



**ANDERSON CREEK CLUB (ACC)
PROPERTY OWNERS ASSOCIATION (POA)
HANDBOOK
January 2009**

“... individual POA Members exercising personal responsibility is the best and most preferred means for enforcing the ACC POA Handbook’s rules and regulations ...”¹

¹ (P.3 POA Handbook)

CONTENTS:

- **Authority**
- **Handbook**
- **Application**
- **Definitions**
- **Quiet Enjoyment**
- **Safe Use of Streets**
- **Street Lighting**
- **Common and Recreational Areas**
- **Hazardous Activities**
- **Security and Gate Procedures**
- **Reporting and Enforcement**

Authority

The "Anderson Creek Club Covenants and Restrictions" dated 15 June 2001, provides the Developer's vision for Anderson Creek Club; articulates guidelines designed to ensure that that vision is attained; and establishes various managerial entities to administer the development of that vision. This document, "Anderson Creek Club (ACC) Property Owners Association (POA) Handbook" is a partial summary of the "set of rules and regulations" provided for in The Covenants (Article VI, Section 1) and designed to assist property owners in their effort to understand their obligations as residents of ACC. This document does not in any way erode the prerogatives granted to The Developer by virtue of The Covenants or the "Architectural Control Committee Guidelines, Procedures, and Regulations" nor does it alter or empower the alteration any of those documents or declarations.

Handbook

This Handbook is an evolving document designed to facilitate the attainment of POA goals related to living in a safe, secure, and concerned community. Upon meeting the requirements for POA membership, members will be presented with a copy of this Handbook. This Handbook is subject to revision from time to time and residents/owners will be advised as to these changes; however, *all* ACC residents/owners and members are responsible for complying with all provisions of the Handbook and the Covenants.

- **Changes:** Any POA member may submit suggested changes to improve this Handbook to the POA Advisory Council (AC) at any time. The POA AC will take appropriate action and keep the submitter informed throughout the decision process.
- **Reporting Violations:** Reporting of violations to the POA Staff is the responsibility of all POA members. In addition, others with this responsibility include: the POA Manager; the POA Staff; the Property Development Manager and his staff; and the POA Advisory Council. Violations should be reported to the POA Manager and/or the Chairperson of the POA Advisory Council.

Enforcement

While individual POA Members exercising personal responsibility is the best and most preferred means for enforcing the ACC POA Handbook's rules and regulations, the POA has the *authority* to and will enforce *all* Handbook provisions. Violations of the rules and regulations may result in fines and/or suspension of POA services and facilities including loss of pool and other common area facilities and loss of cable TV and internet services. Should fines be imposed, the process will be in accordance the laws of the State of North Carolina.

Application

This Handbook applies to all persons or groups entering the property. Questions or concerns should be referred to the POA Manager or member of the POA Staff at 910-814-2633, who will bring these to the attention of the appropriate cognizant office.

Definitions

- **Property Owners' Association (POA):** the POA is a not-for-profit corporation organized under the laws of the State of North Carolina. Membership includes every owner of a lot.

- **POA Staff:** Paid employees who manage the POA's interests and implement directives of the Board of Directors. The main areas of concern of the POA Staff are property maintenance, security and enforcement of this Handbook.
- **POA Advisory Council (POA AC):** A group of volunteers primarily comprised of Owners and/or Occupants who reside at Anderson Creek Club at least 6 months of the year. The POA AC's main areas of concern are to: 1) Provide Owner-Occupant input to the Developer's decision making process; and, 2) Coordinate community enriching activities.
- **Guests:**
 - *"House Guests"* are bona fide over-night house guests of ACC residents. Overnight house guests need not be accompanied when using recreational and common areas, but must be registered with the POA office before doing so.
 - *"Daily Guests"* are invited or unexpected visitors of ACC residents. Daily Guests are not afforded unaccompanied use of ACC Common and Recreational Areas. They must be accompanied by ACC Residents.
 - *"Permanent Guests"* include family members, baby sitters, etc. who require frequent access to the ACC resident's home. They must be registered with the POA Staff and/or Gatehouse security personnel.

