



# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

7850 Collin McKinney Parkway, Suite 103  
McKinney, Texas 75070  
972-548-9191

## March 31, 2023- April 27, 2023 Management Report

### Operations

- Prepared staff for Easter Event.
- Continued to work with insurance agent to finalize numbers for Hemingway and Settlement Townhome insurance policy renewals.
- Attorney drafted the amendment to the Hemingway HO-6 policy.
- Sent out eblast to Hemingway about the increased minimum of loss assessment and deductible coverage to \$15,000.
- Prepared packets for North, Estates, Chateaus, and Spicewood Annual Meetings.
- Prepared Perimeter Wall meeting documents for Board review.
- Sent the approval for the Settlement Townhomes, Hemingway, and the Master D&O policies to the insurance agent to be bound.
- Finalized April Appeals Meeting packet.
- Finalized the financing agreements for Hemingway and Settlement Townhomes insurance premiums.
- New Homeowner Meet and Greet: Helped prepare presentation and decided to postpone the event from 4/26 to 4/27 due to potential severe weather.
- Worked out term limits with Watters Branch Service Area Committee (SAC) in preparation for the annual meeting.
- Drafted and emailed the Call for Candidates via Craig Ranch Living and CINC to owners in the Grove, Settlement Townhomes, Southern Hills, and Watters Branch in preparation for their annual meetings.
- 4/4 Attended Southern Hills Q2 Service Area Committee (SAC) meeting.
- 4/6 Attended perimeter wall meeting and discussed Hemingway and Settlement Townhomes insurance.
- 4/6 Attended Craig Ranch North Annual Meeting.
- 4/11 Attended Board of Directors Special Meeting.
- 4/12 Attended Estates Annual Meeting.
- 4/13 Attended April Appeals Meeting.
- 4/13 Attended Board workshop with Southern Hills SAC members.
- 4/19 Attended Chateaus Annual Meeting.
- 4/20 Attended Estates organizational meeting.
- 4/25 Met with representatives for V4Construction to discuss the bid for Craig Ranch sign branding/enhancement.



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- 4/26 Attended Spicewood Annual Meeting.
- Compliance/Violations- **SEE REPORT**
- Call Logs- **SEE REPORT**
- Architectural Covenant Changes (ACC)- **SEE REPORT & CHART BELOW**

Service Area	Approved	Approved Stipulations	w/	Denied
500 Master	11	1		5
502 Estates	3	1		
503 Grove	4	2		
504 Hemingway	5			4
505 North	9	1		2
507 Southern Hills	14	2		7
508 Spicewood	1			
509 Trails	2			2
510 WB	1			1

## Maintenance

- Met with ADT for alarm system installation at new office.
- Inspected water levels at canal, Creekside, and Crossroads Ponds. Cleaned out algae and debris.
- Inspected and identified areas to repair in the walkway around Riverwalk Park. Maintenance staff ground down 2 areas to reduce rip hazard. Scheduled inspection with FoamWorks to obtain a quote to raise portions of the walkway.
- Obtained meter readings at the 3 wells.
- Inspected lights and GFCI outlets at Hemingway, Latigo, Riverwalk, and Watters Branch pools.
- Raked mulch at Southern Hills, Grove, and Master parks.
- Power washed Settlement rock wall fence parallel to Stacy Road.
- Completed monthly light inspection. Repaired/replaced lights as needed.
- Cleaned gutters around the pavilion at Riverwalk Park.
- Removed rust and painted sign frame at Riverwalk Park.
- Moved park bench to a location with more shade near the playground at Riverwalk Park.
- Oiled combination locks and inspected gates, outlets, and furniture for pool opening at Hemingway, North, and Watters Branch pools.
- Repaired metal around monument sign at Weiskopf and 121.
- Installed AT&T banners along Collin McKinney Parkway.
- Assembled and installed 4 pet stations at Dr. Kenneth Cooper Park.



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- Met Joplin Heating and Air for quarterly maintenance on HVAC systems at the Compass, Hemingway, and the Estates.
- Cupido Gates completed the installed bushings at Heron Bay and Tour gates in the Estates.
- Installed solar pathway lights in front of Hemingway Clubhouse.
- Inspected and removed rust from Hemingway wrought iron fence along Custer.
- Completed minor plumbing repair in Hemingway Clubhouse women's restroom.
- Removed rotted wood from pergola beam and stained exposed wood at Latigo Pool in North.
- Secured loose stones with mortar at Indian Monument in North.
- Replaced and painted 2 pickets on equipment fence at Riverwalk Pool in North.
- Leveled concrete trip hazards near Riverwalk Pool restrooms in North.
- Removed old landscape lights/wiring from rock planters at Latigo Pool in North.
- Repaired rotten trim on Riverwalk Pool building in North.
- Picked up and dropped off 3 pool stands at Latigo Pool and 3 pool stands at Riverwalk Pool in North.
- Replaced deteriorated wood in concrete expansion joints in Southern Hills.
- Cleaned up construction trash in Trails Park.

