General Information

Welcome to Grand Oaks Homeowners Association Inc. and congratulations on your new home!

Included in this packet, you'll find important information regarding your HOA. We look forward to serving your community. If you ever have questions or need assistance, please don't hesitate to reach out.

Homeowner Portal:

Signature Management has created a secure, password-protected webpage portal for the Grand Oaks HOA. Through the homeowner portal, residents can submit architectural change requests and access important community information including governing documents, newsletters, meeting notices, agendas, policies and procedures, forms, and more.

To register your homeowner portal account, please follow the steps below:

1. Visit https://signaturemgt.cincwebaxis.com/ and click the **"Register"** link in the top right corner.
2. On the **Create Your Account** page, enter your name, property address, phone number, and email address in the appropriate fields.
3. Select the information you would like displayed in the community **Directory Listing**.
4. Click **"Submit"** to complete your registration.

Please allow **24–48 business hours** for your registration to be approved. Once approved, you will receive a confirmation email with instructions to set up your password.

WEBSITE:

Within Signature Managements company website, Grand Oaks HOA has its own community page that includes maps, articles of incorporation, architectural change request forms, covenants, and other helpful information. www.signaturemgt.com/grand-oaks/

ANNUAL DUES:

Grand Oaks HOA Annual dues are currently $180.00. Due January 1st and considered past due February 15th of each calendar year. If we do not receive payment by February 15th, accounts with a past due balance will be subject to $20 per month in late fees and every month thereafter.

HOMEOWNER CONTACT INFORMATION:

Our Homeowner Contact Information Update Form is attached. Please fill out and return to us via email or mail to ensure we have the correct contact information on file.

General Information Cont.

STATEMENTS:

Annual Dues statements will be sent via email to the address' on file. If we do not have an email address on file, statements will be mailed via USPS. To opt out of eStatements or if you would like to make changes to your statement delivery preference or email address on file, please let us know.

PAYMENT FORMS:

Homeowners' dues payments may be submitted online using the Homeowner Portal or the **QuickPay** feature.

Checks should be remitted to Grand Oaks ***HOA*** and can be mailed to our secure lockbox:
c/o Signature Management of Johnston County
PO Box 178
Commerce, GA 30529

Include your associations name AND your property address on the check memo line and detach and include your remittance slip with your check payment.

***Payments returned for "Insufficient Funds" or "Unable to Locate Account" will be subject to a $35.00 Return Check Fee, plus any applicable bank or financial institution charges. ***

MEMBERS' MEETINGS:

Members' meetings are held Annually. We will send out a letter notifying homeowners of meetings 30 days prior to the meeting date. If you would like to request a meeting outside of the Annual Members' Meeting and or have interest in serving on the Board of Directors, please email BruceAllen@SignatureMgt.com

HOMEOWNER SUPPORT:

Billing/General Support
Rachel Morgan
Rachel@SignatureMgt.com

Architectural Change Requests
Mark Turner
ACR@SignatureMgt.com

Please reference your street number and street name in all correspondence.

Signature Management
of Johnston County LLC

Homeowner Contact Information

If the contact information we have on file is incorrect, please complete and return this form to ensure that our records are correct to avoid preventable errors. (PLEASE PRINT LEGIBLY)

Owner #1 – First & Last Name: _____

Owner #2 – First & Last Name: _____

Property Address: _____

City, State Zip Code: _____

Mailing Address (if different than above): _____

City, State, Zip Code: _____

Home Phone: _____

Mobile Phone: _____

Please check which emails should receive electronic statements, letters, and all other communication:

☐ Email: _____

☐ Alternate Email: _____

Please Return Completed Form via email, or Mail to:

P.O. Box 674
Clayton, NC 27527