Quiet Enjoyment

The intent of the concept of "quiet enjoyment" is to provide an environment that is conducive to maximizing the experience of living in ACC, for all residents. The objective is to minimize activities which may become a nuisance or annoyance to ACC Residents. Areas of special concern include:

- **Soliciting:**

Any and all door-to-door soliciting by any group at any time is prohibited. Requests for fund raising events by organizations providing community services (i.e., scouts; emergency responders; fire department; etc.) will be considered by the POA Advisory Council in coordination with the POA Manager on a case by case basis. Such events may be held at suitable common areas like the clubhouse or the pavilion and must not interfere with normal activities such as golf and swimming.

- **Yard and Lot Maintenance:**

It is expected that all lawns and landscaping around completed dwellings will be properly groomed and maintained by the owner of the property, i.e., the entity listed as owner on the deed to the property. When, in the opinion of the POA Advisory Council, Architectural Control Committee, or POA Manager, lawns and landscaping are not properly maintained – to include basic care actions such as mowing and edging of lawns and weeding and trimming of shrubs, tree and flower beds – the POA will inform the responsible resident/owner/POA member. It is expected that the situation will be corrected by the responsible person(s) within 72 working hours. If appropriate action is not taken within that time frame, the POA Management Team will contract the work and bill the cost to the responsible person(s).

- **Parking:**

- POA members are expected to inform guests and service providers of the Parking Rules and to help with their enforcement.

- During the hours of operation of the Sales Office, golf course and POA Office, parking in the Clubhouse Circle is for the limited duration of 15 minutes, as stipulated on the sign. Parking in this circle by employees, contractors and/or builders is prohibited.
- ***Except as noted below, parking is permitted only on hard (asphalt and concrete) surfaces.*** Care should be taken so as not to block streets or driveway access or damage any lawns or landscaping of the common areas (which includes roadside easements).
- **Residents** are expected to park their vehicles in their driveways or on their property on paved surfaces approved under their plan submitted to the Architectural Control Committee. Resident parking on the grass in yards or on the grassy shoulder of the roads and streets is not permitted. Parking in front of a neighbor's house or in their driveways without the neighbor's permission is not allowed.
- ***Guests and Visitors should park in the host's driveway to the extent possible.*** In the case of larger social events, parking should be as close to the host's residence as possible. Parking in front of a neighbor's home is permitted only if prior coordination is done with the neighbor and the host is responsible for any damages. Guests and visitors of residents who live on cul-de-sacs and circles may park with two wheels on the grass of their hosts' property for short periods of time.
- Resident and guest parking is permitted in the **common area parking lots** such as the golf course, pool and any future common area lots when those facilities are being used; however, overnight or long-term parking is not permitted in these areas. The only exception to this rule will be in instances when residents have too many overnight/long term guests to be accommodated on their property. When this circumstance occurs, residents must coordinate with the POA office to make short term arrangements for overnight parking in the clubhouse parking lot. In such cases, vehicles and owners must be registered with the POA office by providing the license plate numbers of the vehicles to be parked in the clubhouse parking lot.
- **Oversized Vehicles** are not allowed to be parked in ACC residential or common areas.
 - Long term parking of motor homes, boats, camping and utility trailers, etc. anywhere on the street or in driveways is not permitted, except when preparing the vehicle for use or for cleanup immediately after returning from a trip.
 - Use of motor homes, RVs or camping trailers for living while parked on the street is prohibited.
 - For a fee that varies with space size, space for the storage and parking of oversized vehicles is available. Use of this limited space is on a "first come first served" basis and must be coordinated with the POA Staff. Fees will be added to the user's current POA monthly fee.
- **Builders:** Builders are subject to the same parking rules as residents/owners discussed above, ***with the exception that*** they may park vehicles on the lot where construction/building is in progress. This exception is made to facilitate their work, keep congestion to a minimum and because when construction is completed they will landscape the area, to include sod/seeding.
- **Enforcement:** ***Vehicles parked in violation of the foregoing may result in POA Members being fined or losing privileges. In addition, the vehicles are subject to being towed at the owner's expense.***

