

# *Life at*

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# WENDELL FALLS

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## **UTILITIES:**

Electricity - Duke Energy Progress – 844-388-7425 (Home) or 866-582-6345 (Business)

Water and Sewer - City of Raleigh Public Utilities Department – 919-996-3245

Natural Gas - Dominion Energy (Formerly PSNC) - 1-877-776-2427

Garbage, Recycling, and Yard Waste - Town of Wendell contracts with GFL  
(Formerly Waste Industries) - 919-534-3701

Cable/Satellite - Spectrum - 1-855-243-8892 - DIRECTV - 1-800-288-2020

Cable/Internet – ATT - Wireless support: [800.331.0500](tel:800.331.0500)/Internet or TV support: [800.288.2020](tel:800.288.2020)

## **HOA INFORMATION:**

Contact the Wendell Falls Community Association Office at 919-374-7282 or email  
[info@lifeatwendellfalls.com](mailto:info@lifeatwendellfalls.com).

The HOA office is open Monday - Friday 10AM to 6PM and is located on the lower level of The Farmhouse, 320 Vintage Point Lane, Wendell Falls. For an emergency after hours, call 1-855-5-4MYHOA (1-855- 546- 9462). Call 9-1-1 to reach emergency services if there is imminent threat to life or property.

HOA DUES – Homeowners Association Dues are due the first of every month and late on the 15<sup>th</sup> of every month. ClickPay is an online auto payment process for HOA dues, go to: [www.ClickPay.com/FirstService](http://www.ClickPay.com/FirstService) or call 1.888.354.0135 (option 1). For more other account questions, contact:  
[Joanne.Ulbert@fsresidential.com](mailto:Joanne.Ulbert@fsresidential.com).

Access Card - Amenity access cards allow homeowners to gain entry to the pool and 24/7 fitness center.  
Pool hours are Monday - Friday 4pm-8pm, Saturday 10am-8pm, Sunday 11am-8pm, Memorial Day, 4th of July, and Labor Day 10am-8pm. Hours are subject to change. Pool hours and rules are located on the pool tab at: [www.lifeatwendellfalls.com](http://www.lifeatwendellfalls.com) under the Resident/Public Documents tab.  
For more information, contact: [Joanne.Ulbert@fsresidential.com](mailto:Joanne.Ulbert@fsresidential.com).

DRC - All exterior improvements or changes to any home or lot must have approval by the DRC. Approval must be received prior to work starting. For more information, please contact: Joanne.Ulbert@fsresidential.com.

Resident Portal - All community documents can be found at: [www.lifeatwendellfalls.com](http://www.lifeatwendellfalls.com). For information on private rental including the Raleigh Room, Lakeside Pavilion, Pool and Festival Lawn or for logging on to the portal and receiving newsletters, please contact: Amy Icenhour at: Amy.Icenhour@fsresidential.com.

Mailbox - To pick up a mailbox key, please visit the U.S. Post Office located at 40 Hanor Lane, Wendell, NC 27591. The contact phone number is 919-365-0657. The HOA does not handle mailbox or package concerns.

Trash Cans – New construction, please call Waste Industries at 919-534-3701 to have the address added for service and to have carts delivered. Please put trash, yard waste and recycle carts out at the street on Sunday night, as Waste Industries starts before dawn on Monday, and then remove Monday night.

Street light – If a street light is out: Please note the street pole number (metal tag on pole) and contact Duke Energy at <https://www.duke-energy.com/business/products/outdoor-lighting/request-light-repair>. The HOA does not handle street lights.

Street Parking - Parking of automobiles, trucks, motorcycles, scooters, bicycles, trailers or other vehicles of any kind are prohibited on public or private streets or alleys within the community.

Wendell Falls Board of Directors:

Tanya Matzen, President

Amy Kingrea, Treasurer Cali

Buhrman, Secretary

Wendell Falls HOA Representatives:

Alina Cochran, Community Manager (ext. 10)- [Alina.Cochran@fsresidential.com](mailto:Alina.Cochran@fsresidential.com)

Joanne Ulbert, Resident Services Coordinator (ext. 20) - [Joanne.Ulbert@fsresidential.com](mailto:Joanne.Ulbert@fsresidential.com)

Amy Icenhour, Lifestyle Manager (ext. 30) – [Amy.Icenhour@fsresidential.com](mailto:Amy.Icenhour@fsresidential.com)

Taylor Brock, Maintenance Technician – [Taylor.Brock@fsresidential.com](mailto:Taylor.Brock@fsresidential.com)