



Portofino Resident Welcome Letter

Last Updated July 2025

Welcome to Portofino! Your closing attorney should be submitting all necessary paperwork to the HOA management company (through 2025, this would be Towne Properties Management), but this process may take up to four weeks to complete. Until the paperwork has reached the management company, it may be difficult or impossible to register for auto draft dues, or access restricted information meant only for residents. This packet is intended to provide new Portofino residents with guidance on where to find information and how to register for commonly used amenities while your paperwork is processed.

Register for portofinonc.com

The official website of Portofino is portofinonc.com, this is the **ONLY** official platform recognized by the HOA and the Board of Directors for accurate and timely information. Other platforms, such as Facebook pages and text message threads, are not monitored by the HOA or the Board, and should not be trusted to provide accurate information.

New residents are encouraged to visit the website and choose the option to “Register” on the top right corner of the website. Be sure to provide your new Portofino address on the registration form. You will be notified via email once your registration has been approved, and after that point, will be granted access to resident-only information.

Gate & Access Control

Portofino is a controlled access community. As such, access to our community needs to be granted by a resident, a member of the HOA, or its Board of Directors. There are several methods for access including:

1. **Vehicle Window Sticker** - This is the primary method for access. Up to two stickers are issued (at no cost) to permanent dues-paying homeowners of Portofino. For those homeowners who have more than two vehicles, additional vehicle window stickers can be purchased for \$14 each. These should be issued to you by the HOA Management Company at closing, and extras can be purchased through the HOA Management Company.
2. **Access Cards** - Credit-card sized, weatherproof passes that allow access to the front gate, clubhouses, and pools. Residents may request as many of these as they wish at no cost. While these are great for your pool bag, they are also great for frequent visitors like maids, dog walkers, nannies, etc. These should be issued to you by the HOA Management Company at closing, and extras can be issued by the HOA Management Company.



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3. **Mobile Application** - a mobile application that allows permanent dues-paying homeowners only to use their phone as an access device. Only the primary dues-paying homeowner can be issued a mobile app, children and other non dues-paying dependents cannot be issued mobile access for legal and safety reasons. The HOA Management Company will provide directions on how to register for this mobile app once you move in.

Please note that all access control stickers, cards, and guest passes tie back to the dues-paying homeowner. Those homeowners are responsible for the actions of residents and guests who use access control methods on their behalf. Additional information can be found on portofinonc.com.

FAILURE TO CONTACT THE HOA MANAGEMENT COMPANY & REGISTER BUYERS PRIOR TO CLOSING, WILL PREVENT HOMEOWNERS FROM HAVING ACCESS TO PORTOFINO AND ITS AMENITIES IMMEDIATELY UPON CLOSING RECORDATION.

Mailbox Keys

Mailbox keys are provided by the builder/developer at closing. The Board of Directors does not have access to mailbox keys. Please contact your builder or your closing agent for information about mailbox keys.

Registering for Utilities

Please use the following information to set up utilities for your new home.

Electric - There is only one energy provider serving this area.

- Duke Energy Progress: (800) 452-2777

Gas - There is only one natural gas provider serving this area.

- Piedmont Natural Gas: (800) 752-7504

Water/Sewer - There is only one water utility provider serving this area.

- Johnston County Public Utilities: (919) 989-5075

Internet/Cable/Phone - There are several providers serving this area:

- BrightSpeed/Lumen: (800) 201-4099
- Spectrum: (800) 892-4357
- AT&T: (844) 886-4258



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Trash & Recycling - Although there are several options for trash collection in this area, the HOA mandates that all residents use Anchor Disposal at the specially contracted Portofino rate. Residents using a trash provider other than Anchor Disposal will be subject to fines.

- Anchor Disposal: (919) 585-2035

Committees & Contact Information

Portofino has several resident committees that help to manage day-to-day efforts around the neighborhood. All residents are welcome to join committees and volunteer their time to make Portofino 'A Community Like No Other'.

Residents can contact committee leads or the Board of Directors at any time by sending an email to the following addresses:

- Board of Directors: bod@portofinonc-hoa.com
- Welcome Committee: welcome@portofino-hoa.com
- Social Committee: social@portofinonc-hoa.com
- Pool Committee: pool@portofinonc-hoa.com
- Landscaping Committee: landscaping@portofinonc-hoa.com
- Trails Committee: trails@portofinonc-hoa.com
- ARC Committee: arc@portofinonc-hoa.com

Architectural Requests

Making changes to the exterior of your home requires that you submit planned changes to the Architectural Review Committee (or ARC) for review and approval BEFORE you begin the work. The ARC has published an Architectural Control Guidelines Manual (the 'Guidelines') that provides an overall framework and comprehensive set of standards and procedures for the development of the community in an orderly and cohesive manner. The Guidelines can be downloaded from portofinonc.com once you are registered.

All residents are encouraged to read the ARC Guidelines prior to submitting an ARC Request.

HOA Meetings

The Board of Directors holds open HOA meetings on the fourth Tuesday of every month at 7pm at the Piazza Clubhouse. Meetings are open to all residents, and can be attended both in person and virtually via Zoom video conferencing. The meeting agenda and Zoom link are provided to residents via email ahead of each meeting.



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Portofino hosts its Annual Meeting each year in November. If applicable, voting for amendments to the governing documents, and/or elections for Board members are held during this time.

Residents are encouraged to send any questions or concerns to the Board ahead of open meetings via email to bod@portofinonc-hoa.com, but may also bring up questions at the end of each meeting.

Governing Documents

A copy of all of the community's governing documents - including articles of incorporation, bylaws, and covenants can be found on portofinonc.com. The website also hosts past meeting minutes, monthly financial statements, and miscellaneous documents such as maps of the community.

Registering Golf Carts

All Golf Carts and Utility Vehicles need to be registered with Portofino before they can be driven on Portofino Grounds. To begin the registration process, please email golfcarts@portofinonc-hoa.com to get started. You will be required to sign a waiver and provide photos of your cart, as well as affix a registration sticker to your vehicle upon registration. Additional information can be found on portofinonc.com.

Storing Trailers/Campers within Portofino

According to the Covenants, no trailers of any kind may be stored on a property or in a driveway. To assist those residents who own trailers, Portofino has a small trailer lot with a limited number of spaces available to lease. Spaces are offered on a first-come, first-served basis, and there is a waitlist for those who want a space.

Please email the Trailer Lot coordinator at trailers@portofinonc-hoa.com to check for availability and fill out the required paperwork. Additional information can be found on portofinonc.com.