- **Pets:**

- **Number:** POA Members are required to limit the number of dogs kept as pets to three per household. Exceptions may be made upon written application to the POA Advisory Council.
- **Types:** Ownership of dogs viewed as particularly vicious and aggressive (i.e., Pit Bulls, Dobermans and Rottweiler's, etc.) on the Anderson Creek Club property is discouraged and should problems arise these animals will have to be removed from the property. Dangerous and/or exotic pets are not allowed on ACC property.
- **Sanitation:** Members and Guests are responsible for controlling and cleaning up after all of their pets that are allowed outside. It is expected that, when members, guests or visitors are walking pets outside, pet droppings will be picked up by that person and brought back to their own property for disposal.
- **Control:**
 - ***When walking dogs or letting them (or other pets) outside, leashing is required on Anderson Creek Club property.*** Electronic leashes are approved for use. However, voice control is not an option and all *pets* will be on a leash and accompanied by a responsible person when on streets, other lots, Anderson Creek Club common areas, or ACC property under development.
 - ***When on the owner's property there are two control options.*** First, if on a leash pets must be accompanied by a person. Second, if not on a leash and accompanied, pets must be contained by a fence (solid or electronic) that will keep them on the owner's property. That fence must be approved by the Architectural Control Committee.
 - ***Chaining of unattended dogs is not permitted anywhere in Anderson Creek Club.***
 - **Barking:** Occasionally, all dogs bark. Constant barking that disturbs neighbors is a violation of the "Quiet Enjoyment" concept (p. 4, above). It must be controlled by pet owners. If related issues cannot be resolved in a neighborly way, they should be referred to the Anderson Creek Club POA Advisory Council.
 - **Stray Animals:** Be aware that, *unlike ACC*, the surrounding communities have no leash laws. POA members who see/encounter stray and/or unleashed animals should immediately report it to the **Harnett County Animal Control office (910-814-2952)**. After calling the Harnett County officials, please notify the **POA Security (910-286-6791)**.
 - **Registration:** Pet owners are encouraged to register their pet's name and description with the POA Staff for use in case the pet gets lost.
- **Dog Park:** A dog park is available for walking/exercising dogs. When in this park, leash laws do not apply; however, owner control is still expected.

- **Signs:**

- The legal documents by which all property owners in Anderson Creek Club are bound include guidelines which restrict signage and no signage of any kind may be placed on any lot. For purposes of the Covenants and this Handbook, this includes but is not limited to any and all "For Sale" or sales related signage whether in yards, windows or any other parts of the property.
- Per the Anderson Creek Club Architectural Control Committee Guidelines, Procedures, and Regulations found on Page 16 of the Covenants and Restrictions: No marketing signs or tubes (for sale, for rent, for lease, etc.) are permitted on any Home site, in the windows of any home or structure, on any cabana, common property or any ACC right of-way at any time unless placed under the direction of the Developer. No sign or banner of any kind is allowed unless approved by the ACC before installation. The ACC will approve builder signs and permit boxes. The purpose of these signs is to identify job sites and speculative construction. An ACC representative will remove signs from Home sites within 30 days of the completion of construction. No subcontractor signs are allowed. Builders and the Developer are specifically permitted to place signs at location and of designs approved by ACC.
- Political signs are allowed 45 days prior to voting/election dates and 7 days after voting/election dates. These signs must be of the commercial/campaign issue variety and not be larger than 18 X 24 inches. *Homemade signs, over-sized signs, etc. will be removed by the POA Staff and residents responsible for them will be subject to fines.*
- Holiday decorations add to the warmth and neighborliness of the community and are encouraged and welcome. In keeping with generally accepted customs, Holiday decorations may be put up following Thanksgiving and must be taken down by the second week end after the Holiday.

