



WELCOME KIT

Welcome to our Fifth & Poplar Family
We look forward to having you as a neighbor!

This kit is designed to help you gain the most out of your residency at Fifth & Poplar. Please take time to visit our two websites: *FifthAndPoplar.com* and *BuildingLink.com*. These sites will enable you to view floor plans, governing documents, essential forms and other helpful information.

Fifth & Poplar Community Policies, Declaration, and By-Laws require all residents to adhere to various policies as members of our community. The kit also serves as a reminder for maintenance essentials. All residents and owners are asked to return a completed move-in checklist within seven days.

We look forward to you joining our community and wish you the best possible experience here.

Management Team

Fifth & Poplar Residential Condominium Owners Association, Inc.

Access Fobs and Transponders

A security fob or a transponder allows access to Fifth & Poplar pedestrian entries and elevators. A transponder allows access to secure parking areas. If your access devices are lost, broken or stolen, please contact the management office immediately. Your original device will be deactivated in the system and a replacement issued. Replacement and extra devices may be purchased for \$100.00.

Cable

Cable connections may require that the service technician enter the condominium and work from the panel located inside unit.

Deliveries

Deliveries of furniture and/or appliances requiring use of an elevator should be coordinated at least 48 hours in advance with the management office so that appropriate safeguards, such as elevator padding and floor protection can be put in place.

Electrical Meters

All electrical meters are consolidated in meter rooms. This consolidation allows for easy access and reading by Duke Energy. Should you need access to the meter, please contact the management office for assistance, as these rooms are secured.

Electrical Panel/Service

An electrical panel is located in each unit. Locations of these panels vary. If you are experiencing a total or partial loss of power within your unit, please check the breakers within this panel first. Each bathroom is equipped with a GFI receptacle. If your bathroom receptacle will not work, please push the red reset button located on one of these receptacles.

Governance and Compliance Checklist - see back of packet

- Provide current contact and billing information
- Provide and maintain proof of property and liability insurance
- Provide a working key for emergency access or repairs
- Obtain copy of Declaration and Community Policies
- Sign acknowledgement of receipt of Community Policies
- Provide vehicle identification information
- Sign liability release form for fitness center
- Balconies and terraces comply with community policies
- Unit appearance, use, and maintenance comply with Community Policies
- Pets are in compliance with Community Policies
- Schedule a meet & greet with management within a week of move-in
- If applicable: Submit copy of unit lease agreement
- If applicable: Provide tenant contact information and other parties authorized for entry access

Heating, Ventilating and Air Conditioning Systems

Each individual unit is served by a standalone heating, ventilating and air conditioning system located on the rooftop. These systems will require regular routine maintenance including filter changes and cleaning of condensate lines. This maintenance is the responsibility of the individual unit owners. Seasonal service is strongly recommended. The concierge on duty will loan security fobs to preapproved HVAC service technicians for access to rooftop equipment; for security and liability reasons, residents must accompany unapproved HVAC service technicians to rooftop.

Keys

Each homeowner should have a set of keys for their condominium entrance door and assigned mailbox. Most residents provide an extra door key to the management office for access to the unit in the event of an emergency; it is the resident's choice to take advantage of this privilege. If you re-key your lock, a copy of the new key should be given to the management office. The management office attempts to contact owners before gaining access to a unit.

Mailboxes

Mailboxes are located between units 129 and 131. Mailbox numbers do NOT identify your unit number. Each owner is assigned one mailbox. You are to retrieve your oversized mail from the concierge. In the case that you receive an oversized package or a package that is not from U. S. Postal Service, the concierge will notify you via MyBuilding. The mailbox area also contains an outgoing box for your convenience.

Moving - Deposit Required

Please contact the concierge at least 14 days prior to any moving of furnishings and boxes so that appropriate safeguards such as elevator padding and floor protection can be put in place. Prior to move-in or move-out, residents must be registered, a move-in or move-out agreement completed, a move-in fee of \$250 paid and a move-in or move-out damage deposit of \$250 submitted. When all of these requirements are satisfied, the concierge will reserve the loading dock and freight elevator to accommodate your move.

Parking

Parking for each condominium is assigned. Prior to parking your vehicle in your designated space, make sure to place your Fifth & Poplar parking decal on your vehicle's windshield on the driver's side in an area that is visible from the outside of your vehicle. A parking decal can be acquired from the concierge. The decal must match the assigned parking space.

