



HOA OPERATIONS AT A GLANCE

HOMEOWNER'S RESPONSIBILITY

Assessments

Pay assessments by the due date(s) for the association's billing cycle.

You may pay online by E-Check or Credit Card through your Community Website

You may pay by check.

ASSOCIATION'S RESPONSIBILITY

Assessments The Board of Directors

Make decisions about assessment increases in accordance with governing documents and notify owners.

Establish collection policy and collection processing guidelines.

Authorize legal court action required for collection of delinquencies

Consider owner fee waiver and payment plan request.

CMA's RESPONSIBILITY

Billing & Collection of Assessments

Administer assessment billing and collection process including delinquencies.

Provide online association services including online payments, e-statements, and software tools tailored to the needs of the associations.

Accountable to the Board of Directors for all financial administration on behalf of the association.

The CMA Accounts Receivable department sets up payment plans if requested by an owner whose account is past due.

HOA OPERATIONS AT A GLANCE - CONTINUED

HOMEOWNER'S RESPONSIBILITY

Violations

Become familiar with the association governing documents. You should have received a copy at closing.

Associations with CMA custom websites also post their documents online.

Maintain your lawn, flowerbeds, fences, other exterior area of your property to conform the ACC guidelines of the community.

Call the Region or onsite administrative staff if you have a question about a violation notice.

You may view your violations on CMA Association website. Log in and under the account info tab, click Violations.

ASSOCIATION'S RESPONSIBILITY

Violations

Enforce compliance with governing documents impartially for all owners.

Authorize legal action required for compliance enforcement. Adopt enforcement and fining policy.

Make decisions regarding request for waivers of fines and other actions which do not confirm to association policy.

Oversee upkeep and maintenance of common areas and amenities.

CMA's RESPONSIBILITY

Violations

Initiate and implement approved compliance enforcement procedures.

Provide professional, skilled staff and advanced technology to facilitate compliance and use restrictions and architectural guidelines as frequently as required by contract.

Communicate with owners in accordance with governing documents and other statutes providing for due process and notification.

Provide written and online reports of violations to Board.

Provide routine physical inspections of common areas and amenities and initiate appropriate repair and maintenance.

HOA OPERATIONS AT A GLANCE - CONTINUED

HOMEOWNER'S RESPONSIBILITY

Architectural Modifications

Submit an ACC form to the ACC Committee for any EXTERIOR modification to the property.

\$25 Application Fee

\$50 Application Fee if it is an application for Violation Infraction

ACC Committee meets twice a month.

ASSOCIATION'S RESPONSIBILITY

Architectural Modifications The Board of Directors

Architectural Design/Review/Control Committee:
Makes decisions to approve or deny requests.

CMA's RESPONSIBILITY

Architectural Modifications The Board of Directors

Architectural Design/Review/Control Committee: Makes decisions to approve or deny requests.

HOA OPERATIONS AT A GLANCE - CONTINUED

HOMEOWNER'S RESPONSIBILITY

Owner Services & Association Amenities

Consult the CMA Association website or CMA Customer Care at 972/943-2828

Register on the CMA Association Website to access online association services:

- Pay assessments online
- View your account and violations
- Opt in to receive email notices about association events and meetings.
- Sign up to receive e-statements.

ASSOCIATION'S RESPONSIBILITY

Owner Services & Association Amenities

Board of Directors approves and adopts rules and regulations governing use of common areas and amenities.

CMA's RESPONSIBILITY

Owner Services & Association Amenities

Provides prompt courteous owner services through our Customer Care Center. Call 972/943-2828 during business hours, Monday-Friday 8:30AM to 5:00 PM

CMA Customer Care administers registrations and provides online support service.

HOA OPERATIONS AT A GLANCE - CONTINUED

HOMEOWNER'S RESPONSIBILITY

Annual Meetings

Vote for board members in Association elections.

Attend the annual meeting in order to help achieve the required quorum. Be informed about association business.

ASSOCIATION'S RESPONSIBILITY

Annual Meetings

Approve meeting agenda for the meeting.

Attend and conduct the Annual meeting to report to homeowners on the state of the association.

Obtain Quorum

CMA's RESPONSIBILITY

Annual Meetings

Prepare and send meeting notices to owners.

Publish meeting agenda packets and manage all administrative and meeting planning functions required for the annual meeting.

Attend meetings as required by contract and conduct meetings if delegated by the Board of Directors.

HOA OPERATIONS AT A GLANCE - CONTINUED

HOMEOWNER'S RESPONSIBILITY

Community Involvement

opt in receive email notices of events, such as board meetings, on this website on the My Profile Page.

Volunteer to serve on a committee and get involved in the community

Volunteer to serve on the Board of Directors

Association Website and Communications

Register and log into your Community Website and put your contact information in your online profile on the My Profile Page.

ASSOCIATION'S RESPONSIBILITY

Community Involvement The Board of Directors

Appoint committees and develop a program of activities to engage owners in community focused events.

Association Website Communications The Board of Directors

Board or designated committee will oversee content and supply updates to CMA

CMA's RESPONSIBILITY

Community Involvement

Encourage involvement and solicit candidates for the Board of Directors and committee assignments.

Association Website Communications

Administer your Community Website