SAFE USE OF STREETS

- **Mail Box/Street Lamp:**

- Street lighting is necessary for security and safety. As a result, the developer and the Architectural Control Committee have ensured that every house in ACC is equipped with a standard mail box/street lamp.
- **Owners are required to ensure that street lamps are operational.** To assist, the POA Staff will periodically check to see if street lamps are lit and will inform residents when they are not and will provide replacement bulbs.
- If a bulb replacement does not correct the problem, there are four other reasons the lamps may be inoperative: 1) a faulty "solar sensitive switch" (the photo cell prescribed in the Anderson Creek Club architectural guidelines); 2) an "on/off" switch has been erroneously installed and overrides the "solar sensitive switch"; 3) electrical problems in the system not related to the bulb/sensor/switch issues; 4) physical damage due to accident.
- ***Any problems other than light bulbs are the responsibility of the homeowner to correct.*** However, to assist homeowners, the POA staff will maintain information concerning where to find lamp posts and lamp post parts, suggested electricians and sensor replacement.
- **Street Lamp Issue Resolution Process:** If light is out, then ...
 1. Bulb is provided or replaced by the resident or the POA Staff

2. If still no light, the POA will inform the resident/owner by letter and let the him/her know that the situation must be corrected within 15 working days at their expense
 3. Resident/owner is responsible for repairs. Options are:
 - a. Contact the builder if home is still under warranty and settle the issue in a timely manner (15 working days)
 - b. Request that the POA contact a person who will replace the sensor at resident/owner expense (materials and labor) within 48 hours. The POA can assist with replacing the sensor, but there is no guarantee that this will correct the problem because there may be some other electrical issue.
 - c. If the sensor replacement does not fix the problem, the resident/owner contacts an electrician to make the necessary repairs (the POA Staff will provide the name of electrician the resident/owner can contact).
Alternatively, the owner may request that the POA have the repairs made at the owner's expense. All repairs are at resident/owner expense and must be accomplished in a timely manner (15 working days).
- **Operation of Vehicles:** In the interests of safety and to avoid tragedy, POA Members and Occupants; POA Staff; golf course staff; and, builders, contractors, sub-contractors and laborers are responsible for the safe operation of their vehicles on the property.
 - **Speed Limit: The ACC speed limit is 25 miles per hour (mph). This rule applies to anyone and everyone operating a vehicle on ACC property.**
 - The POA has a radar gun and it is used by the security guards to help enforce speed limits. Violators will be subject to the fining process.
 - Recently, the POA was notified that it is legal for the Harnett County Sheriff's Department to help us enforce our speed limit. From time-to-time, residents can expect that the Sheriff's Deputies will be on ACC property to enforce the speed limit.
 - **Reflective and Protective Gear:** Children and adults use our streets for play, jogging and walking. Often these activities occur at dusk and during the hours of darkness - in too many cases without reflective gear. In the interests of safety, we request that residents and guests wear reflective clothing, belts, etc. and wear helmets and other appropriate protection when on bikes, skateboards, roller skates, etc.
 - **Motorcycles:** By nature, these vehicles can be disruptive to "quiet enjoyment" and operators are expected to control the speed and noise of these vehicles when operating them on the ACC streets. In addition, the operators of such vehicles on Anderson Creek Club must have a driver's license valid in the State of North Carolina.
 - **ATVs.** In accordance with the laws of the State of North Carolina, the operation of ATVs is not allowed on the streets of Anderson Creek Club. In addition, the operation of ATVs and "dirt bikes" in the common and recreational areas and the undeveloped areas of ACC, including the south property, is prohibited in accordance with ACC Covenants and this Handbook.
 - **Golf carts, small/mini motor scooters, etc:** The NC statutes that apply to vehicle operators also apply to operators of golf carts, small/mini motor scooters, etc. on *Anderson Creek Club property*. Simply stated, *all* operators of such vehicles must have an operator's license valid under the laws of the State of NC. However, the licensing of such vehicles themselves is not required on the property. All vehicles operated after dark *must* have head lights and tail lights.

In the case of the operation of golf carts, small/mini motor scooters, etc. by children we will assess fines in the future and, to and protect the children and to protect the POA from potential liability, confiscate such vehicles operated by children. We will ensure that the children are returned safely home, but the vehicles will be held by the POA until claimed by the parent.

