

# Inland Greens

## Frequently Asked Questions

- **How do I get a login to my Owner Portal / Association Website?**

Please visit our website at [www.PremierManagementNC.com](http://www.PremierManagementNC.com). At top of the page click on the "Homeowner" tab, then click "Homeowner Login" and then "Registration Request". Please allow 24-48 hours for the request to be fulfilled.

- **I own multiple properties and/or I am a member of a Community Association that has a Master Association. How do I see and manage both of my accounts in my Owner Portal?**

You may request that your properties be linked to one account through the owner portal by asking a question under the "Contact" tab. If your community has a master association, both accounts will be linked automatically. If you own multiple properties those will need to be linked manually by our support team. Please note that the names on the Deed for each property must match identically in order to be linked.

- **Can I pay my assessments online?**

Yes! Payments can be made on our website at [www.PremierManagementNC.com](http://www.PremierManagementNC.com). At top of the page click on the "Homeowner" tab, then click "Homeowner Login" and log in to your homeowner account. Make paying your assessments easy by setting up recurring payments which will securely debit the amount of your assessment from your checking account or credit card on the day you select. Please note that your balance must be paid in full before recurring payments can begin.

- **I'm signed up for Auto-Draft. When will my payment reflect on my account?**

Recurring payments which have been set up online through the homeowner portal will draft on the day you select. Auto-Draft's initiated directly through Premier Management using your checking account will draft from your bank account between the 5<sup>th</sup> and the 8<sup>th</sup> business day of the month.

- **I prefer to make payment by check or by using my bank's bill pay service. Where do I send these payments?**

Payments should be mailed to Inland Greens HOA, C/O Premier Management Co. P. O. Box 844691 Boston, MA 02284-4691. Please allow 7-10 business days for processing time if sending a check using the US Postal Service or your Bank's Bill Pay as these payments are mailed and not sent electronically. All payments must be received by the late by date in order to not be considered late. Checks may also be dropped off at our local office.

- **I have a question about my account or billing. How do I contact the management company?**

You may contact us by phone by dialing (910) 679-3012 and pressing extension "0". A customer service representative will be happy to assist. You may also submit your question online through the homeowner portal using the "Contact" tab at the top of the screen.

- **What are the Governing Documents of an Association?**

- Bring the corporation into existence.
- Define the basic purpose and powers of the corporation.
- Indicate there will be a board of directors and may identify the initial board.

- **What are Declaration of Covenants, Conditions and Restrictions?**

The underlying document of a property owners association, apart from state law, is the Declaration, also referred to as Covenants, Conditions, and Restrictions (CC&Rs). The Declaration is the constitutional law of the association. The Declaration defines the limits and inclusions of ownership for the owners and the association. As a legal entity the association is better prepared to pursue certain business needs, such as entering contracts, raising funds, filing liens, and collecting fees in a foreclosure.

The Declaration may contain:

- Definitions of the physical elements of the property.
- The method for determining the share of interest in the common area for each property owner.
- A list of the responsibilities for the association and individual owners and permitted uses of common areas and individual units.
- Responsibilities for care of the association and the common areas.
- Restrictions on the use or enjoyment of properties in the association and common areas.

- **What are Bylaws?**

The Declaration forms the constitutional foundation of the association; Bylaws define the laws and operation procedures of the association. Bylaws detail the framework for governing the association that is authorized in the Declaration. They address the association's structure, the board, the officers, definition of a quorum, ability to enter into contracts, etc. Bylaws provide reliable guidance for board members at meetings in addition to:

- Requirements of membership meetings.
- Voting rights of property owners.
- Procedures for electing the board of directors.
- Procedures for the board of directors to elect officers.
- General powers and duties of the board.

- **What are Rules & Regulations?**

Rules and regulations are the operational and behavioral laws that apply directly to association residents and their guest. They state acceptable and/or unacceptable conduct for all Owners, their guest, visitors and renters. Rules and regulations may generate conflict between the board and the owner(s) since they may provide restrictions regarding noise, pets, use of the property or common areas, and fining procedures, however, good rules serve the interest of the entire association and protect the common areas.

- Please note you can find copies of all of your Community Association's Governing Documents in the Document Library found under the "Community" tab on the homeowner portal.

- **What is the cost for a Certificate of Assessment?**

The standard cost of an Assessment/Covenant Certificate is \$75.00.