

FREQUENTLY ASKED QUESTIONS

Please note: The information on our official website, WWW.Lochmere.org can be referenced to answer many of your questions or concerns. Please use this valuable resource as your first reference.

MANAGEMENT AND CONTACT INFORMATION:

- ❖ What is my primary point of contact for questions and comments concerning living in Lochmere?
 - Our on-site Community Manager from HRW Associa, Andy Siouville, is available Monday-Friday from 8am to 5pm, and can be reached at 919-233-7640 or at the office located at 502 Lochmere Drive. Andy or his staff will answer your questions or direct you appropriately.
 - Committee chairpersons can be contacted directly; their email addresses are available on the website under each committee description. From the Lochmere home page, click on the Committees tab.
 - The HOA Board of Directors can be contacted using this email address: board@lochmere.org
- ❖ What is HRW's role in managing our Community?
 - Their administrative responsibilities include, but are not limited to:
 - Organize and attends all Board of Directors meetings
 - Follow up as needed with outside vendors
 - Process invoices for payment
 - Schedule landscaping services
 - Coordinate architectural requests
 - Liaison with legal counsel as required
 - Attend Committee meetings and lend support to their endeavors
 - With the HOA Treasurer, maintain financial information and generate monthly financial statements
 - Organize our Annual Meeting which is open to all residents

❖ How else is our Community managed?

- A full description of management functions are included on our website under the “Governance” tab from the home page.
 - Strategic plans, by-laws, covenants and other important points of information are included
 - The names of the Board of Directors (BOD) are posted as well as the agenda for the next BOD meeting. The direct link is [here](#).
 - Residents are invited to attend a portion of the meeting after contacting the Community Manager.
 - BOD members are elected for staggered three-year terms. Residents are encouraged to run for openings on the BOD when terms expire. Sometimes new members are appointed when a vacancy exists prior to term completion.
- The members of eight committees who, as volunteers, maintain our Community and have been delegated the authority to make day-to-day decisions for the HOA in their respective focus area. These committees appear on the website, along with contacts, meeting dates, openings and other valuable information.
- Of particular importance is the Lochmere Architectural Standards and Specifications, detailing the procedures to be followed for changes to the exterior of your home, including grounds, landscaping and tree removal. The direct link is [here](#). The by-laws and covenants are posted on the website under Governance also.
- Our Program Manager, currently Gail Lewis who reports to the Board, is responsible for organizing the swim and tennis teams, various and many social activities, and communicating via regular emails to Lochmere residents on happenings in our community. She is located at the office located at 502 Lochmere Drive and can be reached at 919-233-7640 or by email at gail@lochmere.org.

❖ What if I want to report repair concerns for facilities in the common areas, such as signs, trails, playground equipment and the like? What about my mailbox?

- Please report these items to our Community Manager, with descriptions and photos as available. He will work with the appropriate Committee to resolve.
- For information about your personal mailbox, see page 10 of the LASS, the Lochmere Architectural Standards and Specifications, [here](#).

SUBDIVISIONS AND SUB-ASSOCIATIONS

- ❖ What is different for residents living in a 'sub-association'?
 - Lochmere has 24 subdivisions housing our 1966 families. Eight of the subdivisions have their own sub-associations with their own governing boards. Generally speaking, these Boards collect separate assessments from their members to pay for landscaping and home exterior maintenance, and they have their own covenants.
 - The sub-associations are listed on the website: [here](#)
 - All Lochmere-wide covenants must also be followed by residents living in a sub association. Lochmere-wide assessments are also paid by members of the sub-associations and all amenities are available to sub association residents.

RECREATION, LAKES AND PLAYGROUNDS

- ❖ Are the Recreation Clubs owned by the Lochmere residents?
 - Yes, the clubs were acquired in 2011 and became part of the common area amenities for the benefit of all residents, with the costs included in the yearly assessment. The Lochmere Golf Course is not part of Lochmere.
 - The Community Manager, BOD and Recreation Committee oversees the operations of the recreational facilities.
 - The clubs are located on Lochmere Drive (at the intersection of Lily Atkins Road) and off Loch Highlands Drive near the intersection with Kildaire Farms.
- ❖ Are there any regulations regarding the Lakes within Lochmere?
 - Please review the website information under Lake Committee, [here](#).
 - The detailed Rules and Regulations can be found [here](#). Please review before enjoying our lakes.

- Lochmere Lake, also known as the 'big lake', has a boat ramp and dock, but is otherwise surrounded by private property.
 - Boat decals are required to use this lake. Cost is \$5.; to acquire, please call the main office.
 - Fishing is permitted but no swimming. Fishing is 'catch and release' except for panfish.
- Loch Lomond is the lake surrounded by a walking trail near the main entrance of Lochmere Drive off Kildaire Farm Road.
 - The walking trail of 1.1 miles is open to all residents and accompanied guests. Also, the residents of the adjacent apartment complex are permitted to walk the trail.
 - The trail and property immediately adjacent to the trail are common areas owned and maintained by the HOA or the adjacent sub associations.
 - Fishing is allowed but is 'catch and release' except for panfish. No swimming is permitted.
 - Strollers are the only wheeled vehicles allowed; no bikes, scooters, in-line skates, etc. please. Dogs must be on leashes, and pet waste removed.
- Highlands Lake is on Loch Highlands Drive
 - The area on the south side of the lake is privately owned to the water's edge by homeowners.
 - As with the other lakes, fishing ('catch and release') is permitted but no swimming.
- Lochmere also includes three holding ponds, which are common areas and are also maintained by the Lakes Committee.
- Please do not feed the waterfowl as it is not healthy for them. Note all the waterfowl are protected.
- To report injured or dead waterfowl, call the USDA Wildlife Services at 919-786-4480 or Cary Animal Control at (919) 319-4517. Our HOA will not interfere with wildlife in any way, per policy.
- Current information on dredging activities and other maintenance considerations are detailed under the Lakes Committee from the Lochmere home page.
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❖ Where are the playgrounds located?

- There are six playgrounds available for use by residents and their accompanied guests. Pictures and descriptions can be viewed [here](#).
- The location of the six playgrounds are indicated with a star on the trail maps, located [here](#). You must login to the site to access the trail maps with the playgrounds noted.

If you have any suggestions for these FAQ's, please email the Board of Directors.

Thank you.