

Dear New Homeowner,

Welcome to Neuse Colony from the New Homeowners Welcome Committee. We are available to answer questions and hopefully make your move a little less stressful. The Neuse Colony website is a useful resource for reviewing our covenants, by-laws, architectural guidelines, and other useful information ([neusecolonyhoa.com](http://neusecolonyhoa.com)).

Neuse Colony uses CAMS as our property management company. Our CAMS representative is Douglas Byars (Doug). Doug's contact information is [dbyars@camsmgt.com](mailto:dbyars@camsmgt.com). Doug will be able to help you set up a personal login to the CAMS Portal, which is referenced throughout this document. The portal is the best resource for homeowners and where annual HOA dues can be paid online.

If you have questions regarding home improvements or any complaints, please contact Doug. Prior to making any changes to the exterior of your home or lot, please refer to your restrictive covenants and architectural guidelines and submit the architectural change request forms through the CAMS Portal at <https://portal.camsmgt.com> under Requests/ARC Request – if you have questions about how to use the Portal, contact Doug. Information may also be found on the Neuse Colony website on the For Residents page under Architectural & Building.

Below you will find often asked questions and answers. If you have additional questions, please do not hesitate to contact us.

1: May we use the trails around the lakes and river?

Absolutely! As a resident of Neuse Colony, you may enjoy all the trails on the Colony and Estates sides. Although there is no fishing or use of the lakes unless you are a lake lot owner or their guest.

2: What trash service do we use?

The HOA prefers that everyone uses the same service to limit the number of heavy trucks that create wear and tear on our private streets. Most homeowners use GFL (919) 965-3000 or Anchor Disposal (919) 585-2035.

3. How do I purchase a gate remote?

You may contact Doug to use the CAMS office remote to program your vehicle; however, this will not work on all vehicle models. In that case, or to purchase a personal remote, go to: [www.linearcorp.com](http://www.linearcorp.com) or call (800) 421-1587. Request the Delta-3 System (Linear DT, DTC, DTA, DTD, dnt00002a). Directions for setting a new remote can be found on the CAMS Portal at <https://portal.camsmgt.com> under Documents/Amenities/Gate Access.

If you received this letter and want to schedule a visit with the Welcome Committee, please let CAMS or one of the committee members listed below know.

We look forward to meeting you and hope you enjoy your new home!

Welcome Committee members:

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