



On behalf of your Board of Directors and Premier Management Company...

Welcome to the Community!

The Board of Directors and Premier Management Company work together in order to efficiently operate your community association. Visit www.PremierManagementNC.com to register a Homeowner Login where you can:

- View and download important community documents, forms and information
- Update your phone number, email and mailing address
- View account balance and transaction history
- Pay dues or set up and adjust automatic payment routines
- And more...

Communications

Notices of formal meetings or assessments are sent by regular mail to property owners but helpful reminders of these items and other information related to community events and activities are often sent by email. Please log in and make sure your contact information is correct so that you do not miss out on important communications.

The Board encourages all new owners to 'opt-in' for electronic communications and e-statements to help reduce the Administrative Fees the Association is charged. Directions on how to do so can be found in this packet.

Assessments

Owners receive bills for assessments in advance of the due dates and can pay dues or set up and adjust automatic payment of future charges online. Late fees will be added to any outstanding balance if payment is not received in advance of the past due date described on the bill.

Governing Documents

The Declaration of Covenants, Conditions and Restrictions, Bylaws and any Guidelines or Rules and Regulations describe the operation and governance of the community. Please look over these important documents which are available at www.PremierManagementNC.com through the Homeowner Login.

Architectural Review

The community governing documents require owners to obtain approval prior to making any changes or additions to the exterior appearance of your property. Please be sure to carefully review the documents and submit your Architectural Request plans for any proposed changes. This can be done through the homeowner portal. Instructions for how to do so can be found in this packet.

Thank you for the opportunity to be your Association Management Company. Should you have any questions do not hesitate to contact us.

Sincerely,
The Staff of Premier Management Company



PREMIER REPRESENTATIVES

Kristi Alexander – Senior Regional Director
Kristi@PremierManagementNC.com
(704) 997-9014 ext. 600

Ashleigh Jones – Assistant Community Manager
Ashleigh@PremierManagementNC.com
(704) 997-9014 ext. 601

PREMIER GENERAL CORRESPONDENCE

Mailing Address: Physical	P.O. Box 1175, Cornelius, NC 28031
Office Address: Office	19109 W. Catawba Ave. Suite 223 Cornelius, NC 28031 Monday -
Hours:	Friday, 8:30 am to 5:00 pm
Fax:	(888) 799-7626
Phone:	(704) 997-9014
	<i>Ext. 0</i> - Customer Service Representative; ARC Requests, Property Transfers, Account Questions, Clubhouse Reservations
	<i>Ext. 2</i> - Dial by name directory
	<i>Ext. 3</i> - Maintenance – request or emergency

Admin@PremierManagementNC.com

General administrative questions

Info@PremierManagementNC.com

Request for general information re: Premier

ARC@PremierManagementNC.com

Questions and submissions regarding architectural requests

HOA Payments

Visit our website ~ www.PremierManagementNC.com ~ Login via the 'Homeowner' tab. Once logged in, click 'Pay Assessments'. You may also pay by check or money order made payable to your HOA and mailed to PO Box 1207 Commerce, GA 30529-0022.

HOA Documents

Visit our website ~ www.PremierManagementNC.com ~ Login via the Homeowner tab. Once logged in, click on 'Community Info' and then 'Documents'.

Premier Homeowner App

For quick and convenient access to the homeowner portal, scan the QR code below to download the Premier mobile app from your app store today.





Homeowner Portal – How To

Register

1. In your web browser navigate to www.PremierManagementNC.com and click on the blue banner at the top of the screen - ****Click Here to Register for the New Owner Portal!****
2. Click on **“Create Account”**.
3. On the Login Registration page, enter your name and address as found on the deed to your home, best contact information, complete the CAPTCHA, and click **“Register”**.
4. A Premier team member will verify your registration details and if it matches the information on your deed, an email will be sent to the email address you provided during registration with a link to create your password. (The response can take 1 – 2 days depending on registration volume.)
5. Please save this information as it will be your username and password.

View Documents, the Calendar, and Directory

1. Sign into the portal at www.PremierManagementNC.com
2. Place your cursor over **“Community Info”** on the top banner.
3. Select **“Documents”** to open the community files for Governing Documents, Forms, Meeting Minutes, Committees, etc.
4. Select **“Calendar”** to open the community calendar.
5. Select **“Directory”** to open the community homeowner directory.

Sign up for Paperless Billing

1. Sign into the portal at www.PremierManagementNC.com
2. Place your cursor on **“Account Info”** in the top banner.
3. Select **“My Profile”**
4. Click on the **“Communication”** tab.
5. Toggle the switch next to **“Receive eStatements”**
6. You should no longer receive paper statements after completing these steps.

