



264 W. Millbrook Road | P.O. Box 20969 | Raleigh, NC 27619 | Office: (919) 676-4008 | Fax: (919) 676-2721

[www.Pindell-Wilson.com](http://www.Pindell-Wilson.com)

Dear Home Owner,

Congratulations on the closing of your new home from Habitat for Humanity of Wake County. We are the Property Management Company that is currently managing the Homeowner's Association for your community. We share your excitement about your new residence and look forward to having you work with us to maintain the community.

In the time that we have managed other Habitat for Humanity communities, we have noticed a need for a central place for the new homeowners to access information regarding setting up and maintaining their home and property. So we have created some useful documents that you may access on our website at [www.pindell-wilson.com](http://www.pindell-wilson.com). They are located under the "Associations" and "Documents" page.

We hope that you find the information useful and are here for other questions that you may have regarding the HOA.

Thank You Sincerely,

*Pindell - Wilson Property Management*  
staff@pwraleigh.com

## **Caring for Your Home**

Many of your responsibilities as an owner, and Habitat for Humanity's responsibilities under the terms of their limited warranty are discussed in the attached booklet from Habitat for Humanity of Wake County. Begin now to become familiar with the home maintenance you should provide and the warranty questions and procedures that you need to follow should an issue arise.

## **Who's Who? Some Names You Should Know**

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the homeownership process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

- **For questions pertaining to the HOA and Common areas of the Community:**

Pindell-Wilson Property Management 919-676-4008  
Grey Wilson, Property Manager, [grey@pwraleigh.com](mailto:grey@pwraleigh.com)  
Cameron Inglis, Accounting, [books@pwraleigh.com](mailto:books@pwraleigh.com)  
Laura Busby, Accounting, [laura@pwraleigh.com](mailto:laura@pwraleigh.com)

- **For questions pertaining to home repairs and warranties on the home and appliances:**

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Habitat Wake County, 919-833-1999, HabitatWake.org  
2420 N. Raleigh Blvd., Raleigh, NC 27604

## **How do I make my HOA payments?**

Your HOA payments can be made by mailing in the accepted form of payments, (check, cashier's check, or money order), to the following address:

PO Box 99720  
Raleigh, NC 27624

Your check should be made payable to your Community name.

You may also elect to pay online on our website at <http://www.pindell-wilson.com/>.

From the Home page, select "Associations", then "HOA Online Payment and Account". You will need to register your email address and have your HOA account number to complete registration. Once you have completed the registration, you will receive an email asking you to follow the link and create your password. From here you will be able to make one time payments, or set up recurring payments for those communities that have monthly dues.

If you need to bring in your payment to our office, we are located at 264 W. Millbrook Rd., Raleigh, NC 27609. Our regular office hours are Monday – Thursday from 8:30am to 5:00pm, and Friday from 8:30am to 3:00pm. If our Office is ever closed when you stop by, we have a mail slot that payments and correspondence can be dropped off.

## **Who do I contact for utility set-up and concerns?**

### **Electricity** provided by:

Duke Energy Progress, [www.duke-energy.com](http://www.duke-energy.com), 1-844-388-7425

To report outages call 1-800-419-6356

**Natural Gas** provided by: Dominion Energy, [www.psnenergy.com/](http://www.psnenergy.com/), 1-877-776-2427

To report a gas leak call 1-877-776-2427

**Water, Sewer and Trash** collection by: City of Raleigh, 919-996-3245

<https://raleighnc.gov/services/content/FinUtilityBilling/Articles/UtilityBillingServiceRequests.html#paragraph--216861>

Free Bulky Load Collection is available for residential customers who have bulky items that can be disposed in the landfill, but are too large to fit in a trash bin. This service is limited to one (1) load of up to four (4) cubic yards, which is equivalent to filling the bed of a standard-sized pickup truck (Dodge Ram), every 90 days.

### **City of Raleigh Police Department**

In an emergency, please dial 911 to reach Fire, Police, or Emergency Medical Services

If it is a non-emergency, you can reach the Raleigh Police Dept. at 919-996-3335

<https://raleighnc.gov/police>