- **“Dish” Antennas.** Some residents elect to have satellite dishes placed in their yards. These must be placed in areas that make them as unobtrusive as possible. For example, in the back yard behind the house, NOT in the front yard.

COMMON AND RECREATIONAL AREAS

The ACC Developer, Board of Directors and the POA, Inc. assumes no responsibility for any accident, injury or death occurring on any of the recreational and/or Common Areas of the Anderson Creek Club property.

The common and recreational areas are for the *exclusive* use of POA members, family members living in the ACC residence, overnight guests and daily guests, all of whom are expected to “live within the rules” for the safety and enjoyment of all.

It is recognized that some events will include a **limited** number of event only outside guests. However, it is expected that the majority of event attendees will always be POA members, family members living in the ACC residence, and overnight guests.

Using the common and recreational areas to dispose of any building materials or by-products of yard maintenance (leaves, grass cuttings, branches, saplings, etc.) is prohibited. Violators will be fined.

- **Responsibilities:**

- **Financial:** Members will be held financially responsible for damages to any Common Area and/or recreational amenity or equipment caused by them or their family members living in the ACC residence, overnight guests, daily guests and event guests. Persons causing damage to any amenity or common area will be assessed an amount equal to the cost of repairing the damage.
- **Sanitation:** Trash containers are available at the pool, tennis courts, picnic areas, and other selected parks/activity areas. Please use them. Parents and other caregivers of small children should dispose of soiled diapers on their own property. Pet owners are expected to pick up pet excrement and dispose of it **on their own property**.

- **Recreational Facilities:** It is expected that the majority of recreational facility users will always be POA members, family members living in the ACC residence, and overnight guests of POA members. The use of these facilities is always at the user's risk.

- **Swimming Pool, Hot Tub and Pool Area Amenities:**

- **Safety: No lifeguard is on duty.** Use of the pool, hot tub and pool area facilities are at the users' own risk. This poses a safety risk for unattended children. Parents are responsible for instructing their children concerning this hazard and supervising their behavior, accordingly. **No children under the age of fourteen are permitted in the pool without adult supervision.**

- **Pool Hours.**
 - ***The ACC pool is closed for cleaning from 7:00 AM and 9:00 AM, daily.*** During this time, the "Pool Closed" sign will be displayed on the pool gate. Residents are asked to honor the "Pool Closed" sign, since cleaning is not possible when the pool is in use. Cleaning times for pools at Fairway Pointe, Links Crossing, the ACC Inn and any future pools will vary, but will be coordinated with the neighborhoods involved.
 - From time-to-time, the pool may be closed by the POA Manager for reasons of health and/or maintenance. For such closures, as much advanced notice as the situation permits will be given *and all members are expected to comply with these pool closures.*
- **Pool Usage.** The pool is a community amenity that is used by most if not all of our resident members; therefore, it must be available to all POA members *at all times.* Accordingly, the pool and pool area inside the fence may NOT be reserved for private parties or used for any event that will cause any resident member to feel "crowded out" or otherwise uncomfortable. To ensure the pool is open and available for use by all members, POA members may not have more than six (6) non-family member guests at the pool at any given time.
- **Pool, Hot Tub and Pool Area Rules** are posted in the pool area. Compliance is required. Members are encouraged to report inappropriate or unsafe behavior (to include unauthorized use of the pool) to the POA Staff (814 2633) using the phone in the pool area. *Some* of these rules are:
 - No glass containers or bottles are allowed inside the pool area. Beverages are permitted in the pool area itself *but not in glass bottles or containers.*
 - Food is permitted **only** at the tables in the covered area of the pool house only for children and infants as may be reasonably required. Picnic areas/tables are available outside of the pool area.
 - Users provide their own clean up of the area.
 - Skateboards, in-line skates, bicycles are not permitted inside the fenced pool area.
 - No pets are permitted inside the pool gate. Pets may not be left leashed and unattended outside the pool gate. The rules described under control of pets (above) apply in the pool area.
 - Abusive and/or profane language or gestures are prohibited, and will not be tolerated. Violators will immediately lose their pool privileges.
 - Radios and CD players are allowed, however, "Boom-box" volume and/or music with lyrics that use offensive language are not allowed.
 - Infants must wear "Swimmies" in the pool. Any "accident" will close the pool until the "accident" is removed from the pool (by the parent/responsible adult)

and proper sanitary conditions of the water can be restored by the filtration system (a minimum of 20 minutes).

