

Welcome New Residents!

The Woodlake Homeowner's Association (WHOA) welcomes you to our community. Woodlake is a neighborhood of 600+ homes that focuses on providing well maintained community areas and private homes, a variety of recreational options such as walking trails, playground equipment and a swimming pool, as well as a strong and active homeowners association. We are happy to welcome you into our community and look forward to meeting you.

Communication:

- 1) Community Listserv: Receive information about neighborhood activities & safety. There are no solicitations and your email is never shared. Prioritize signing up!
 - a) Sign up by going to our community website: www.woodlakecommunity.com, select “**Sign up for eNews**” on the left-hand side and follow the prompts.
- 2) Our Community Website: www.woodlakecommunity.com has information like contacting the HOA Board and Committees, the newsletter archives, minutes from board meetings, the Handbook, and information on how to reserve the Clubhouse. It also has information on contacting our property management company, CAS.
 - a) The Handbook has substantial, helpful information: <https://www.woodlakecommunity.com/Forms/handbook.pdf>
- 3) Nabr Network: This is where you can view your HOA dues receipts. There are social comments and questions, but most people find the receipts very helpful.
 - a) Sign up: Use your browser to navigate to URL: <https://woodlakehoa.nabrnetwork.com/> Once you are there, click on **Log in**, then click on **Need to Register** and follow the prompts.
- 4) Facebook: We have a main group with over 1,000 members. Consider joining if you use Facebook: <https://www.facebook.com/groups/woodlakecommunity> You will need to answer some easy questions to be admitted.
 - a) There are some subgroups with varying levels of activity. For example, the book club group is: <https://www.facebook.com/groups/2182738118620114/>

Amenities:

- 1) Trails: Please enjoy the trails! Map: <https://www.woodlakecommunity.com/index.php/reference/woodlake-trails>
- 2) Lake & Pond: No swimming, do enjoy the view and waterfowl that it attracts.
- 3) Clubhouse: may be rented by members of the association.

- 4) Pool: Open from mid-May to late-September. The dates vary yearly. Each year, you will need to complete a Pool Form to affirm the rules and activate your key. Use the form on the website

<https://www.woodlakecommunity.com/index.php/reference/forms-and-documents>

or contact CAS for assistance: woodlake@casnc.com

Thank you for selecting a home in Woodlake and becoming a member of our community. We hope that you will participate in our community activities. That is what makes our community great!

Please contact any member of the board or the property management company (CAS) if you have questions or concerns about Woodlake.

Board: board@woodlakecommunity.com

CAS: woodlake@casnc.com or cecilia@casnc.com or by phone: 919-367-7711 x. 1504

Sincerely,

Board of Directors, Woodlake Homeowner's Association

More Details & Background on Our Community

Our committees are run by your neighbors who are volunteers. If you would like to volunteer, please contact board@woodlakecommunity.com

Committees

The Architectural Review Committee (ARC): The ARC is responsible for review and approval of all architectural changes including exterior construction, remodeling, painting and fencing. Mandatory review and written approval from the ARC or the Board is required before any changes can be made to any lot or the exterior of any single-family home. They do a great job of maintaining standards set forth by the HOA Handbook and covenants. If you want to add a fence, paint your house a new color, or remove a tree, refer to the ARC website for forms and a quick-start guide:

<https://www.woodlakecommunity.com/index.php/woodlake/architectural-review> Feel free to contact arc@woodlakecommunity.com for any questions.

Grounds Committee: We have a garden club who helps keep the common areas, trails and other work to keep the grounds looking nice. They are all volunteers. If you wish to volunteer reach out to grounds@woodlakecommunity.com

Recreation Committee: They host events all year long to help promote and enjoy the Woodlake community. They organize the yearly Fall BBQ as well as many other events. It is another great way to get to know the neighbors. We suggest you sign up and give it a try. You may reach out to woodlakerecreation@gmail.com

Welcome & Watch Committee: We are reviving and merging our Welcome & Watch Committees into one. We're committed to warmly welcoming new residents to Woodlake. We will hold an in-person Welcome Event each fall and spring at the Clubhouse. Additionally, we aim to make residents aware of neighborhood safety and to promote communication between residents and with the police if a crime or suspicious activity is observed. Our neighborhood is divided into 8 Areas (with Area Coordinators) and many Blocks (with Block Captains). Facebook serves as a location for informal communication about suspicious activities. If you are interested in volunteering on committee send an e-mail to watch@woodlakecommunity.com.

Additional Useful information

Woodlake is located in both the City of Durham **and** in Durham County. This will affect who you interact with regarding taxes, services, and elections.

Durham City Information

Website: www.durhamnc.gov

Most local government services (such as police, fire, water, and waste collection) are provided by the city.