## Common Area

- Section of turf in Riverwalk Park is damaged due to overuse. Turf has been sectioned off and communication sent to North residents. Sod replacement scheduled.
- Mulch applied to all Master common areas.
- Roundabout intersection landscape project complete in the Estates.
- Submitted park landscape re-design to Grove SAC. Follow-up meeting scheduled.
- Hemingway entry fountain has a two-inch ball valve in need of replacement; awaiting estimate.
- Contractor expects to complete Hemingway's large entry fountain building renovation by 5/31. Pumps scheduled for installation upon completion.
- First phase of Hemingway Townhome Exterior Paint and Repair project is complete for specified homes on Trolley and Cojimar. Second phase to start in September.
- Landscape renovations at Riverwalk Pool in North are complete.
- Met with two contractors to discuss Latigo Pool pergola rebuild in North, Riverwalk Pool roof replacement, and the Splash Park demolition.
- North Riverwalk kiddie pool electrical issue is resolved, and pump is now operational.
- Ordered 6 umbrellas for North Pools.
- Met with North residents utilizing the parks to play volleyball to address concerns and questions.
- Hazardous trees removed in the Southern Hills cemetery.
- Submitted Trails SAC recommendation to the Board to approve their Phase 3 Landscape Project.



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- Submitted Watters Branch SAC recommendation to the Board to approve creek clean-up estimate.
- Cardinal Strategies evaluated the west-side Watters Branch retaining wall that appears to have deteriorated, awaiting evaluation report.
- C&B Landscape completed Watters Branch creek cleanup project.

## Communications

- Weekly newsletters sent to owners and updates made to the Craig Ranch Living website.
- Continued with Telegram editorial calendar for 2023.
- Assisted Lifestyle with the Easter Egg Hunt on 4/1.
- Assisted Lifestyle with Craig Ranch Evening Bingo on 4/4.
- Attended the New Homeowner Meet & Greet on Thursday, 4/27.
- Website Analytics
  - Site Sessions: 1,218
  - Unique Visitors: 887
  - New Members: 29
  - Messages Received: 18
  - Session Duration Average: 4 minutes and 2 seconds

## Craig Ranch Living Email Blasts – 30 emails total

3/31/2023	All Residents	Craig Ranch Community News – March 31
4/3/2023	Hemingway	Hemingway Service Area Committee – Call Out For Candidates
4/4/2023	Spicewood	Spicewood 2023 Annual Meeting Notice
4/5/2023	The Trails	The Trails – Call Out for Candidates
4/6/2023	All Residents	Craig Ranch Office Closure – Friday, April 7th
4/7/2023	All Residents	Craig Ranch Community News – April 7
4/12/2023	Hemingway	Hemingway Annual Meeting Notice
4/13/2023	Craig Ranch North	Craig Ranch North Election Results
4/13/2023	Estates	Estates Election Results
4/14/2023	All Residents	Craig Ranch Community News – April 14
4/14/2023	Craig Ranch North	Riverwalk Park Turf Damages
4/17/2023	Hemingway	Hemingway Common Area Fertilizer Application
4/17/2023	Chateaus	Chateaus Common Area Fertilizer Application
4/17/2023	Settlement TH	Settlement Townhomes Common Area Fertilizer Application
4/18/2023	Southern Hills	Southern Hills Townhall Meeting Update
4/21/2023	Chateaus	Chateaus – Rodent Problems



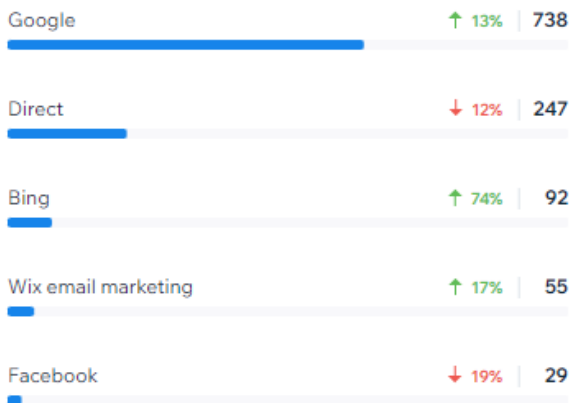
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4/21/2023	Chateaus	Chateaus Election Results
4/21/2023	Craig Ranch North	Pool Opening Day is Friday, April 28th
4/21/2023	Hemingway	Pool Opening Day is Friday, April 28th
4/21/2023	Watters Branch	Pool Opening Day is Friday, April 28th
4/21/2023	Hemingway	Hemingway – Quorum Needed for Annual Meeting
4/21/2023	The Trails	The Trails 2023 Annual Meeting Notice
4/21/2023	All Residents	Craig Ranch Community News – April 21
4/24/2023	Spicewood	Spicewood – Quorum Needed for Annual Meeting
4/24/2023	Settlement TH's	Settlement Townhome 2023 Insurance Assessment
4/25/2023	Hemingway	Hemingway – Quorum Needed for Annual Meeting
4/25/2023	Settlement Townhomes	Settlement Townhomes - Call for Candidates 2023
4/25/2023	The Grove	The Grove – Call for Candidates 2023
4/26/2023	Southern Hills	Southern Hills – Call for Candidates 2023
4/26/2023	Watters Branch	Watters Branch – Call for Candidates 2023