Safety and Risk Mitigation

Monthly

- Check batteries in smoke detector
- Check batteries in carbon monoxide detector
- Check HVAC Filter and replace as recommended by service provider or manufacturer

Spring/Fall

- HVAC Service

Annual

- Update Property Insurance Certificate
- Dryer Vent Inspected and cleaned

Security Alarms

If your unit is equipped with a security alarm, please notify the management office. They will request a code for emergency entry to be kept on file in the office. Owners may contract with any monitoring provider of their choosing. Please note that if your individual alarm is monitored, it must be registered with the Charlotte-Mecklenburg Police Department (800-773-2673).

Smoke/Carbon Monoxide Detectors within Units

Please note that the smoke/carbon monoxide detectors in your unit have a battery backup. Batteries in these detectors need to be changed on a regular basis; the fire department recommends these batteries be changed once every six months. If these detectors chirp, the battery needs to be changed.

Telephone

Telephone equipment rooms located in the building may eliminate the need for technicians to enter individual condominiums to connect service. Each condominium has been wired for telephone lines and the main feed is located in the utility room in each condominium unit. Except for opt-out units, AT&T Fiber has installed high-speed internet capability in substantially all units; service can be activated at the resident's option through AT&T U-Verse or an account at another service provider.

Water Heaters

Individual unit water heaters are installed in each unit. Please routinely check your water heater to ensure its proper operation and to ensure that no water is being held in the catch pan under the water heater. If your heater is 10 years or older, you should consider replacing your water heater before it fails and causes potential water damage

Water Shut Off

Water within your unit can be shut off at numerous locations within your unit. The main water shut off is located adjacent to your water heater and is typically a red-handled valve.

This valve will shut off all water serving your unit, with the exception of the fire sprinkler system, which cannot be turned off from within any unit. Individual fixture shut offs are located adjacent to such fixtures. These include all toilets, sinks, dishwashers and icemakers. The shut off for each toilet is located on the wall adjacent to the fixture. The shut off for each sink is located under the sink cabinet. A separate shut off is included for both hot and cold water. The shut off for the dishwasher is below the kitchen sink and adjacent to the sink shut offs. If you are experiencing a water leak in your unit, please attempt to shut off your water and notify the management office immediately so as to minimize damages within your unit and in any units adjacent to yours. You are responsible for water damage caused by failure of appliances.

Responsibility Guide for Residents of Fifth & Poplar

	Owner	Association	
1. Owner's equipment	x		Manufacturer or home warranty
2. Interior unit construction/alterations	x		
3. Pest Control - common area		x	
4. Pest Control - Unit	x		
5. Plumbing exclusive to your unit	x		
6. Plumbing shared between units		x	In some cases, only unit owners sharing the affected plumbing
7. HVAC for unit	x		
8. Unit windows and dryer vents	x		
9. Common area windows		x	
10. Common area and exterior painting		x	
11. Roof repairs		x	
12. Insurance coverage	See governing documents and existing policy		
13. Common area landscaping		x	
14. Common area grounds and amenities		x	

Parking

Residents Needing Additional Long Term Parking

Fourth Ward Residential Parking Permits:

