workings of the ASSOCIATION, reference should be made to the following governing documents.

The “Articles of Incorporation of Villas at Forest Hills Owners Association, Inc.” can be referenced on the **Enumerate Engage** website, described later. They can be found on the **Resources** tab under **Articles of Incorporation**.

The “Bylaws of Villas at Forest Hills Owners Association, Inc.” as amended and restated can be referenced on the **Enumerate Engage** website. They can be found on the **Resources** tab under **Governing Documents**.

The “Declarations of Covenants, Conditions and Restrictions, Easements, Charges and Liens for the Villas at Forest Hills” will also be referenced on the **Enumerate Engage** website. They can be found on the **Resources** tab under **Governing Documents**.

In accordance with the North Carolina General Statute 47F-3-108(b) and Article VII of the Village at Forest Hills Bylaws, the Board of the Homeowners Association meets the second Tuesday of each month. The Board is in recess in June, July, August and December but is available for emergency meetings as necessary. Any non-Board member homeowner wishing to attend a Board meeting may do so per the conditions stated on the **Homeowner Board Meeting Attendance Request** form. This form can be found on the **Enumerate Engage** website at the **Resources** tab at **Board Meeting Attendance Request**.

## II. Property Manager

The **BOARD** for the **ASSOCIATION** is authorized to appoint a manager or managing agent to manage the Villas at Forest Hills property. The BOARD has appointed **Community Association Services, Inc.**, a North Carolina corporation, hereinafter called the **MANAGER** as the managing agent of the property at the direction of the ASSOCIATION BOARD.

The MANAGER shall handle the normal business activities of the ASSOCIATION and shall receive any complaints, requests or questions from ASSOCIATION members and shall maintain 24-hour answering service for emergencies after normal office hours.

Contact information:

**Community Manager:** As listed on the **Enumerate Engage** website on the **Home** tab with current phone extension number.

Address;                      Community Association Services, Inc.  
650 Page St., Unit C  
Pinehurst, NC 28374

Phone:                        Customer Service 910-295-3791 ext. 2

Email:                        As listed on the **Enumerate Engage** website

**Emergency Service:**      Customer Service  
P.O. Box 83  
Pinehurst, NC 28370

Phone:                        910-295-3791 ext. 3

Email:                        [customerservice@casnc.com](mailto:customerservice@casnc.com)

### III. Enumerate Engage Website

The BOARD has partnered with CAS, Inc. to provide a website and mobile app to provide important information and connect with your neighbors. Each property owner is encouraged to sign into the Enumerate Engage website and create an account in order to:

- Receive notifications
- Find HOA documents, form and events information
- Find contact information for the HOA management company
- Make a payment or check your account status
- Connect with your community and share recommendations

Under the **Home** tab you will find the Community Manager contact information for normal working hours and emergency service.

The **News** tab provides all news posts. By clicking on the **View by Topic** button at the top right of the page, you can select news items by topics.

The **Community Pages** tab provides a pulldown that lists contact information for the Association Board of Directors.

Under the **Resources** tab you will be able to reference

- [Articles of Incorporation](#)
- [Board Meeting Minutes](#)
- [2022 Budget Documents](#)
- [Financial Documents](#)
- [Governing Documents](#)
- [Insurance Policy](#)
- [Rules and Regulations Board Approved](#)
- [Owner Handbook](#)
- [Make a Payment](#)

Under the **Make a Payment** tab you can schedule payment for your PROPERTY dues.

Under the **For Residents** tab you will have access to

- [Community Feed](#) listing News posts and a tab to add a post
- [Calendar](#)
- [Online Forms](#) including
  - o Architectural Request form
  - o Certificate of Disclosure – Residential Information form
  - o Confidential Homeowner Comments form
- [Groups](#) which provides information to organize a group of residents with shared interests

- [Photo Galleries](#)
- [Resident Directory](#) that provides a list of community members who have opted to be listed in the directory

#### IV. Rules and Regulations

The current ASSOCIATION Rules and Regulations as amended and approved by the BOARD can be found on the Enumerate Engage website under the **Resources** tab.

They address topics including;

- Use of Property
- Pet Restriction
- Parking and Vehicle Operation
- Trash
- Structural and Exterior Appearance
- Signs
- Property Maintenance
- Enforcement

You should reference this site and become familiar with the latest approved Rules and Regulations.