Sessions ▼ by traffic source ▼



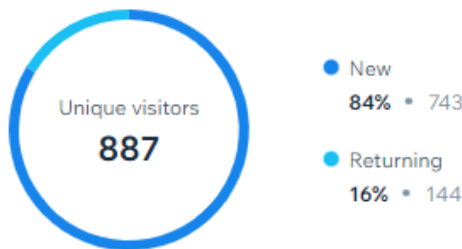


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## New vs returning visitors



## Sessions by device



## Lifestyle

- Communication sent to North, Hemingway, and Watters Branch SAC members regarding dates/plans for their neighborhood socials.
- Scheduled Settlement and Tour neighborhood socials in May.
- Created graphics and a new PowerPoint for New Homeowner Meet and Greet scheduled 4/26.
- Followed up with The City of McKinney regarding the Fourth of July Celebration. They confirmed the date of 7/3, and the fireworks will take place at Gabe Nesbitt Park.
- North SAC confirmed 6/22 for the date of their Neighborhood Social. Eventbrite will be sent Thursday 5/18 to obtain a headcount.
- Scouted Master neighborhood common areas to identify potential locations to host upcoming Neighborhood Social events.
- Prepared grab bags, food, and Compass Event Center for New Homeowner Meet and Greet on 4/27.
- Booked Permanent Jewelry Artist for Hemingway Neighborhood Social 6/29.

Date	Event	Attendance
4/1/23	Craig Ranch Easter Event	425 confirmed and checked in.
4/4/23	Bingo	20
4/27/23	New Homeowner Meet & Greet	35

## April 2023 Compliance Report

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### Resale Inspections

- Master – 7
- Chateaus - 0
- Estates – 2
- Grove – 0
- Hemingway - 2
- North – 6
- Settlement Townhomes - 0
- Southern Hills – 1
- Spicewood – 0
- Trails - 0
- Watters Branch/Liberty Hill – 0

### Open Violations

- Master - 114
- Chateaus - 0
- Estates - 4
- Grove – 21
- Hemingway - 48
- North - 177
- Settlement Townhomes - 0
- Southern Hills- 245
- Spicewood- 13
- Trails- 12
- Watters Branch/Liberty Hill- 65

### Closed Violations

- Master- 111
- Chateaus - 0
- Estates - 10
- Grove - 23
- Hemingway - 39
- North - 106
- Settlement Townhomes - 0
- Southern Hills- 106
- Spicewood- 16
- Trails- 13
- Watters Branch/Liberty Hill- 34



**Violations Summary**

Craig Ranch Community Association  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 1

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Deviation from Approved Plan	2nd Letter	1	1
Non-Submittal: Landscape	1st Letter	1	1
<b>Total ACC Violation</b>		<b>2</b>	<b>2</b>
<b>Covenant Violation</b>			
Clothesline	Postcard	1	1
Improper Storage	Postcard	2	2
<b>Total Covenant Violation</b>		<b>3</b>	<b>3</b>
<b>Exterior Maintenance</b>			
General Maintenance	2nd Letter	1	1
Paint Repair	Postcard	1	1
	1st Letter	1	1
<b>Total Exterior Maintenance</b>		<b>3</b>	<b>3</b>
<b>Landscape</b>			
Edge	Postcard	1	1
General Maintenance	Postcard	7	7
	1st Letter	1	1
Mow	Postcard	48	48
	1st Letter	1	1
Remove Dead Landscape	Postcard	6	6
	1st Letter	2	2
Trim Shrubs	Postcard	5	5
Weed Flower Bed/Tree Wells	Postcard	26	26
	1st Letter	1	1
<b>Total Landscape</b>		<b>98</b>	<b>98</b>
<b>Leased Property</b>			
Leasing	2nd Letter	3	3
<b>Total Leased Property</b>		<b>3</b>	<b>3</b>