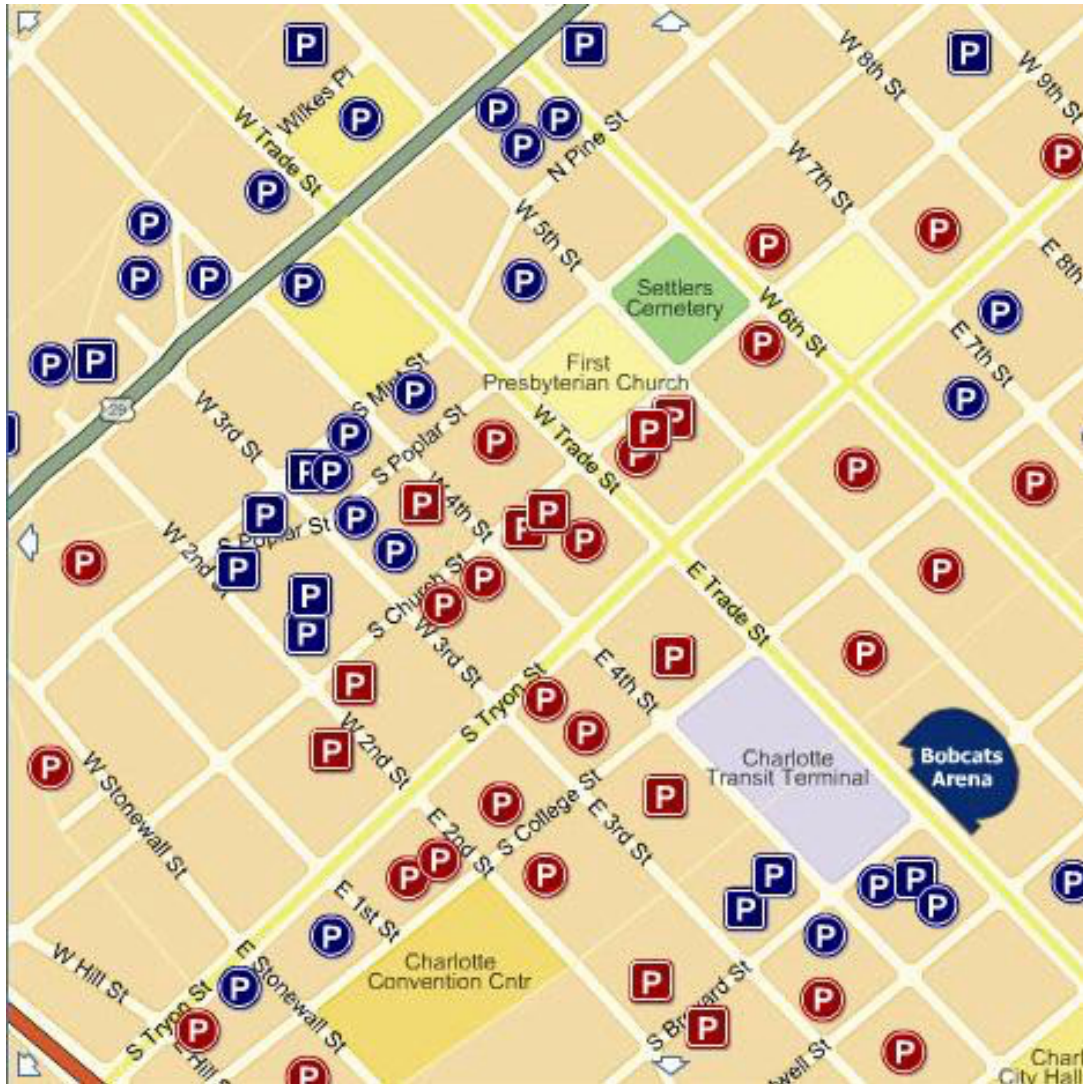
This permit allows residents of Fourth Ward to park on designated streets from 7am to 6pm Monday through Friday. You can obtain information online at Charmek.org/departments/transportation. Click on "Special Programs," then "Park It" then "Residential Parking Permit Program." The Park-It Office is located at 1440 S. Tryon Street. Their number is 704-375-3177. The cost is \$30 per vehicle per year.

Rent a Parking Space at a Nearby Lot or Garage

- See the map below for locations...

Rent a Parking Space at Fifth & Poplar

- See Community Policies



Map Key:

- Surface Lot: Hourly & Monthly Parking
- Surface Lot: Monthly Parking Only
- Parking Deck: Hourly & Monthly Parking
- Parking Deck: Monthly Parking Only

Fifth & Poplar Parking Information – see Community Policies for definitive list

- All vehicles must be registered with Fifth & Poplar Management.
- All residents are required to park only in their designated spaces within the access controlled areas. Each parking space is titled to a specific unit. Unauthorized vehicles found parked in these spaces will be towed or immobilized immediately.
- All vehicles in the access-controlled areas must have a Fifth & Poplar parking decal on display in a visible location at all times. The decal on the vehicle must match the parking garage level and space number.
- Parking in the visitor section of P2 is prohibited at all times for residents.
- Vehicles parked for more than 90 minutes in visitor parking (with the exception of vendors and employees working in the retail spaces) are subject to being towed or immobilized at the owner's expense.
- Spaces marked "Reserved," are rented by residents who desire additional designated parking. Unauthorized vehicles found parked in these spaces will be towed or immobilized immediately.
- All vehicles are required to be parked in a centered fashion within a single parking space.
- All vehicles must have current registration information appropriately displayed on license plate.
- All vehicles must be in good repair.
- All residents are responsible for their visitors at all times.
- Any vehicle equipped with an alarm system or any audible device may not interfere with the right of others 'peace and enjoyment of the premises. Any vehicle that is deemed a nuisance will be towed immediately.