- After 10:00 PM residents using the pool are asked to keep noise down as a courtesy to residents living in close proximity. Activities held at the pool must end at 10:00 PM.
- Members are encouraged to report violations of pool rules and/or unsafe behavior to the POA Staff. The POA usually has a person in the pool area during the summer to assist in this regard.
- **Tennis Courts.** The Tennis Courts are for playing tennis. Skateboards, scooters, in-line skates and remotely operated toys (cars, trucks, etc.) may not be used on the tennis courts.
- **Pavilion.**
 - **Pavilion Hours.** The pavilion is open daily, except for periodic cleaning and maintenance. It closes at 10:00 PM every night and all activities and gatherings must end at that time.
 - **Usage:** The pavilion is a community amenity that is used by most if not all of our resident POA members. The pavilion may be reserved for private parties/social events when properly coordinated with the POA Staff. If members want to have a private party at the pavilion they **must** complete a request form at the POA office (814-2633) so that the event can be put on the POA calendar and coordinated with the other activities. In the event of properly coordinated private parties, other members and guests will be given prior notification and are asked to cooperate with the requested privacy. In addition, this notification will ensure that the facility is in good condition and not in the process of being maintained.
 - **Pavilion Private Party Rules include:**
 - The pavilion reservation process requires that the reserving resident/member meet with the POA Staff at least five (5) working days prior to the event and sign a cooperative agreement. Upon that signing, the POA will enter the event in the POA calendar. The cooperative agreement process includes the placing of a \$100.00 "clean-up" deposit and a \$25.00 non-reimbursable usage fee at the POA business office. The "clean-up" deposit will be returned if the grill and pavilion area are cleaned by the party hosts; the usage fee will be kept by the POA.
 - When private parties are approved, POA Members and guests may be given prior notification and will be asked to cooperate with the requested privacy, If there is a problem, call the POA Staff (910-814-2633) before 5:00 PM or ACC security (910-286-6791) after 5:00 PM.
 - Pavilion private parties may start at 9:00 AM and **must** end by 10:00 PM.
 - **Pavilion Rules**
 - The propane grill provided at the pavilion is the *only* one to be used for cooking in the pavilion area. Users provide their own propane gas for the grill.

- Users provide their own clean up of the grill and the pavilion area.
 - No pets are permitted in the pavilion and no pets will be left leashed and unattended outside the pavilion. The rules described under control of pets, above, apply in the pavilion area.
 - No glass containers are allowed in the pavilion area.
 - Abusive and/or profane language or gestures are prohibited, will not be tolerated and will be punishable by the immediate loss of privileges.
 - Radios and CD players are allowed, however, "Boom-box" volume and/or music with lyrics that use offensive language are not allowed.
 - No vehicles of any kind (including golf carts) are allowed to park on the grass around the pavilion. Supplies may be brought by hand cart or golf cart using the wooden bridge from the parking lot past the soccer field and to the platform where the grill is located. In addition, an asphalt golf cart trail will be installed in the early spring to facilitate bringing supplies to the pavilion. It will run from the school bus stop at the pool entry and go to the pavilion. There will be room for carts to return to proper parking areas after they are unloaded.
 - It may be necessary to grant access to the front of the pavilion for oversized/specialized equipment. This must be coordinated with the POA Staff.
- **Canoes.** Canoes are kept under lock and key for security and safety reasons and are not to be operated by unaccompanied children under **16**. Life vests are required when using paddle boats and canoes. Keys for the locks and life jackets are available at the main Gatehouse and must be "signed for" by a POA member and returned when the activity is completed. An extra word of caution: Canoes are especially dangerous for non swimmers. *They tip over easily.*
 - **Use of the Clubhouse.** The clubhouse is a multipurpose facility. It houses the great room, library and exercise room, the sales and marketing and business offices, the pro shop and the Bar & Grill.
 - The pro shop and Bar & Grill are managed by the pro shop and are open to the public during its hours of operation. During these times, individuals (ACC visitors, golf course visitors, residents or guests of residents) may not bring food or drink into the clubhouse.
 - The bar and grill is available to cater private parties. Contact the Bar & Grill manager.
 - For a fee payable to the Bar & Grill manager, the Bar & Grill is available for private events catered by outside caterers; however, the kitchen and bar equipment are not available in such cases.
 - ***Except for formal events such as weddings***, no private party or special event will keep members from using the clubhouse.
 - *The clubhouse will NOT be reserved on any Friday night for any private event.*

