



## New Property Management Company

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Dear Home Owner,

My name is David Robbins and I will be your new property manager as of November 1, 2008. Grandchester Meadows, Inc. has been contracted by your Board of Directors to manage the day-to-day operations of the neighborhood. The first order of business will be to familiarize my company with your community. I will be working with your Board of Directors to assess your immediate needs as well as the long-term goals of the neighborhood. Please take the time to complete the enclosed information sheet so that we can develop a comprehensive database for the community and learn more about your individual concerns. This information will be used solely for the purpose of conducting Celebration Square HOA business and will never be “sold” to outside sources.

Please be specific, yet as brief as possible when completing the comments and concerns on the information form. Please complete and return the information form promptly in order to help expedite this transition. It would be very helpful in our effort to improve the communication in the community if everyone would provide an active email account for future “notices.” This will help to minimize the cost of mailing out notices and allow for more efficient correspondence. The mailing address for the HOA will change as a result of this transition. The new address is on page three and please make sure to change the address on any current internet bill payments.

Finally, each home owner has two options for making the monthly assessment payments to the HOA. The first would be to place your check in the mail to the new mailing address. The second would be to set up automatic on-line bill payments with your bank. You can do this from your computer or go into your bank branch and ask for assistance. The majority of banks provide this as a free service for your checking account. Please use your abbreviated property address as your account number (ie: 1234 Anywhere Lane would be abbreviated as 1234AL). Grandchester Meadows, Inc does not offer automatic drafts (ACH) from your checking account so please make other arrangements if you are currently set up on ACH. Payments for November that have been sent to the previous property management company will be properly credited in the transfer. Please let us know if you need our assistance.

Thank you and we look forward to working with your neighborhood,

*David J. Robbins*

David Robbins, President  
Grandchester Meadows, Inc.



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### Communications and Work Orders

There are two important aspects of our service that everyone should become familiar with and utilize. The first is our various forms of communicating with our company and your neighborhood. We will be developing your community website over the next several weeks with the help of your Board of Directors and your input. Please visit [www.grandchestermeadows.com](http://www.grandchestermeadows.com) and become familiar with the content of our main page. This includes contractor referrals, work requests, local links, contact information, and government links. You will also be able to access your community site from this main page by selecting **Celebration Square** from the community menu.

Please use the website for learning more about your neighborhood any time of day. In the event that you need additional information or you have questions not addressed on the website, please send an email to [manager@grandchestermeadows.com](mailto:manager@grandchestermeadows.com) and you should receive a prompt response. The website is also where you should submit your work requests. Click on the hammer icon identified by "Work Request" and fill out the on line form. It is important to complete all of the required fields so that the contractor(s) can address your concerns quickly and accurately.

We realize that not everyone uses the internet so you may always call us at (919) 389– 7944 during normal business hours. This is also the number to call during off hours when there is an emergency. However; work requests will still need to be submitted in writing so that we have accurate documentation of every work request. These work requests should be submitted to:

Celebration Square HOA

PO Box 37367

Raleigh, NC 27627



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**Celebration Square HOA Database Information Form**

Celebration Square HOA ~ PO Box 37367 ~ Raleigh, NC 27627

PLEASE PRINT NEATLY AND RETURN TO THE ADDRESS ABOVE:

Name(s): \_\_\_\_\_

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

Mailing Address:  
\_\_\_\_\_  
\_\_\_\_\_

Emergency phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please indicate items of concern below:



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**Celebration Square HOA- Quick Survey**

(Please answer Yes or No)

1. Would you be interested in having a group termite inspection/ warranty contract even if this raised your monthly assessments? \_\_\_\_\_
2. Are you aware of any termite problems at your home and/ or a neighbor's home? \_\_\_\_\_
3. Would you participate on an informal neighborhood "parade of town homes" to show the interior improvements made on your home? \_\_\_\_\_
4. Would you participate in a community pot luck dinner? \_\_\_\_\_
5. Would you be interested in having more neighborhood social events? \_\_\_\_\_ Would you volunteer to help organize a social event? \_\_\_\_\_

**Celebration Square HOA- Quick Reminders**

1. All pet owners should clean up after their pets when outside the townhome.
2. All residents should drive through the neighborhood slowly since there are children and dangerous blind spots.
3. All residents should abide by the community parking rules at all times.
4. All residents should minimize their noise levels (inside and outside) after 9 pm so as to not disturb the neighborhood.
5. Report maintenance problems to the property management company promptly in writing using the website or the post office box.