Durham One Call: Your hub for information about City programs, services, and to submit non-emergency issues (e.g. potholes, missed trash pickup): Call 919-560-1200. Text 919-813-6315. Submit an online form:

<https://www.durhamnc.gov/2996/Durham-One-Call-Online-Request>

Emergencies: Call 911

Non-Emergency Police: 919-560-4600 or 919-560-4601

The non-emergency number frees up 911 lines for life threatening emergencies. Use this for issues like noise complaints, barking dogs, burglaries that occurred hours or days earlier, and vandalism. The non-emergency number is an ideal way for residents to report events that do not need an immediate response by a public safety agency. All incidents reported through the non-emergency line are tracked the same as if the call was received on the 911 lines. If you are ever in doubt as to which number to call, use 911.

Durham County Information

Website: <https://www.dconc.gov/>

Durham County government provides an array of services to non-city residents, like us, related to taxes, public records (e.g., deeds), public health, animal control, and libraries. Phone numbers for individual departments are on the county website.

The closest public library is the Durham South Regional Branch at 4505 S. Alston Ave.

Elections

Durham County organizes elections. Details are available on this website:

<https://www.dcovotes.dconc.gov/> Use this site to view or update your voter registration, find dates of elections, and locate a polling place.

Trash, Recycling, and Yard Waste

- Household trash or garbage (green cart) is collected every Monday, unless it is a city holiday, then pickup is on Tuesday. This is paid for through your taxes.
- Recyclable materials (blue cart) are collected alternating weeks on the same day as household trash. This is paid for through your taxes.
- Yard waste (brown cart) is collected the same day as recycling is collected. Yard waste collection is an optional service that has a monthly fee (go to [durhamnc.gov/891/Yard-Waste](https://www.durhamnc.gov/891/Yard-Waste) for details).
- Bulky Items: Durham provides curbside collection of bulky items (e.g. furniture, bikes, appliances, leaves and brush).
- The website is <https://www.durhamnc.gov/852/Curbside-Collection-Services> and you can find the collection schedule, request bulky service pickup, or learn about the optional yard waste program.

Hints and Tips about curbside pickup:

- Avoid parking on the street on collection days so the large, automated trucks are able to maneuver without damaging your vehicle.
- The collection trucks are automated so the cart is picked up by huge metal “fingers”.
 - Position your cart with the handle close to your home.
 - Do not place carts close to each other. The collection trucks needs 3 feet between carts for easy access.
 - Trash: The city requires the lid must be closed and all trash must be inside of the cart. Items left outside the cart will not be picked up.

- Recycling: No sorting required, but view the list of accepted items online. All boxes must be flattened.
- For items that are not collected curbside, visit the city's Waste Disposal & Recycling Center. Visit the website for location information. Examples include electronics, cooking & motor oils, paint, chemicals, fluorescent light bulbs.
- Promptly return your carts from the street after pickup and store them in accordance with the Woodlake Handbook.

US Post Office

Woodlake's mail is distributed by the post office branch located at 65 TW Alexander Dr. in Research Triangle Park. If you have held mail or need to pick-up an undelivered package, this is where you need to go. It is about 2.5 miles away. Check www.usps.com for current hours.

There is another post office located at 3710 Shannon Rd (about 4 miles away) that is sometimes less busy than the TW Alexander post office. Again, check for current hours.

Farmers Markets and Pick Your Own Produce

- Perkins Orchards 5749 Barbee Rd. Local produce and right outside the Entrance on Forrest ridge (open daily in season)
- There is a local farmers market on Saturday mornings. Search "South Durham Farmers' Market" on Facebook for location, dates, and vendors..
- Berry Picking: The strawberry season here is usually mid-April to early May. Blueberries are in June. There are many local farms to choose from including:
 - Jean's Berry Patch <https://www.jeansberrypatch.com/> Call 919-362-5800 for picking days and hours. Strawberries & pumpkins
 - Herndon Farm on Massey Chapel Rd. <https://herndonhillsfarm.com/> Blueberries, blackberries, Scuppernong grapes

HOA Concerns or Questions

Community Association Services, Inc. (CAS) is the property management company for our Homeowner's Association.

If you have questions or comments regarding our HOA, please contact Cecilia Williford Gray, our Community Association Manager. She will forward your message to all of the Woodlake Board of Directors. She also makes sure no communication is lost by adding it to the next board meeting agenda. Every communication is discussed. While Cecilia is a paid manager and does not make decisions, one of her jobs is to make sure that the Board of Directors is aware of all issues and that the Board of Directors does address them.

Cecilia Williford Gray

Association Manager, Community Associations Services, Inc

1930 North Salem Street, Ste 101

Apex, NC 27523-8204

919.367.7711 x1504 / Fax: 919-367-7715 cecilia@casnc.com