Visitor Parking Options:

90-Minute Visitors Parking on Garage Level P2 (Retail visitors only)

On-Street Parking:

Metered Spaces:

- There are 1,110 metered parking spaces in Uptown.
- Meters are monitored by ParkIt Monday through Friday from 7am-6pm
- Meters are not monitored on Saturdays, Sundays, and most holidays

- Meters accept nickels, dimes, quarters, and Charlotte Coin. Meters in high-demand areas charge \$0.25 per 15 minutes.
- Meters on the perimeter of the city charge \$0.50 for one hour.

Fourth Ward Residential Visitor Parking Permits:

This permit allows visitors of residents in Fourth Ward to park on designated streets on a temporary basis from 7am to 6pm Monday through Friday. You can obtain this information by contacting Park-It! The Park It! office is located at 1440 S. Tryon Street in South End. Their number is 704-375-3177.

Daily Parking in Nearby Lots or Decks:

See map on previous page for details

Additional Parking Information Resources:

Park It!

1440 S Tryon St # 108
Charlotte, NC 28203
(704) 432-7275

Preferred Parking

212 S. Tryon St. #1300
Charlotte, NC 28281
(704) 375-6014

<http://www.charmeck.org/Departments/Transportation/Special+Programs/Residential+Parking+Permit+Program.htm>

Your New Mailing Address:

300 West Fifth Street # _____
Charlotte, NC 28202

Management Office

Community Manager

Debra Nugent	(704) 338-1111 x2
Fax #	(704) 714-1318
Email	debra.nugent@grandmanors.com

Assistant Community Manager

Pamela Paul	(704) 338-1111 x2
Email	pamela.paul@grandmanors.com

Concierge

(704) 615-2587

Email	concierge@fifthandpoplar.com
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Maintenance

George Horton	maintenance@fifthandpoplar.com
John Fife	maintenance2@fifthandpoplar.com

Emergency

911

Police - Non-emergency	(704) 336-3190
Poison Control	(704) 355-4000
City of Charlotte	311

Utilities

Telephone	AT&T - New Service	(888) 757-6500
	AT&T – Internet	(800) 436-8638
	AT&T - Repair Service	(611) or (800) 925-2525
Electricity	Duke Power New Service	(800) 777-9898
	Duke Power Outage Reporting	(800) 769-3766
Cable	Spectrum	(704) 377-9600

Water Water service and costs are included – no action needed

Transportation

All City Limousine		(704) 907-3995
King Cab		(704) 371-4444
Speedy		(704) 376-6666
NC Drivers License	616 Brookshire Blvd.	(704) 392-3266
	Hwy 29 North	(704) 547-5786
	201A West Arrow Wood Rd	(704) 527-2562
License Plates & Registration	6016 Brookshire Blvd	(704) 399-8306
	4200 South Blvd.	(704) 525-3832
	6058 Independence Blvd.	(704) 535-2525

Hospitals

Atrium Health	1000 Blythe Blvd.	(704) 355-2000
Presbyterian Hospital	200 Hawthorne Lane	(704) 384-4000

Other

Post Office	201 N. McDowell St.	(800) Ask-USPS
	100 N. Tryon Street (Bank of America)	
Chamber of Commerce	330 S. Tryon St.	(704) 378-1300

Public School District

Elementary School	Irwin Avenue Elementary School
Middle School	Bishop Spaugh Middle School
High School	West Charlotte Senior High School

Higher Education

Community College	Central Piedmont Community College 1201 Elizabeth Ave.	(704) 330-2722
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University	University of North Carolina at Charlotte 9201 University City Blvd	(704) 687-2000
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Library

Main Branch	310 N. Tryon Street	(704) 416-0100
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Banking

