

# REFLECTION POINTE OPEN HOUSE GUIDELINES

Revised November 2015

**Purpose** –To protect and enhance property values, Brokers and individual homeowners may hold an Open House event in the Reflection Pointe Community. The value in promoting the Reflection Pointe Community to potential property owners must be balanced with the rights and privacy of current residents. All Brokers with property listings in Reflection Pointe will be given equal opportunity to hold Open House events and will be subject to the same guidelines.

**Individual Home Open House** – An Open House event conducted by a homeowner or a homeowner's agent for a single home.

**Broker's Open House Event** – An event to familiarize other Realtors with the properties available in Reflection Pointe; not open to the public.

**Community Open House Event** – An Open House event open to the public. Board notification is required for Marketing Committee organized events and Board approval is required for HOA funding of any advertising associated with Community Open House or Parade of Homes events.

## **Individual Home Open House Event – No use of Clubhouse**

- Individual homeowners may hold an Open House event on any day excluding holidays. No notice or application is needed to hold this type of Open House – Approved hours are 11:00 am to 5:00 pm.
- A Broker may hold an Open House event for an individual home Monday-Friday from 11a.m. to 2 p.m. (Agent events only)
- Access to an Open House event
  - Sale By Owner: The owner may post instructions at key pad for a visitor to scroll to property owner's name and access Reflection Pointe as any guest would.
  - Residential Resale: The agent may post instructions at the key pad for a visitor to scroll to property owner's name and dial number associated with the home. Agent can then open gate via

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phone. If no phone is in the home, contact Cedar Management for alternate means of access.

- New Construction / Residential Lot: The Agent obtains a gate code from Cedar Management for the Open House event. This code will be active for day of the event only. The code may be posted at the keypad to allow visitors to open gate.
- Broker/Owner directional signs (maximum size 12" x 18") may be used to direct visitors from the entrance to the home or lot.
- For a "For Sale by Owner" Open House, the owner may use a standard open house sign purchased at any store.
- For a Broker, an Open House sign at the property will prominently include the name of the Real Estate Company/Companies holding the event as required by North Carolina Real Estate Commission Guidelines.
- All signs are to be removed at the end of the event.

### **Guidelines for Broker and Community Open House Events – Use of Clubhouse**

- Brokers wishing to hold an Open House event at the Reflection Pointe Clubhouse must submit a completed request form to the Reflection Pointe Property Manager. Brokers will be notified by e-mail if the date is approved. No Open House event may be held without approval and advance payment of clubhouse rental fee.
- An Open House sign at the property will prominently include the name of the Real Estate Company/Companies holding the event as required by North Carolina Real Estate Commission Guidelines.
- All expenses, including but not limited to Clubhouse Rental, Decorations, Advertising, Food, Signage, and Clean Up are the responsibility of the Broker/s holding the Open House. Brokers may, at their option, hold combined Open Houses and share expenses.

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- If the Clubhouse is decorated, it must be done so in such a way as not to leave any marks or damage. All decorations must be removed at the conclusion of the Open House.
- The kitchen facilities may be used during Open Houses and as long as it is returned to its original state, including the **removal** of all trash, at the conclusion of the Open House event. A Clubhouse Clean up list is provided on the kitchen counter in the Clubhouse.
- No Broker or Real Estate Company can refer to itself as, or imply that it is, the "Exclusive" or "Official" Marketing entity for Reflection Pointe. Reflection Pointe HOA Board Members may attend Broker or Community Open House events to provide information about the community and to answer questions.

### **Broker Open House Events – Agents Only Event**

- May be held – Monday through Thursday (holiday's excluded), 11:00 am until 2:00 pm. Broker Open House events, which require the use of the clubhouse will be limited to one per week. (Includes combined Broker Open House events).
- Broker directional signs are to be used to direct visiting Brokers to Clubhouse and/or to home/property being shown.
- Broker Open House events will focus solely on properties available within Reflection Pointe.
- Property Management will provide a code that the sponsoring agent can post at the keypad for agents visiting event.