- POA Members may reserve the clubhouse for special events on a “first come, first served basis” by contacting the POA Office Manager (814-2633) to schedule the event ***at least five (5) full working days prior to the event*** and sign a cooperative agreement. Upon that signing, the POA place it on the POA coordination calendar. The process includes the placing of a \$100.00 “clean-up” deposit at the POA business office. This deposit will be returned if the area is cleaned by the party hosts.
- ACC Members and guests will be given prior notification and asked to cooperate with by not interfering with the special event.
- **Recreational Amenities of Limited Capacity.** All ACC amenities are primarily for the use of POA members and guests. Some such as: basketball; go-quet; shuffleboard; bocce ball; volleyball; the spa; paddleboats; etc. can only handle a limited number of people. POA members are requested to limit the number of guests they allow to use these so that members can use them. For exceptions, call the POA Staff.
- **The Golf Course is not a common area or a recreational area for use by POA members.** The golf course is for golf course members and daily fee golfers. It is managed by the owners/operators of the golf course, not the POA.
- **The golf course is not open for the use of POA members for jogging, walking, recreational touring in golf carts, etc.**

Hazardous Activities

Such activities as the use of firearms (including shotguns), paint ball games and archery are considered too dangerous and are not permitted on the ACC property. Violations should be reported to the POA Staff. As an exception, the POA Staff has the authority to shoot dangerous snakes in a safe manner and will do so from time-to-time. *Fireworks* are not to be used except for community-sponsored events approved in advance by the POA Advisory Council. In the case of the latter, the POA Staff will ensure that fire protection and safety means are readily available.

Security

The POA employs a private security company to staff our front gate from 7:00 Am to 7:00 PM daily. In addition, the POA employs an armed night security guard to patrol ACC on a random basis, during the hours of darkness. The night guard is empowered to enforce the provisos of this Handbook, in cooperation with the POA Manager.

- **Please note that law enforcement is up to the Harnett County Sheriff (910-814-9111)**
- ***If you have a medical emergency always call 911, immediately.*** There is no reason to waste time calling the POA Security Staff in cases of medical emergency.
- ***If you see or have a fire always call 911, immediately.*** Again, there is no reason to waste time calling the POA Security Staff in cases of a fire. After calling 911, please call the POA security Phone.

- If you see a crime in progress (burglary, assault, vandalism, etc.), call 9-1-1 first, then inform the POA Security Representative by calling 910 286 6791.

POA Security Phone:

- The purpose of the POA Security Phone number is to allow residents/owners to reach a POA Security Representative 24-hours a day, 7 days per week. **The Anderson Creek Club Security Phone processes are as follows:**
 - **The POA Security Phone number is: 910-286-6791.** This phone is located and monitored at the Gate House from 7:00 AM until 7:00 PM seven (7) days per week and between 7:00 PM and 7:00 AM is monitored by our armed security guard when he/she is on duty *or* by a POA Staff member when he/she is not.
 - ***If you see suspicious activity or have safety/security concerns and feel the need for help, call the POA Security Phone at 910-286-6791; or the POA Staff (910-814-2633).*** The POA Security Rep will respond.

Please Note: If you have problems concerning services and/or other household problems (i.e., electricity, water phone, TV, air conditioners, etc.) call the service provider. These are neither security issues nor areas of POA influence.