Make a One-time Payment

1. Sign into the portal at www.PremierManagementNC.com
2. Click on **“Pay Assessments”** on the top banner.
3. Click on the blue **“Make a Payment”** button and follow the prompts. You can pay by eCheck or with a credit card (*fees apply*). Enter your payment information and select **“Submit”**



Setup or Update Recurring Payments

1. Sign into the portal at www.PremierManagementNC.com
2. Click on **"Add AutoPay"**.
3. Select your *payment type* (Auto Pay), *method*, *amount*, *frequency*, and *date*.
4. Click on **"Review AutoPay Setup"**

Change your Contact Information and Opt into the Directory

1. Sign into the portal at <https://PremierManagementNC.com>
2. Move your cursor to **"Account Info"** on the top banner.
3. Select **"My Profile"**
4. Review your contact information on the **"Account Details"** and **"Communication"** tabs for accuracy
5. Click on the **"Directory"** tab
6. Toggle the switches to the 'on' (blue) position for what information you'd like to share. (Note: the directory is only available for other HOA owners to view. Your information will not be shared outside of your community)

Submit an Architectural Request

1. Sign into the portal at <https://PremierManagementNC.com>
2. Click on **"ARC Request"** on the top banner.
3. Review the chart for required items for your project type. If your specific project is not listed, you may email ARC@premiermanagementnc.com to find out the specific requirements for your community.
4. Once you have all items gathered, click on the blue **"Add ACC Request"** button.
5. Your property information will automatically populate. But you will be responsible for completing each field marked with a red asterisk. Complete each field to the best of your ability.
6. Upload any attachments you may have by clicking on **"Choose Files."**
7. Carefully read and acknowledge the 3 statements at the bottom of the screen.
8. Click the blue **"Submit"** button.
9. Your request will be sent electronically to the ARC Specialists for your community. They will review your request for completeness and accuracy and notify you if any further information is needed. Once a completed request is received it will be forwarded to the ARC Committee for your neighborhood to review and vote on. You will be notified via email of their decision.



Submit a Work Order – if applicable

1. Sign into the portal at <https://PremierManagementNC.com>
2. Place your cursor over “Account Info”
3. Select “**Work Orders**”
4. Click on “**Add Work Order**” and follow the prompts
5. Alternatively, you may email Maintenance@PremierManagementNC.com

Report a Violation

1. Sign into the portal at <https://PremierManagementNC.com>
2. Click on the “**Contact Us**” tab
3. Use the online form to submit your report of a violation. (Please note that all reported violations remain anonymous.)
4. Alternatively, you may email Violations@PremierManagementNC.com



Dear Homeowner:

We would like to make sure our records indicate the correct mailing address and information for your property. Please take a moment to fill out the following and return this form to our office so that we are sure to avoid a misunderstanding with any bills or important correspondence.

Today's Date	<hr/>
Community Name	<hr/>
Owner Name	<hr/>
Additional Owner Name	<hr/>
Property Address	<hr/>
Mailing Address (if different)	<hr/>
Owner Telephone Number	<hr/>
Additional Owner Telephone Number	<hr/>
Email Address	<hr/>
Additional Owner Email Address	<hr/>
Signature (Property Owner)	<hr/>
Signature (Additional Property Owner)	<hr/>

Please return form via:

Fax: (888) 799-7626

Email: Admin@PremierManagementNC.com

Mail: P.O. Box 1175 Cornelius, NC 28031



PO Box 12051
WILMINGTON, NC 28405

Electronic Communication Authorization Form

If you agree to allow ("Association") to provide you with official Association correspondence and to conduct business with you via electronic means, please provide us with the e-mail address(es) you want to use to receive electronic correspondence from the Association in the spaces provided below. You may include more than one address, but please designate one e-mail address as your primary account for all official Association correspondence and business. The usage of electronic correspondence helps to reduce our costs and responsibly promote a robust environment. By signing this authorization form, you are designating the email address to be used for billing, general communication, and Association business (including electronic voting) conducted between the Association and you as the Member. Thank you in advance for your cooperation.

E-MAIL ADDRESS(ES):

_____(Primary)

PHONE NUMBER(S):

_____(Primary)

Please sign and date this form where indicated below and return it to the Association: (1) by mail to PO Box 1175, Cornelius NC 28031; (2) by e-mail to Admin@premiermanagementnc.com, or (3) by fax to 888-799-7626.

Date

Member Name

Address/Lot#

Member Signature

*Please contact the Association if, at any time, you desire to update your email or withdraw this designation.