#### V. Certificate of Disclosure

Copies of all governing documents are found on the Enumerate Engage website on the **Resources** tab and are available to all homeowners 24 hours per day, seven days per week. It is the responsibility of homeowners to ensure ALL tenants have received a copy of these documents.

Per the CCR's, every resident is required to complete and submit a signed Certificate of Disclosure and a copy of any lease, if applicable, to the MANAGER for the ASSOCIATION **PRIOR** to any tenant occupying their property. A copy of the Certificate of Disclosure is available on Enumerate Engage under the **For Residents** tab at [Online Forms](#).

#### VI. Lease and Sublease

Per the ASSOCIATION Rules and Regulations, owners are allowed to lease or sublet their unit provided such arrangements are made in writing and contain the provisions as

set forth in the Declaration of Covenants, Conditions and Restrictions (CCR) (Article X, Section 8). Copies of all leases and sublets must be submitted to the ASSOCIATION along with a description of all automobiles operated by occupants that will be parked on the property during the period of lease or sublet, including license plate numbers. For each lease, the lessee must sign a statement they have received and read the Rules and Regulations. Documentation must be submitted in advance of the commencement of each lease. Reference the Enumerate Engage website for current Rules and Regulations and the Certificate of Disclosure form.

All rental activity must be in compliance with Village of Pinehurst ordinances. Rentals fourteen days or less per year or leases ninety days or more to the same person are allowed.

Homeowners are responsible for the compliance with the Rules and Regulations by their residents, guests and renters/lessees. Penalty for violation will be imposed on the homeowner to include fines and suspension of privileges as stated in the CCR.

## **VII. Insurance**

Per Article XII, Section 2 of the Declarations of the CCRs as amended, the ASSOCIATION may provide insurance covering dwellings and Owners' liability.

The ASSOCIATION does provide insurance coverage as described in Article XII, Section 2 of the Declarations of the CCRs, as amended. The Premiums for such insurance shall be a common expense of the ASSOCIATION, paid from the annual assessments provided in Article V of the Declaration of CCRs.

Each Owner is an insured person under the policy to the extent of the Owner's insurable interest and with respect to liability arising out of his interest in the Common Areas or membership in the ASSOCIATION.

If, at the time of a loss under the ASSOCIATION policy, there is other insurance in the name of an Owner covering the same risk covered by the policy, the ASSOCIATION's policy provides primary insurance.

Each Owner is directed to Article XII, Section 5, Insurance Provided by Owners of the Declarations of the CCRs, as amended, for their options to obtain insurance coverage at their own expense for their own personal property and liability and living expense and such other coverage as they may desire.

The ASSOCIATION's insurance policy can be referenced on Enumerate Engage at the **Resources** tab under [Insurance Policy](#).

## VIII. Architectural Request

Pursuant to CCR Article XI, Architectural Control, no improvements or change shall be made to the exterior of the dwelling constructed and/or lot landscaping prior to submitting such plans to and being approved by the BOARD.

The BOARD shall notify the homeowner/submitter of the receipt of the Architectural request. If the BOARD fails to approve or disapprove such proposed changes within thirty (30) days after the plans and specifications have been received, approval will not be required.

The BOARD shall function as the Architectural Review Committee (ARC) and may delegate such approval authority as it sees fit. ASSOCIATION homeowners shall access the interactive ARC Request Form on the Enumerate Engage website at **For Residents** under Online Forms to submit their request. BOARD members shall have access to the ARC Request Form for review and their approval or disapproval.

## IX. Lot & Unit Maintenance

Article VII of the Declaration of Covenants, Conditions and Restrictions, Section 1, as amended, describes the ASSOCIATION's responsibility for maintaining "Yard Improvements", as defined in the CCR, installed by the ASSOCIATION or a Builder of each Lot. The ASSOCIATION is also responsible for certain exterior maintenance of the Units as described in Article VII.

Article VII also describes what the ASSOCIATION is not responsible for.

Section 2 of Article VII describes the Owner's maintenance responsibility for his Lot and Unit and the ASSOCIATION's, through the BOARD, rights to remedy the Owner's failure to maintain said Lot and/or Unit.

