



***On behalf of The Point Owners Association Board of Directors and Premier Management Company we would like to introduce ourselves to the community...***

The Board of Directors hired Premier Management Company to manage the day-to-day operations of the Association based on the governing documents. Premier's goal is to ensure that your community maintains an attractive appearance and pleasant living environment.

**Communications**

Most forms of communication are sent electronically to property owners. Please visit [www.premiermanagementnc.com](http://www.premiermanagementnc.com) to register for a Homeowner Login and make sure your contact information is correct so that you do not miss out on important information.

The Homeowner Login allows you to:

- View and download important community documents, forms and other information
- View your account balance, transaction history and Pay dues
- Update your phone number and email address
- Opt-in for E-statements for assessment billing

The Point Owners Association (POA) Board encourages all 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 manually by check, or set up an automatic online payment. Late fees and interest will be added to any outstanding balance if payment is not received by the past due date stated 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 through the Homeowner Login.

**Architectural Review**

The governing documents require owners to obtain approval prior to making any changes or additions to the exterior appearance of the property. Please be sure to carefully review the documents and submit your Architectural Request 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's Management Company. Should you have any questions please do not hesitate to contact us.

Sincerely,

The Staff of Premier Management Company



**PREMIER REPRESENTATIVES**

**Kristi Alexander** – Senior Regional Director  
[Kristi@PremierManagementNC.com](mailto:Kristi@PremierManagementNC.com)  
(704) 997-9014 ext. 600

**Ashleigh Jones** – Assistant Community Manager  
[Ashleigh@PremierManagementNC.com](mailto:Ashleigh@PremierManagementNC.com)  
(704) 997-9014 ext. 601

**PREMIER GENERAL CORRESPONDENCE**

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

[Support@PremierManagementNC.com](mailto:Support@PremierManagementNC.com)

General administrative questions

[ARC@PremierManagementNC.com](mailto:ARC@PremierManagementNC.com)

Questions and submissions regarding architectural requests

**HOA Payments**

Visit our website [www.PremierManagementNC.com](http://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.

**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](http://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.

### Sign up for Paperless Billing

1. Sign into the portal at [www.PremierManagementNC.com](http://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](http://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](http://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](mailto: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.



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 or (2) by e-mail to [Support@premiermanagementnc.com](mailto:Support@premiermanagementnc.com).

\_\_\_\_\_  
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.