### **Community Open House Events – General Public Event**

- May be Held – On Sundays (holidays excluded), 1:00 pm to 5:00 pm
- Will be limited to three per calendar year per Broker with no more than one per quarter per Broker (Includes combined Broker events).

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- All signs must be professionally made, and the following signage will be allowed only during Community Broker Open Houses.

The cost, placement, and removal of the signage are the responsibility of the Realtor/s holding the Open House.

1. At Reflection Pointe front entrance – Up to two signs reading “Open House Today,” not to exceed 18” x 24”.
  2. Inside Reflection Pointe – Up to four signs for the purpose of directing people to the clubhouse, not to exceed 18” x 24”.
  3. Helium balloons may be attached to Broker signs and the Clubhouse front steps railing. All balloons must be removed at the conclusion of the open house.
  4. All Broker signs must be professionally made and include Broker information.
- Open House activities when the Reflection Pointe pool is “open” (seasonal) will be limited to the inside of the Clubhouse and may not take place outside around the pool. Open House events when pool is “closed” (non-seasonal) may allow visitors to access the pool area when accompanied by an agent.
  - Open House activities will focus solely on properties available within Reflection Pointe.
  - Property Management will provide a code that the Agent may post at the gate.

Note: Failure to comply with these guidelines may result in the loss of privilege for future Open House events.

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## **Clubhouse Clean Up**

A cleaning service will clean the clubhouse the day after your event. You are responsible for the following:

Return all furniture, including rugs, to their proper place.

Sweep or wipe up any spills on the floor. The broom is located in front closet.

Completely remove all decorations.

Remove all food from refrigerator, freezer, and cabinets.

Wipe off the bar, sink, and stove with cleaning spray.

Wipe spills off of furniture.

Make sure the oven is turned off.

Dispose of all trash. Place trash in plastic bags and place in large trash containers outside of the kitchen door. Trash bags are located under the kitchen sink. **Trash must be removed before you leave.**

Take all personal items, including dish towels, etc. with you. **Everything, including rental furniture must be removed from the Clubhouse by 10:00 am on the day after the event.**

Set all thermostats to 62 degrees for heat, (winter) and 78 degrees for cooling (summer). Lock the covers on the thermostats.

Turn off all lights. Outside lights are on a timer, they do not have to be set.

Lock all doors, including doors to the patio area.

**All of this information is provided in a notebook on the kitchen counter in the Clubhouse. The notebook also has the phone number for Cedar Management in the event there are any problems with the building.**

**A Clean Up/Closing checklist will also be provided on the kitchen counter. Please fill out this form before leaving.**

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OPEN HOUSE RESERVATION FORM

Application Date:

Broker Name:

Firm Name:

Brokers Phone:

Broker Email:

Firm Broker in Charge:

Type of Open House:  Broker Open House  Community Open House

Date of Open House:

**Reservations:**

Reservations are taken on a first come, first served basis. Reservations are considered confirmed when all appropriate paper work and checks have been submitted to Cedar Management.

***Reservations will only be held for five days without the appropriate paperwork and checks.***

**Reservation Fee:**

Each reservation requires a check for \$500.00. The Damage Deposit is \$300 and the rental fee is \$200. Your check should be made payable to Reflection Pointe Homeowners Association. The rental fee covers the cleaning service, utilities, and general wear and tear of the clubhouse. The Damage Deposit will be returned once the inspection is completed and the clubhouse is deemed to be in good condition. Please mail this request form along with your check to:

**Cedar Management  
P.O. Box 26844  
Charlotte, NC 28221**

Or it may be submitted in person to:

**Cedar Management  
9500 Statesville Road  
Charlotte, NC 28269**

I (Name of Broker) request the rental of the Reflection Pointe Clubhouse for an Open House and have read the procedures and policies on the attached sheets and agree to abide by all of its policies.

I further agree to be responsible for all damages to the clubhouse caused by my guest(s) or by me, and I will be present at this Open House at all times.

Signature:

Date: