

Put together all pertinent information. Typically:

- Copy of the latest budget mailed to you.
- Copies of important mailings you have received regarding maintenance requests, insurance responsibilities, community rules, "Maintenance - Who Does What?" list (attached), etc.
- Your copy of the Governing Documents including Articles of Incorporation, Declaration of Covenants Conditions and Restrictions, any Amendments and the By-Laws. If you do not have a copy - you or your real estate agent can obtain one at the Orange County Register of Deeds (in Hillsborough) prior to the closing. However, the Governing Documents are legal covenants and restrictions and should be provided to a buyer at closing by their attorney (typically included in the closing fees). Also, an unofficial set is available online at www.cthoa.org.
- Take a survey of any known defects and/or policy violations such as broken fixtures, satellite dishes, un-authorized plantings, authorized appearance changes (include written approval letters) and any unauthorized changes, etc. that are unit owner responsibilities. Make corrections or repairs.
- Any information such as invoices on any significant upgrades like the replacement of plumbing.
- Do not forget to pass your mailbox key to the buyer. Bring to the closing. The Association does not have keys. New keys/locks are a service of the U.S. post office.
- The Association charges a \$100 transfer fee for any change of ownership, which is to be collected at closing by the attorney.

Provide the above information (and this FAQ) to your real estate agent.

Be sure to note that we are not condominiums.

Advise your agent not to call and not to refer others such as lenders, mortgage brokers (see note below concerning lender forms) prospective buyers or their buyer's agent, insurance agents, appraisers, etc. to the Board or accounting firm. The Board has provided you with all pertinent information so look in your files and answer their questions.

If you, the owner/seller, do have a question from one of the above listed Third Parties that you cannot answer and you need help, you can call (919) 913-7704 and leave a message for the Board. A Board member will call you back – probably in the evening so leave an evening phone number.

Again, because the Association is not listing your unit for sale the Board does not have any responsibilities in your unit transfer nor does the Board have a relationship with your agent or any other third party. **THEREFORE: Failure to honor this boundary by you, your agents, the lenders, etc. will result in additional charges to your account.**

Instruct your agent not to list any phone numbers in the MLS listings and/or give this information to anyone (except as noted below). Failure to honor this boundary by you or your agent will result in additional charges to your account.

Closing Attorney Information.

Do provide the phone number of the management/accounting contractor (919 967-4889 –Bo Dunlap) to the **closing attorney**. The closing attorney will call a few days prior to the closing for a statement of any outstanding assessments and any pending/unresolved issues with the Association. The management contractor has been instructed not to provide any information to anyone else except a current unit owner.

What about insurance?

Unit owners are obligated (mandatory) to purchase and maintain full homeowner's insurance (H03) on their units for full replacement value. All of the units are approximately the same size and according to the tax records, they are estimated to be about 960 sq ft. The Association does not have a "Master Policy". Check the links on the web site Home page for Flood insurance information.

NOTE: Owners are required to repair and/or rebuild their units if they have a loss.

Other Questions we have been asked:

- ✓ We have no information concerning "Quest" or polybutylene plumbing – particularly within any unit.
- ✓ Requests for a copy of our "Parking Lot Maintenance Agreement". We have no idea what this is -- it does not exist.

RETAIN - FILE THIS DOCUMENT WITH YOUR COPY OF THE GOVERNING DOCUMENTS - RETAIN
IF YOU SELL YOUR UNIT PROVIDE THIS DOCUMENT TO THE BUYER

What if the buyer needs a lender form, or certification form or any other form filled out by the Board?

This form may be referred to as a “Lender”, “Certification” or “PUD” form and/or “Questionnaire”. About 10% of the time a Lender or Mortgage Broker requests that a Board member fill out a form for the prospective buyer. Generally, this form is required by the Lender when the buyer is seeking a high loan to value. The Board does not have a legal obligation to answer this form but they will do so in order to help you with your transfer. This courtesy may be discontinued at any time.

If the buyer's lender or broker needs to have this form filled out the lender must mail the form to the Association's address (ATTN: LENDER RESPONSE REQUESTED, CTHOA, PO Box 1237, Carrboro, NC 27510) along with a check for **\$75 made out to the Association and a self-addressed return envelope**. The self-addressed envelope is important because the Board has received forms with no return or incorrect return information. The Board will only mail the form directly to the lender - not a third party. Allow six to ten business days for this process once the form has been mailed to the Board.

The form and/or check may not be hand-delivered or faxed. No amount of harassment by real estate agents or lenders can speed up the process. If a form is received without the check for \$75, it will not be processed.

BE AWARE THAT THIS COMMUNITY IS NOT A CONDOMINIUM COMMUNITY – THEREFORE A “CONDOMINIUM” FORM OR ANY OTHER FORM THAT IS NOT GERMANE TO OUR COMMUNITY WILL BE RETURNED UNANSWERED.

Appraisers:

Appraisers are paid by the buyer/lender to evaluate the property. They do not have a need to contact the Board or Association because the information they seek can easily be ascertained by a visual inspection of Canterbury and by accessing public information available to at the Orange County website, including determining the number of investor owners/owner occupants. Expenses for fielding calls from appraisers will be charged back to the unit owner.

Does the Association have an annual termite inspection?

Yes – on the exterior only as a systemic monitoring and mitigation process. Unit owners are notified of conditions found to be conducive to termites. However, if a buyer wants a **statement of responsibility** the unit owner may submit a written request along with a check for \$25 mailed to the Association's PO Box address. The response will be returned by mail to the unit owner. Allow 6-10 days. The Association cannot provide a copy of the actual report.

The Association's bond with the termite contractor does not include treatment for any other insects and does not include repairs for any termite damage (old or new). The bond is only for an annual inspection and the treatment of active termites.

What about home inspections reports?

First – don't panic. It is common for inspectors to find something (otherwise, they wouldn't be doing their jobs – right?) Next – check the “Maintenance - Who Does What” and the governing documents. Verify that an item listed is truly a responsibility of the Association. Just because it is an outside item does not automatically mean it is the Association's responsibility. A large percentage of the items listed by an inspector or their reports turns out NOT to be the responsibility of the Association, but instead, is the responsibility of the unit owner.

As a unit owner, you may mail the report with the portion that pertains to the Association highlighted in yellow so we can put it on our list of pending repairs. (NOTE: We need the actual text from the report so we can determine exactly what and where the inspector is referring to.) These items will be addressed as like items are scheduled and budgeted for. Additional items submitted that are not the Association's responsibility will be ignored. The Association will not make repairs “as an emergency” just because it came up on an inspection report.

If a buyer requests a written response to an inspection report from the Association – the unit owner must submit the request, cannot be from a third party. Include the portions of the report that pertains to the Association highlight along with a check (must be included to cover inspection review processing expenses) for **\$75** made out to “CTHOA” and mailed to: ATTN: INSPECTION RESPONSE REQUEST, CTHOA, PO BOX 1237, CARRBORO, NC, 27510. Allow 7-10 days for processing. The written response will be mailed to the unit owner.

What about signs?

You are allowed only one “For Sale” and/or “For Rent” sign directly in front of your unit. It may not be larger than 2 feet by 3 feet. Do not place it in the grass where it will interfere with lawn care. They must be either professionally produced or if “for-sale-owner” must have printed or stick on letters and numbers – **NOTHING HANDWRITTEN**.

No other signs, balloons, banners, flags special lighting etc and/or anything placed other than in front of your unit. Such items will be removed without further notice and any related expense will be assessed back to you.

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