## X. Backflow Prevention Assembly

Backflow prevention assemblies are valves that allow water to flow in one direction only. They are required by federal and state law to preserve the integrity of public drinking water systems. Our community of townhomes is a little unique in that with shared walls, we are considered multi-family housing; thus, we are required to have fire sprinkler protection. Conversely, we each own the plot of land on which our homes have been built, and we all have individual water meters and connections to the municipal water source. We have community irrigation, and the ASSOCIATION is responsible for that system.

Whenever irrigation systems and fire sprinkler systems are installed, backflow prevention assemblies are required. Each of the 68 homes in our community are equipped with backflow prevention assemblies. These backflow prevention assemblies are owned by individual homeowners, and repairs and maintenance of these devices are the responsibility of the homeowners. Annual testing of your backflow prevention assembly is required, and results of that testing must be reported to the county. The county will send you an annual notice alerting you to have your backflow prevention assembly tested and to report the results.

Each of the six water meters supplying water to the community irrigation system is also equipped with a backflow prevention assembly. These are tested annually, and the ASSOCIATION is responsible for repairs and maintenance of the irrigation system. Homeowners shall **NOT** tamper with the irrigation controls, thus, undermining the efforts of our irrigation professionals.

The backflow prevention assembly is located under the big "rocks" in your front yard. If you see water dripping or flowing from your device, call your plumber immediately. Most likely your device must be repaired or replaced. Do not tamper with your device as this is illegal.

There are steps you can take to prevent freezing and permanent damage to the backflow prevention assembly. They all have electrical outlets. The Moore County Public Works technician, the plumber and the irrigation expert have all recommended electric heat strips inside the box to prevent freezing. The boxes are all insulated, but the insulation has proven to be inadequate in some cases.

Following are pertinent paragraphs from the Moore County Ordinance for Control of Cross-Connections.

Section A.3.b – When it is determined that a backflow prevention assembly is required for the protection of the public system, the County shall require the consumer, at the consumer's expense, to install an approved backflow prevention assembly at the service connection, to test immediately upon installation and thereafter at a frequency determined by the County, to properly repair and maintain assembly or assemblies and to keep adequate records of each test and subsequent maintenance and repair, including materials and/or replacement parts.

Section A.3.d – The consumer, at his/her expense, shall install, operate, test and maintain all approved backflow prevention assemblies as directed by the County. The consumer shall maintain accurate records of tests and repairs made to backflow prevention assemblies and shall maintain such records for a minimum period of three (3) years. ...Tests, maintenance and repairs of backflow prevention assemblies shall be made by a Certified Backflow Prevention Assembly Tester.

Section E.3. – Ownership, testing and maintenance of the assembly shall be the responsibility of the consumer.

Section F.1 – Testing of backflow prevention assemblies shall be made by a certified Backflow Prevention Assembly Tester that has been approved by the County. Such tests are to be conducted upon installation and annually thereafter. A record of all testing and repairs is to be retained by the consumer for a minimum of three (3) years. Copies of the records must be provided to the County and submitted to the County designated agency within ten (10) business days after the completion of any testing and repair work.

Section K.4.e – Failure of a consumer to test or maintain backflow prevention assemblies as required shall be subject to a civil penalty of \$200.00 per day.

## **XI. Pest Control**

The BOARD contracts with a pest control company to provide your building with applications of products for pest control and a Termite inspection on a regular interval. Homeowners who experience pest issues should notify Home Team Pest Defense at 877-574-7500.



## **XII. Trash Pickup Schedule**

The current year's trash pickup schedule can be found on the **Enumerate Engage** website using the **News** tab or the **For Residents** tab and [Community Feed](#).

The schedule can also be downloaded from the Village of Pinehurst website at **vopnc.org/our-government**. Position the cursor on the **Our Government** tab and scroll down to **Solid Waste**. To view or print a copy of the annual schedule for Villas at Forest Hills, our trash collection day is Monday.

## **XIII. Fines, Procedure, Collection**

As defined in Article X, Section 10 of the CCR, the ASSOCIATION may impose and collect fines for violations of the Declarations, Bylaws, and Rules and Regulations of the ASSOCIATION. The complete text describing Fines, Procedure and Collection can be found at **Enumerate Engage, Resources, [Governing Documents](#), CCRs**.