



WELCOME TO FLEETWOOD PLAZA!

Welcome Packet for New Residents



WELCOME TO FLEETWOOD PLAZA!

Welcome Packet

(Version 8; Final January 8, 2014)

Name(s) and Phone Numbers
of Board Member(s) Presenting
Welcome Packet:

This personal visit and this welcome packet is intended to do several things:

- Provide you with a personal welcome
- Introduce you to a Fleetwood resident who can be a personal point of contact for any questions you may have.
- Answer everyday questions you may have about Fleetwood community life.
- Provide your Fleetwood Association with needed and helpful information about you.

1. The Red Book

You should have in your possession Fleetwood's Declaration and Bylaws, often referred to as our "RED BOOK". This is a very important document with which you should be familiar. If you do not have a copy, or have any questions, please contact any Board member. The current version is also found on our Fleetwood website.

2. The Fleetwood Website (attached)

Attached (page 4) is a document outlining how to access and use our website. Our website has become the primary vehicle for information and communication. It will be worth your while to spend some unrushed time exploring its contents.

3. Information about YOU

- Please go to the member page of the website and scroll down to the "Online Forms" section. Then **please complete the "Changes of address, phone, email, etc." form**. It is important that you also use this form whenever you have changes in your personal, contact information.
- **Please also complete the online form called "Getting to Know Each Other"**

4. Organization Chart

On the member page of the website is a document entitled "Organization Chart" or "Plan of Organization". This will provide you with the names of Board members, committee chairs, etc.

5. Narrative SUMMARY of Use Restrictions, Condensed Rules, Requirements, Recommendations and Other Information

6. Miscellaneous Items (attached)

- Snow and Ice Removal
- Soundproofing Policy
- Assessment Policy
- Fleetwood's waste system, sewage and other topics

7. Garbage Pickup and Trash Guidelines (attached)

In this document are the garbage/trash guidelines for the Town of Laurel Park. EXCEPTION: At Fleetwood, we do not have to place bags at the roadside. As a courtesy to Fleetwood, the handlers will remove the bags from our own individual garbage areas. As noted in the attached document, if there are any problems, please Do NOT contact Laurel Park directly.

8. Clubhouse

The Clubhouse is for the use and enjoyment of all residents and their guests. Friendliness, courtesy and respect will enhance the experience for everyone. Please welcome the guests and visitors of unit owners. Guidelines for use of the Clubhouse (including Pool and Workout Room) are found on the website.

9. Emergency Plan and Departure Notices

- Building Captains are designated for each building. A current list is on the website. They are the contact people for building and safety issues that might arise.
- You should provide each captain with a key to your individual unit to be used in emergencies and special situations.
- You should also provide the Emergency Coordinator with a key to your unit, which will be kept in a centralized lock-box.
- **Important!** It is imperative that you complete an online "Departure Notice" when leaving for more than 72 hours and follow the instructions outlined on the form. (Board action on 11/10/99.) These online notices are automatically sent to the Emergency Coordinator.
- **Important!** It is required that your water be turned off when you are away overnight; summer and winter. Board action on 11/10/99.)
- Mandatory winterizing instructions are found on the website. A re-opening checklist is also on the website.

10. Fleetwood Resident Information Lists

- A "Fleetwood Resident Information" list can be printed from the website.
- Further, a list called "Getting to Know Us" can also be printed from the website. This listing provides helpful biographical information about your neighbors and friends. It is a tool to promote neighborliness and friendliness among our residents.

11. Laurel Park Information

- The website for the Town of Laurel Park is <http://www.laurelpark.org/> This contains important information about emergency numbers, as well as other helpful numbers.
- Other contact information:
Laurel Park Town Hall
441 White Pine Drive
Laurel Park, NC 28739
Phone: (828) 693-4840
FAX: (828) 696-4948
Monday-Friday 9am to 5pm

12. YOUR Contacts for emergencies (personal emergencies, building emergencies and other)

13. Welcome Packet Acknowledgement.

The Fleetwood Plaza Website...