The table below provides the key security related phone numbers available to Anderson Creek Club residents:

| Security Related Phone Numbers | | |
|--------------------------------|--------------|-----------------------------------|
| Who | Phone Number | Hours of Operation |
| Emergency | 9-1-1 | 24/7 |
| Sheriff | 910-814-9111 | 24/7 |
| ACC Gate House | 910-814-2376 | 7:00 AM to 7:00 PM, daily |
| ACC POA Office | 910-814-2633 | 9:00 AM to 5:00 PM, Monday-Friday |
| ACC POA Security | 910-286-6791 | 24/7 |

- **Gate Procedures:**

- **Residents/Owners:**

- Residents and property owners are furnished with a bar code decal which will open the right hand lane of the front gate entrance. It would be appreciated if that means of entry were used whenever possible.
- Residents/Owners also have the option of using their personal code to open the left hand lane of the front gate entrance. ***Please do not compromise your personal codes by giving them to service providers, vendors, friends, children's friends, etc.***

- **Non-Residents/Visitors:** There are four (4) types of colored and dated gate passes in use for non-residents:

1. **Beige Real Estate Visitor** – Dated for day or duration of visit
2. **Yellow Residents Guests/Visitors** – Dated for day or duration of visit

- **Daily visitor.** Resident inform gatehouse to expect their visitor and the visitor is placed on the daily guest list. The pre-authorized guest will be issued a daily pass when they arrive. If the resident has NOT notified the gatehouse and the guest arrives, the gate guard calls the resident and verifies the guest with resident. If the resident approves of the visit, the guard signs the guest in; issues a pass; and gives directions, if necessary. **If the gate guard cannot reach the resident, the guard will not let the visitor in the gate.**
 - **Overnight Guests.** Members provide the gatehouse guards with the name, address and phone number of persons. Members can sign for and pick up passes at gatehouse ahead of time; or, the guest can pick up the pass when he/she signs in. When members have given the gate prior notification concerning overnight guests, the resident does not need to be home when the guests arrive.
 - **Daily Permanent Visitors.** Members provide the gatehouse guards with the name, address and phone number of persons who visit frequently and are allowed to visit the members' homes, even when the resident is not there. When they arrive at the gate, the guard will verify that they are on the permanent guest list, issue a pass and allow entry. In these cases, residents will not be alerted to the arrival of the visitor.
3. **White: Daily Golfer**
4. **Green: Golf Member**
- **Process when guests arrive when gatehouse is closed:** Members can admit guests by normal remote call-in process posted at the Gatehouse (see below). These instructions are posted at the keypad on the left side of the front gate.

- **The visitor:**
 1. Presses the # (POUND) key on the telephone keypad.
 2. Scrolls through directory displayed by the system. This directory is sorted by resident last name.
 3. Finds the name of the person to be visited
 4. Enters the 4 digit lot number next to the name onto the keypad
- **The System: Calls the house.**
- **The Resident: Answers the phone, speaks to the visitor (for verification of who it is) and, at the resident's discretion, opens the front gate by pressing the number 9 on the resident's phone.**

Please note this system is automated, therefore: 1) There must be someone at the residence to receive the call and activate the gate; 2) The call to the resident **MUST** be initiated from the key pad stand near the gatehouse on the left side of the left entry lane; and **3) The system will not work from a guest's cell/car phone and cannot be initiated from the resident's home phone.**

- **Construction Gates.** Construction gates are for the use of construction/service vehicles entering ACC property. *For safety reasons, Residents/owners are urged to not use these gates* which are currently located on Ray Rd. East of the gate house and on Nursery Rd. North of the Ray/Nursery Rd. intersection.

Reporting Violations and Enforcement

- ***For major problems such as crime and emergencies (medical or fire) wherein rapid response is required, call 911.***
- Generally speaking, all violations of this Handbook should be reported to the President of the POA Advisory Council by contacting the **clubhouse (910-814-2633)**. If the Advisory Council President is unavailable, issues may be referred to the POA Manager and/or POA Staff (910 814 2633) who will pass the information to the proper recipient.
- ***Golf course violations are to be reported to the pro shop (910-814-2115).***