



Quick Reference Guide

CAMS Owner Portal Information

Association Landing page provides a link to log in to CAMS and quick reference information

<https://chetolawoodscoa.com/>

From the landing page click login to CAMS account and then “account login” at the CAMS website.

Owners use the CAMS Mgt website for condo association communications and documents, contact information updates, association assessments (dues) payments, and to log tickets for building repairs. You will get an overview of all of this by selecting the “Dashboard” menu option in your account.

Association Assessments (dues): Please login to the portal, then select ‘payments’ for your account status. If you wish to change your payment methods select the edit your payment method on the right side of the account overview page in the “Payments” menu item.

Association Governing Documents

Select the “Document” menu item to locate Association Bylaws, Condominium Declaration, Rules & Regulations, and policies/forms as well as Board Meeting minutes, completed financials.

Condo building maintenance requests

Select Requests menu item, then General Request, and complete the information. If you need repair or remodeling for the interior of your unit, please contact a service provider (see list at the end of this document for suggestions).

For other helpful information, select the FAQs menu item in the portal.

If you are a new owner, it may take time for the settlement package to arrive at CAMS. You may call the CAMS number 877-672-2267 to inquire about your account.

Owner Responsibility and Maintenance

Owners are responsible for the Interior of their unit and all that resides within it as well as the doors and windows, interior plumbing, exterior water faucets and HVAC systems. Please obtain insurance for these items and for interior issues that may arise with plumbing leaks from bathrooms or kitchen problems, etc. The Chetola Woods COA insures the building structure and maintains exterior painting, entrances, decks, roofs, crawlspaces, landscaping, chimneys, gutters, sidewalks and parking areas.

The Associations at Chetola

In addition to the Chetola Lodge, restaurant and spa, there are 3 Associations within the Chetola Mountain Resort Property. The Chetola Woods Condominium Owner’s Association (Chetola Woods) comprises 229 condo units in 41 buildings that are privately owned. The Association of Co-owners of Lake COA (Lakes) are 38 timeshare units in 9 condo buildings. Additionally, Chetola Estates 1 and 2 consist of townhomes and single-family homes within the boundary of the Chetola Resort property. These associations are self-managed.

Mail and Package Delivery

The Blowing Rock Post Office does not deliver mail in Blowing Rock. If you wish to receive mail locally, you must open a P.O. Box at the Post Office in Blowing Rock. You would then need to give your new PO Box address to family/friends and all vendors as well as use it when ordering online. Mail arriving at the Post Office with only your physical address on it will be Returned to Sender, even if you have a PO Box with the USPS. (they do not take responsibility to cross-reference it for you). When leaving for an extended period, it is best to utilize the mail forwarding or hold service at www.usps.com.

Most Amazon/UPS/FedEx packages are delivered to the Post Office if you have a mailbox with them; if not, they might be delivered to your physical address or an alternate local business (of their choosing). Please check and track your packages for exact delivery information on their website when expecting delivery.

Pets

Only owners or family members may have a pet on premises. (not guests/renters) Pets must be on leash while on the property and prevented from creating disturbance to others. Owners are required to pick up pet waste when walking their dogs. A copy of the pet policy is on the landing page

<https://chetolawoodscoa.com>

Trash

There are four locations on the property with trash containers for bagged household trash and flattened cardboard boxes. You may deposit your trash at your convenience anytime of the day or evening. The trash is picked up as needed based on the season. The Chetola Woods trash system does not pick up mattresses or furnishings that you no longer need. Hebron Colony Thrift Store will come and pick up furniture that you wish to donate. You can call them at **828-268-1468** to arrange a time.



Quick Reference Guide

Recycling

If you wish to Recycle, the closest Watauga County Recycle location is 5645 Hwy 321 South, Blowing Rock. Hours of operation are M, W, F from 6:30am – 7:00pm and Sat. 8:00am – 7:00pm. For more details about what they can accept and alternate locations, visit www.wataugacounty.org.

Propane Gas

Propane Gas can be installed in your unit for hot water, the fireplace or stove. Due to the age of the community, gas facilities vary by building. If you wish to install a new gas line in your unit, please log a ticket in the CAMS portal to see the best option for your unit.

Master Key System and Door Locks

Chetola Woods has a master key system. This is NOT an extra key left with someone. It is a means by which your unit can be entered in the event of an emergency using the master key held by security. If you want to replace your door lock it should be 'keyed' to the master key after installation.

The vendor that does this for Chetola Woods is High Country Lock and Key 828-297-2880 ask for Grant. The fee is \$125 to have your lock keyed to the master system. (price is subject to change) *If you choose not to make this arrangement and an emergency occurs, CAMS management or emergency personnel have the right to enter the unit by whatever means necessary, at your expense.*

Leasing/Renting Your Unit

There are several local Property Management companies available in the area if you wish to investigate alternatives to self-renting (at the end of this document). Landlords must comply with the stated insurance requirements.

- You are responsible for your renters and their understanding of the COA requirements. If you choose to rent your unit either through VRBO/Airbnb or a management company, renters will need to understand the rules and comply.
- Renters are **Not** allowed to have pets. (Only owners and family members.)

Parking

Owners/Residents have assigned parking spaces in front of the building. All residents and guests must park in the assigned spaces. If additional parking is needed, you can park in the lot adjacent to the Timberlake's restaurant.

Amenities

Much of the Common Grounds are free to be used by all owners in Chetola Woods. However, access to such amenities as the Pool and Sauna are a part of the Highland Recreational Center which is under the Chetola Lodge Management. Chetola Woods owners may pay a fee of \$5,000.00 to join with a \$100 monthly fee thereafter. (Prices subject to change by resort) The membership is extended to any family or guests you may have if a Pass or Key is provided to them. Membership also includes discounts at the Restaurant, Bar and Spa. These can vary, so please ask the staff at the lodge what they are and if you are eligible. If you are not a member, access will be denied.

The Hickory Hop (to Charlotte airport: CTL)

Need transportation to the airport? The Shoppes On The Parkway, shopping center, has a pickup for the van which takes you to Hickory and then to the Charlotte airport OR you can park free in Hickory and leave from there on the Hickory Hop. Available 7 days a week, 365 days a year. See website for details: <https://www.hickoryhop.com>

After Hours Emergency:
CAMS Management 877-672-2267

Police Dept: 828-295-5210



Quick Reference Guide

Local Service Providers

A link to the local Yellow Pages is below, as well as other Vendors by category.

<https://www.yellowpages.com/blowing-rock-nc>

***These are not Recommendations by the COA or intended to show favoritism to one vendor or the other.*

Carpet Cleaning	Bush Carpet Cleaning Blowing Rock 828-295-3318 Heaven's Best Blowing Rock 828-260-0926 Stories Carpet Svc Blowing Rock 828-295-7637
Electricians	Ellis Osbourne 336-877-0377 Gary Trivette Boone 828-297-4794 Jayco Plumbing & Electric Banner Elk 828-373-0262 Lake Electric Blowing Rock 828-705-1561
General Contractors	Chetola Maintenance 828-295-5519 Estate Maintenance Boone 828-379-5067 KC Custom Builders 828-406-4360 Pell Painting Blowing Rock 828-964-2834
HVAC	Boone Heating & Air 828-268-1125 Edmisten Heating & Cooling 800-264-0130 Mountaineer 800-264-6625
Master Key	High Country Lock & Key 828-297-2880
Painting	Amigos 336-620-6157 Best to Text as English Is not first language
Pest Control	A1 Pest Control Blowing Rock 828-264-4656
Plumbers	Jayco Plumbing & Electric Banner Elk 828-373-0262 Johnson Bob Plumbing 828-295-9831 LaBonte Plumbing 828-295-0899 Triplett Plumbing & Heating 828-264-4249
Refrigerator/ Appliance Repair	Joe's Appliance Boone 828-264-6064 Norwood Appliances Boone 828-963-2665

Window Repair & Window Replacement	Pella Windows & Doors Boone 704-347-1301 High Country Timberframe & Gallery Boone 828-264-8971 Renewal by Anderson 336-692-0550 Michael Van Horne
---	---

Property Management <i>(alphabetical order)</i>	Blowing Rock Properties Gail Smart 828-295-9200 gail@blowingrockproperties.com Blue Ridge Rentals 800-237-7975 ownercare@blueridgerentals.com Jenkins Melanie Clement 828-295-9888 melanie@jenkinsrentals.com Vacasa Anthony Negrete 828-260-9504 Anthonydaniel.negrete@vacasa.com Watauga Property Management (the resort) Valerie Huffman 828-295-5523 valerie@chetola.com
---	---

Food APPs available in this area

***Not intended to favor or recommend one or the other*

Boone Delivery	Similar to Uber Eats/Door Dash, but caters to local, nicer restaurants in Blowing Rock and Boone
Door Dash	Mix of fast-food and local
Publix	Grocery delivery
Uber Eats	Typically fast-food use