A brief commentary and “how to use it”

By Barry MacDowell, Webmaster
bmacdowe@comcast.net

Introduction

In recent years the Fleetwood Plaza Website has become the primary vehicle for Fleetwood communications and operations. It is used extensively by owners, residents and guests. It is also the “public face” for the Fleetwood Community in terms of community image, potential sales and promotion.

Generally, an email is sent to owners/residents whenever a new item of interest has been posted to the website.

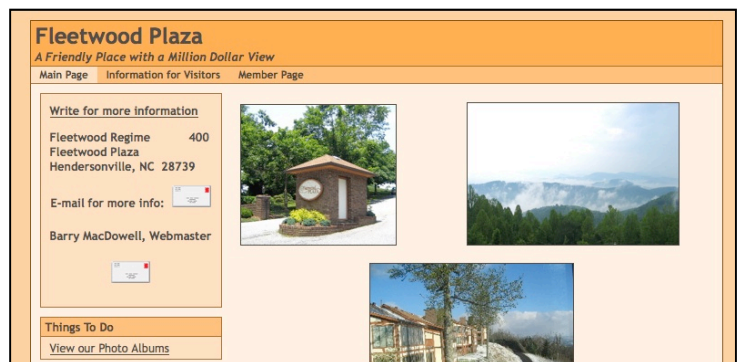
What follows is a brief description of the various pages, their purpose and how to use them. The graphics show only a portion of the full webpage.

The HOME PAGE

The “home page” is the entry portal for all pages on the entire website. The “address” is:

www.fleetwoodplaza.com

It would make sense for regular users of the website to “bookmark” this page in their favorites. Better yet would be to create an icon on your computer desktop that will allow you to simply click on it, to take you to the website. (This is done by right-clicking on your desktop, selecting “new” and then following the instructions.)



The HOME PAGE contains a brief history of Fleetwood Plaza as well as “links” to the photo albums and email addresses of the webmaster and chair of the Promotion Committee.

Most importantly, at the top of the home page are three links...

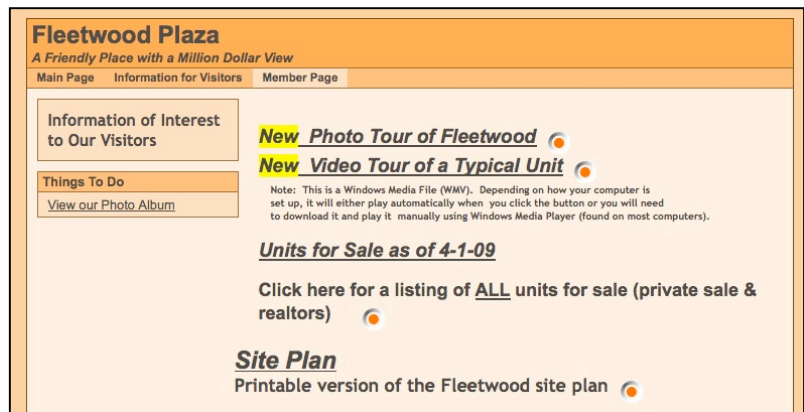
1. main page (the HOME PAGE itself)
2. INFORMATION FOR VISITORS
3. the MEMBER PAGE

Clicking on any of the various links will take you to the desired page or function.

INFORMATION FOR VISITORS PAGE

This page is intended, primarily, for visitors and those desiring more information about Fleetwood. This page contains links to...

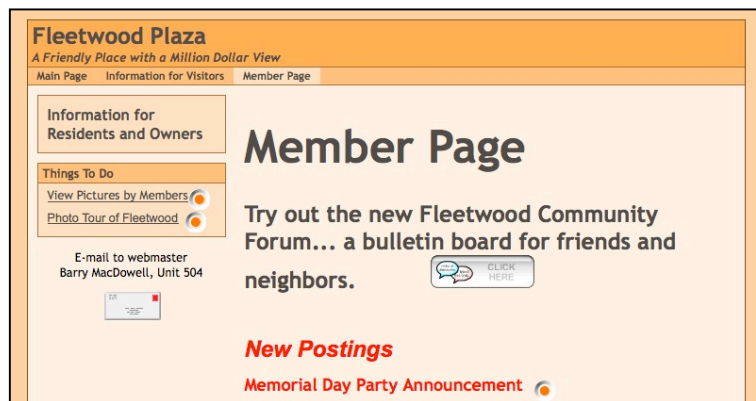
1. A photo tour of Fleetwood
2. A video tour of a typical unit
3. A listing of known units that are publicly on the market for sale
4. A site plan of the Fleetwood grounds and buildings
5. An 18 page history of Laurel Park. (4-5 pages of this document deal with the "Fleetwood development" in the 1920s.)
6. The "Red Book" (operating guidelines and bylaws of Fleetwood)
7. Area attractions, cultural opportunities and other information (newspaper, weather, demographic data of the area)
8. Distance information to other cities and airports.



MEMBER PAGE

This is the primary page for regular use by owners and residents. It is a goldmine of information as well the page needed to conduct the routine business of Fleetwood's operation. It also contains the most recent update of the resident listing of phone numbers and email addresses.

This MEMBER PAGE is for the use of owners and resident only. The information contained on it is to be considered private and confidential. For this reason, the page is password protected. The current password is:



What follows is a description of each major section of the MEMBER PAGE:

The Fleetwood Calendar –

Clicking on this icon will take you to the Calendar for all Fleetwood events. Examples of these would include: Official Social events, Board meetings, reserved times for the Clubhouse, etc.

The Community Forum –

Clicking on this icon or link will take you to the forum or community bulletin board. Any resident is free to post any item of interest or question. A quick glance will reveal that the topics and replies, cover a wide range of topics... from dog sitting, algae on outdoor carpets, recommended restaurants, etc.

New Postings –

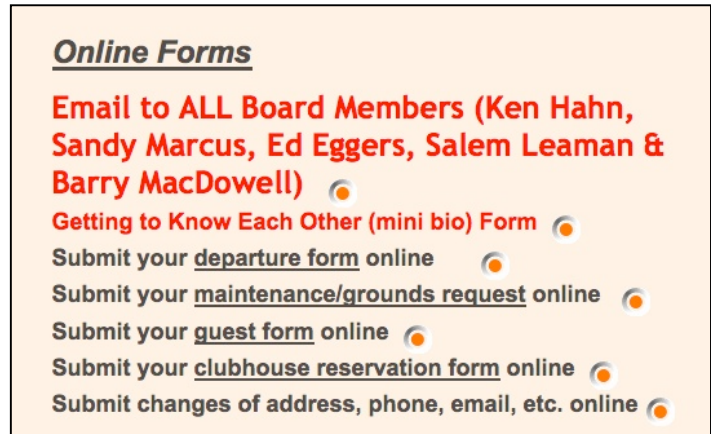
Items that have been recently posted are usually shown, in red, in this section. Each “new” item shown here, is also posted in the various sections outlined below.

Online Forms -

This is an important section.

Various online forms are available which should be used for a number of things. More may be added, but, currently, the following are available:

- Departure form (required by The Red Book)
- Getting to Know Each Other (mini-bio) form
- Email to all Board members (5) form
- Maintenance/grounds request form
- Guest form (for guests in your unit when you are not present.)
- Clubhouse reservation form
- Change of Address, email, phone, etc form
- Request for Change to Exterior of Unit
- Other forms will be added from time to time



Any of the online forms you complete and submit will *automatically* be routed and sent to the various appropriate people (Emergency coordinator, grounds and building chairs, officers, board members, etc.) Usually copies are sent to multiple people so that backup is provided during periods of absence.

These online forms should be used for ALL of the various requests and functions. Please do NOT use paper requests, telephone calls, verbal requests, etc. The use of the online forms serves a real purpose... timeliness, documentation, proper routing, etc.

Social Events -

Upcoming social events throughout the year are usually posted here as well as on the calendar (described above)..

Board Items -

Various items pertaining to Board activities and/or decisions are posted here.

Financial Items -

Various financial reports are posted here. Note: the monthly Financial Report is usually attached to the minutes in those months when there is a Board meeting.

The Red Book -

This section contains a link to the Red Book, the official articles and bylaws of Fleetwood. This is in down-loadable PDF format, suitable for individual printing.

Guest Guidelines -

The guidelines and forms for guests are posted here. Their purpose is to enhance the experiences for guests and to promote their safety and that of the community at large. We want to make them feel welcomed and to extend "Fleetwood hospitality" when we encounter them at the pool, clubhouse, road, etc. (Note: These guidelines, and the guest form, are for those occasions when guests are using your unit and you are not physically present yourselves.)

Miscellaneous -

This is the catch-all section for everything that doesn't seem to fit anywhere else.

Final Comment

Your suggestions and comments as to how to make the website more user-friendly and helpful are truly welcomed. It is definitely a work-in-progress. If you get stuck or have problems, feel free to email or call me. I enjoy techie stuff and consider computers to be somewhat of a hobby. I don't hold myself out as an expert, but I've been able to help a number of residents and I am happy to do so. My contact information is at the beginning of this document.

Barry MacDowell, Webmaster

Narrative SUMMARY of Use Restrictions, Condensed Rules, Requirements, Recommendations and Other Information

Approved By Board – January 8, 2014

Important Note: This is only a summary of these important items. It is published for helpful use as a general information document. For many of these items, additional details can be found in the Red Book, Website and other documents.

USEAGE:

- All units are restricted exclusively to single-family residential use.
- No unit may be divided or subdivided into smaller units unless the Declaration is amended.
- No commercial business activities shall be conducted on any portion of the property except in the unit owners own individual unit. Even in these instances, written Board approval must be obtained.
- No activities shall be carried on nor condition maintained by any unit owner, either in his unit or upon common areas, if such activities should despoil, or tend to despoil, the appearance of the condominiums or the reasonable enjoyment of other residents.
- No nuisances, as determined by the Board, shall be allowed upon the condominium property.
- No unit owner is permitted to lease his/her unit for transient, hotel or time-sharing purposes.
- All leases must be for no less than one year; no more than six units may be leased at any one time.

NOTICE OF DESIRE TO LEASE OR SELL: Owners intending to lease or sell their unit must give written advance notice to the Board, as expediently as possible. Leasing provisions, including the required lease document, are detailed in the Red Book. For renters, a Board interview and approval is needed prior to occupancy.

NEEDED ACCESS: Official representatives of Fleetwood Plaza Regime, Inc. will have access to each unit for maintenance, repairs and inspections deemed necessary, upon oral or written notice to its owner. Notice will, understandably, be waived in emergency situations.

VEHICLES:

- Per unit, only two passenger vehicles that are licensed for passenger use only are allowed.
- Trucks, RV's, pickup trucks for commercial use or that have more than four wheels, trailers, motor homes and commercial vans are not allowed.
- No recreational vehicles (boat, trailer, mobile home, motor home or similar) shall be stored in or upon common areas and facilities. Temporary parking and/or use (generally, less than five days) will be considered by the Board upon request.
- Customarily, the carport space closest to the carport storage shed is used by the upper unit and the other carport space by the lower unit.
- Second vehicles may be parked in driveway side spaces or upper circle spaces, but not on the road.

STORAGE IN CARPORTS: Overhead storage belongs to the upper unit.

BUILDING MODIFICATIONS:

- Building and grounds modifications must be pre-approved by the Board of Directors.

- No unit owner shall make structural alterations or modifications to his unit or to common areas & facilities without first getting written approval from the Board.
- Modifications that modify the external appearance of units must also be pre-approved by the Board.

GARBAGE, WATER & SEWER SERVICE: The Town of Laurel Park and the City of Hendersonville furnish these services. Please review the separate portion of the welcome packet for these guidelines.

SPEED LIMIT: Do not exceed the posted limit of 15 miles per hour.

PETS:

- No more than one pet per unit.
- Maximum weight is subject to approval by interview of the owners and pets by the board.
- Pets should not be allowed to create a nuisance in terms of noise (barking, yipping, growling, etc.)
- Whenever such pet is allowed outside the living unit, then the pet must be on a leash.
- Persons who walk pets are responsible for immediately cleaning up after their animals and discarding securely bagged pet droppings in the household garbage only.
- Cat litter may not be disposed of in toilets.

USE OF CLUBHOUSE: The Clubhouse is for the use and enjoyment of all residents and their guests. Friendliness, courtesy and respect will enhance the experience for everyone. Please welcome the guests and visitors of unit owners. Guidelines for use of the Clubhouse (including Pool and Workout Room) are found on the website.

POOL SEASON: The pool will generally be open from sometime in May to approximately October 1st. Specific opening/closing dates and times of pool operation will be communicated to the community. All users must observe signs posted in the area and the pool guidelines approved by the Board and/or posted on the website.

WINTERIZING: All unit occupants must follow the winterization regulations. These are found on the website. A reopening checklist is also posted on the website.

OPEN DECKS: Heavy loads such as large flower boxes, hot tubs and the storage of firewood, etc. are prohibited on open decks.

SIGNS: No sign, advertisement, notice, or other lettering shall be exhibited, inscribed, painted or affixed on any portion of the exterior or (interior if visible from the outside) without written permission from the Board. This prohibition also includes signs displayed in or on motor vehicles (other than “bumper stickers”), if those motor vehicles are regularly parked at Fleetwood. Exceptions exist for political signs (see revised declarations.)

PORTABLE GRILLS: The use of portable charcoal, gas and/or electric grills on open decks and porches (on both levels, including patios) is prohibited. Further, when such grills are used on lawns and grassy areas, they must be ten (10) feet from any Fleetwood building.

CABLE TV, INTERNET AND PHONE CONNECTIONS: Consistent with the limitations on exterior changes, Board approval must be obtained before stringing lead-in or any external wires across the exterior of any building. Further, there shall be no exterior antenna or dishes unless approved by the Board

FIREWOOD: Should be stored 18" away from the building foundation and wall, including garbage area enclosures, and all other foundation walls. This requirement will preclude firewood being stored on porches or decks

CHIMNEY CLEANING: Units that burn firewood in their fireplaces **MUST** be professionally cleaned at least once a year in consideration of the protection of the entire building (see Bylaws Article VII, Section I., last sentence).

SMOKE ALARMS: Both battery and wired, should be replaced after ten years use. Batteries are generally recommended to be replaced twice a year. (The date of change to/from daylight savings time is a good reminder point.)

FIRE EXTINGUISHERS: Insurance carriers and fire departments generally recommend that households install at least one dry chemical extinguisher in a location either in or convenient to the kitchen.

GARDEN HOSES: Should be put away after use, rather than left on sidewalks, yards or gardens where they create a walkway hazard and an unattractive appearance.

DOOR KEYS: If you change the locks on your doors, which is certainly within your right to do, it is required that you submit copies of the keys for emergencies. The keys should be given to 1) the Board President or Emergency Coordinator; and 2) your building captain. Other than your building captain, your emergency key is kept in a lock box that is kept inside the locked records file room in the maintenance annex of the Clubhouse. Only authorized officials have the access code to the key box and the key to the file room.

CHANGES IN USE RESTRICTIONS, RULES, REQUIREMENT, RECOMMENDATIONS AND OTHER GUIDELINES: In the interests of Fleetwood resident, the Board may promulgate, modify, or delete any of the above items.

COMPLIANCE: All residents shall comply with both the "letter and spirit" of the above items.

Approved by Fleetwood Board on January 8, 2014

Miscellaneous Items

Snow and Ice Removal

When snow and ice conditions occur, the Fleetwood Regime will act as follows:

The weather forecast and existing conditions will be evaluated to determine if snow and/or ice removal is necessary. If the outlook is such that it appears the snow and ice will melt during the day, no action will be taken. If the conditions indicate that the snow and ice will remain during the day and continue into the next day, then arrangements will be made to obtain removal service as soon as possible. When removal service is activated the contractor will remove snow and ice from the sidewalks up to the front stoop or steps of the units and will clear a path to the mailboxes. Owners may engage services for additional removal at their option. Please note that stairs to the upper units are the responsibility of the owner and Fleetwood does not remove snow and ice from these steps. It is recommended that owners have snow melt and the proper tools for step cleaning.

Approved by Board October 4, 2005

Soundproofing Policy

When any hard surface is placed as flooring in the upstairs units of any Fleetwood buildings, adequate sound proofing material must be installed before the finished surface is put in place. Hard surfaces include, but are not limited to the following, tile, wood, laminates, poured hard surfaces, slate and other natural quarried products, plus synthetic hard surface flooring. Board approval is required for any new, replacement, or additional hard surface placed in upstairs units. The request should include the type surface, the sound proofing material to be used, and the name of the contractor doing the work. Recommendations for sound proofing materials may be obtained by contacting the "VP - Building Maintenance".

Approved by Board 11/16/2006

Statement of Assessment Policy

A question has come up concerning Fleetwood's assessment policy as it relates to the late payment penalty. First, the due date is the key to understanding how the late payment penalty works. The due date for assessment remittance is the first day of each fiscal quarter, i.e., the first day of October, January, April and July. Statements are mailed to the address of record or hand delivered to the mail box of those in residence on or before the 15th of the month preceding the due date.

A ten-day grace period beyond the due date is extended to allow for extenuating circumstances. Any payment received after the tenth day following the due date that is not postmarked prior to the due date will automatically be assessed a penalty of five percent (5%) payable immediately upon

notification. Payment must be in the Regime mail box at 400 Fleetwood Plaza Drive on or before the tenth whether mail is delivered on the tenth or not, i.e., Sundays, Federal holidays, etc.

Board Approved 11/10/05

Fleetwood's Waste System, Sewage and Other Topics

Please personally review this information with all of your unit occupants, visitors, cleaning and trades people.

Do not use the toilets in your unit to dispose of anything other than human waste and toilet paper.

Sewage from Fleetwood Plaza is collected at the sewer lift station on Pinewood Circle at the foot of Fleetwood.

When anything other than human body waste and toilet paper is flushed down a toilet, it jams the grinder pumps and burns out the motors. This then shuts down the entire sewer system that includes ALL of the TOILETS, SINKS, TUBS, SHOWERS, DISH AND CLOTHES WASHERS in Fleetwood's 63 units and our Clubhouse.

Again, the system will not handle anything but human waste and toilet paper.

The grinder pumps will NOT handle...

- Dental floss
- Sanitary Napkins (Kotex, Tampons, etc.)
- Condoms
- Disposable Diapers
- Handi-Wipes (They are not biodegradable or disposable)
- Panty Hose and other Underwear - including "Attends"
- Cleaning Rags
- Rubber and Plastic Gloves

The sewer system at Fleetwood belongs to the Fleetwood unit owners... nobody else. Repair costs get very expensive (several thousand dollars per call when a motor burns out or a line gets plugged). Any costs are borne by all Fleetwood owners. PLEASE be mindful and vigilant about this issue.

SPECIFICATIONS FOR GARBAGE SERVICE IN LAUREL PARK

(black text is re-printed from the Laurel Park website on 11/3/09)

ALL GARBAGE MUST BE PUT OUT BY 7:30 A.M. All garbage must be placed at the edge of the street on the regularly scheduled pickup day, **Thursday**. [Note: At Fleetwood, the handlers pick up the bags, from our own individual garbage areas. Please do NOT take them to the road-side.] Any major change to the scheduled collection day will be announced in the Town Newsletter. NOTE: In case of major storms (i.e. ice, snow) or holidays, the scheduled day may be affected.

ALL garbage must be in cans lined with plastic bags **or** in plastic garbage bags of approximately 20 to 30 gallon capacity. Cans must be covered and/or bags securely tied. (It is highly encouraged that the resident use cans because of the abundant wildlife within the Town). Empty cardboard boxes must be broken down and tied - to be handled by one man.

FOR THE SAFETY AND WELFARE OF OUR SANITATION COLLECTORS, ALL SYRINGES AND POTENTIALLY HAZARDOUS MEDICAL SUPPLIES MUST BE DISPOSED OF IN A PUNCTURE PROOF CONTAINER.

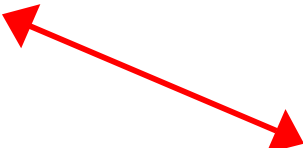
No animal wastes or dead animals may be included in the garbage.