Sun Trust	112 S. Tryon Street	(704) 347-6182
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Bank of America	100 N. Tryon Street	(704) 386-4771
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Fifth Third Bank	201 N. Tryon Street	(704) 625-4073
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Wells Fargo	301 N. Tryon Street	(704) 335-5878
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BB&T	200 S. College Street	(704) 954-1000
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First Citizens	128 S. Tryon Street	(704) 338-4000
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Shopping Facilities

Harris Teeter	325 W. 6th Street	(704) 332-8479
Walmart	3240 Wilkinson Blvd.	(704) 392-5771
Target Midtown	900 Metropolitan Ave	(704) 973-3121
Trader Joe's Midtown	1133 Metropolitan Ave	(704) 334-0737
Whole Foods	400 E Stonewall St	(704) 969-5950

Home Improvement

Lowes	217 Iverson Way	(704) 335-5021
Home Depot	4750 South Blvd.	(704) 522-8383

Malls/Department Stores

Northlake Mall	6801 Northlake Mall Drive	(704) 921-2000
South Park Mall	4400 Sharon Road	(704) 365-7772
Concord Mills Mall	8111 Concord Mills Blvd	(704) 979-5000

Spas

J'adore Nail Boutique	220 N. Pine Street Suite C	(980) 272-6023
Versa Salon & Spa	220 N. Pine Street Suite A	(704) 335-2277
Modern Salon & Spa	214 N Tryon St.	(704) 339-0909

Dry Cleaners

American Dry Cleaners 1806 N. Graham St. (704) 333-6111
Pick up is at Fifth & Poplar Concierge Lobby at 9am and 6pm

Regal
(Fifth & Poplar) 220 N. Pine Street Suite 3 (704) 374-0752

Washer & Dryer Rental Azuma (800) 707-1188

Local Food Delivery

Papa John's	(704) 375-7272
Pizza Hut	(704) 377-7006
Domino's	(704) 331-9847
Donatos	(704) 714-4743
Bojangles	(704) 374-0270

Nearby Restaurants

Ruth Chris Steakhouse	222 S. Tryon St.	(704) 338-9444
SoHo Bistro – (Chinese)	214 N. Tryon St.	(704) 333-5189
FUJO (Chinese & Japanese)	301 S. College St.	(704) 954-0087
The Daily	214 N. Church St.	(980) 209-9546
Rock Bottom Restaurant	401 N. Tryon St.	(704) 334-2739
Capital Grille Steakhouse	201 N. Tryon St.	(704) 348-1400
Chima Brazilian Steakhouse	139 S. Tryon St.	(704) 601-4141
Basil Thai Cuisine	210 N. Church St.	(704) 332-7212
McCormick & Schmick's (Seafood)	200 S. Tryon St.	(704) 377-0201
Jason's Deli	210 E. Trade St.	(704) 688-1004
Dandelion Market	118 W. 5th St.	(704) 333-7989
Salsarita's (Mexican)	101 S. Tryon St.	(704) 347-0950
Que Onda Tacos	333 W. Trade St. #101	(980) 256-4717
Corkscrew on 5th	412 W. 5th St.	(980) 256-4717
Cowbell Burger & Whiskey Bar	201 N. Tryon St.	(980) 224-8674

Catering

Something Classic

101 S. Tryon St.

704-347-0950

Salsarita's Fresh Cantina

1323 Central Avenue

704-377-4202

Jason's Deli

210 E. Trade St.

704-688-1004

Harper's Deli

320 S. Tryon St.

704-375-9715

Suruchi's Indian Cuisine

129 W. Trade St.

704-372-7333



FIFTH & POPLAR

GOVERNANCE AND COMPLIANCE CHECKLIST

Resident Name: Unit Number:	Resident Initial & Date	Manager Initial & Date
Provide current contact and billing information		
Provide and maintain proof of property and liability insurance		
Provide a working key for emergency access or repairs		
Obtain copy of Declaration and Community Policies		
Sign acknowledgement of receipt of Community Policies		
Provide vehicle identification information		
Sign liability release form for fitness center		
Balconies and terraces comply with community policies		
Unit appearance, use, and maintenance comply with Community Policies		
Pets are in compliance with Community Policies		
Schedule meet & greet with management within a week of move in		
If applicable: Submit copy of lease agreement		
If applicable: Provide tenant contact information and other parties authorized for entry access		