NO YARD WASTES WILL BE PICKED UP BY THE GARBAGE CONTRACTOR.

NO HAZARDOUS CHEMICALS OR PESTICIDES WILL BE PICKED UP BY THE GARBAGE CONTRACTOR. (This includes motor oil, cooking oil, antifreeze, and hydraulic fluids).

Paint cans must be either completely empty or unused paint left in can must be completely solidified. Adding sand or kitty litter to the unused paint helps it to solidify. Put empty or solidified paint cans on the ground next to the garbage **not** in garbage bags or cans. The contractor will confirm solidification.

~~**IF YOU HAVE ANY QUESTIONS OR COMPLAINTS ABOUT THE GARBAGE SERVICE, PLEASE CALL THE TOWN OFFICE AT (828) 693-4840. (PLEASE DO NOT CALL THE CONTRACTOR DIRECTLY)**~~



Note: For Fleetwood residents please do NOT contact the Town! As of 2009, please contact Ron Rosenberger or Jim Parisi with any concerns.

January 28, 2008

Note: This page is taken directly from the Town of Laurel website November, 2009.

LAUREL PARK RESIDENTS

It's never been easier to keep our Town clean and healthy. The Blue Bag Recycling Program run by GDS makes it a snap.

Here's how it works:

1. Save your recyclable material throughout the week.
2. Place all recyclable materials commingled in a blue garbage bag.
3. All material in the blue bag should be dry. (No liquid in the containers.) The blue bags can be found in the trash bag section of the Laurel Park Ingle's.
4. Place the blue bag next to your weekly trash curbside for collection by GDS.

RECYCLABLE

Metal Cans (aluminum, steel and tin)
 Plastic Drink Bottles (only with #1 or #2 symbol)
 Glass Bottles & Jars (brown, green & clear ONLY)
 Newspaper & Newspaper Inserts
 Corrugated Cardboard (broken down & flat)
 Brown Paper Grocery Bags
 Catalogs/Magazines
 Cereal Boxes
 Construction Paper
 Egg Cartons (paper)
 Envelopes (with plastic windows)
 Frozen Food Boxes (white inside)
 Glossy Paper
 Junk Mail
 Manila Envelopes (with clasp or without)
 Office Paper
 Paperback Books/Phone Books
 Post-It-Notes
 Shredded Paper (place in paper bag with top closed)
 Soda or Beer Cartons
 Toilet & Paper Towel Rolls
 Wrapping Paper

NOT RECYCLABLE

Aluminum Foil
 Pie Plates
 Paint Cans
 Aerosol Cans
 Antifreeze, Motor Oil, Pesticide Bottles
 Styrofoam
 Plastic Wrap
 Plastics (with no #1 or #2 symbol)
 Broken Glass
 Dishes or Cookware
 Drinking Glasses
 Light Bulbs
 Window or Mirror Glass
 Carbon Copy Paper
 Dog Food Bags
 Drink Boxes
 Hardcover Books
 Mild Cartons
 Paper Towels
 Spiral Bound Notebooks
 Styrofoam Egg Cartons
 Wax Paper

Welcome Packet Acknowledgement

I received the "Fleetwood Welcome Packet" from _____ (person explaining packet), on _____ (date).

I understand that it is my responsibility to familiarize myself (and family members and guests) with the rules, regulations, policies, guidelines of the Fleetwood community (Red Book and website) and to abide by both the "letter and spirit" of these documents.

Name: _____

Signature: _____

Unit: _____

Date: _____

Please fill this out during your welcome/orientation visit and give it to the person with whom you are meeting.

YOUR Emergency Contacts

Name(s) _____

Unit # _____

Local Phone _____

YOUR Contacts for emergencies (personal emergencies, building emergencies and other)

#1 Name _____
 Phone numbers _____
 Email address _____
 Relationship to you _____

#2 Name _____
 Phone numbers _____
 Email address _____
 Relationship to you _____

#3 Name _____
 Phone numbers _____
 Email address _____
 Relationship to you _____

Please fill this out during your welcome/orientation visit and give it to the person with whom you are meeting.