**Violations Summary**

Craig Ranch Community Association  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 2

Violation Type / Item	Escalation	Item Count	# Letters
<b>Signs</b>			
Sale/Rent/Open House	Postcard	1	1
<b>Total Signs</b>		<b>1</b>	<b>1</b>
<b>Trash Removal</b>			
Debris	Postcard	3	3
Trash Cans	Postcard	1	1
<b>Total Trash Removal</b>		<b>4</b>	<b>4</b>
<b>Total for Craig Ranch Community Association</b>		<b>114</b>	<b>114</b>



**Violations Summary**

Craig Ranch Community Association - Estates  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 3

Violation Type / Item	Escalation	Item Count	# Letters
<b>Exterior Maintenance</b>			
<b>General Maintenance</b>			
	Postcard	2	2
	Fine Notice	1	2
<b>Total Exterior Maintenance</b>		<b>3</b>	<b>4</b>
<b>Fence Maintenance</b>			
<b>Fence Maintenance</b>			
	2nd Letter	1	1
<b>Total Fence Maintenance</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Estates</b>		<b>4</b>	<b>119</b>



**Violations Summary**

Craig Ranch Community Association - Hemingway  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 4

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
ACC Non-Compliance: Denied Improvement	Fine Notice	1	1
Non-Submittal: Construction/Alteration	Fine Notice	2	2
Non-Submittal: Landscape	1st Letter	10	10
	2nd Letter	3	3
<b>Total ACC Violation</b>		<b>16</b>	<b>16</b>
<b>Covenant Violation</b>			
Basketball Goals	1st Letter	1	1
Holiday Decor	Postcard	2	2
Improper Storage	Postcard	2	3
	2nd Letter	5	5
	Fine Notice	2	2
<b>Total Covenant Violation</b>		<b>12</b>	<b>13</b>
<b>Exterior Maintenance</b>			
General Maintenance	2nd Letter	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	5	5
	1st Letter	1	1
	Fine Notice	1	1
<b>Total Fence Maintenance</b>		<b>7</b>	<b>7</b>
<b>Landscape</b>			
Weed Yard	Postcard	5	5
	1st Letter	1	1
<b>Total Landscape</b>		<b>6</b>	<b>6</b>
<b>Leased Property</b>			
Leasing	Fine Notice	1	1
<b>Total Leased Property</b>		<b>1</b>	<b>1</b>
<b>Signs</b>			
Sale/Rent/Open House	Postcard	1	1
<b>Total Signs</b>		<b>1</b>	<b>1</b>



**Violations Summary**

Craig Ranch Community Association - Hemingway  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 5

Violation Type / Item	Escalation	Item Count	# Letters
<b>Trash Removal</b>			
Debris	Postcard	1	1
	1st Letter	2	2
	2nd Letter	1	1
<b>Total Trash Removal</b>		<b>4</b>	<b>4</b>
<b>Total for Craig Ranch Community Association - Hemingway</b>		<b>48</b>	<b>168</b>



**Violations Summary**

Craig Ranch Community Association - North  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 6

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
<b>ACC Non-Compliance: Denied Improvement</b>	2nd Letter	1	1
	Fine Notice	1	1
<b>Non-Submittal: Construction/Alteration</b>	Fine Notice	1	2
<b>Total ACC Violation</b>		<b>3</b>	<b>4</b>
<b>Covenant Violation</b>			
<b>Basketball Goals</b>	Postcard	1	1
<b>Holiday Decor</b>	1st Letter	1	1
<b>Improper Storage</b>	Postcard	1	1
<b>Total Covenant Violation</b>		<b>3</b>	<b>3</b>
<b>Exterior Maintenance</b>			
<b>General Maintenance</b>	Postcard	2	2
	1st Letter	1	1
<b>Total Exterior Maintenance</b>		<b>3</b>	<b>3</b>
<b>Fence Maintenance</b>			
<b>Fence Maintenance</b>	Postcard	2	2
	1st Letter	1	1
<b>Fence Stain</b>	Postcard	1	1
<b>Total Fence Maintenance</b>		<b>4</b>	<b>4</b>



**Violations Summary**

Craig Ranch Community Association - North  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 7

Violation Type / Item	Escalation	Item Count	# Letters
<b>Landscape</b>			
<b>General Maintenance</b>			
	Postcard	19	19
	1st Letter	19	19
	2nd Letter	13	13
	Fine Notice	7	9
<b>Mow</b>			
	Postcard	2	2
	1st Letter	1	1
<b>Remove Dead Landscape</b>			
	Postcard	1	1
	1st Letter	2	2
	2nd Letter	1	1
	Fine Notice	1	1
<b>Trim Shrubs</b>			
	Postcard	2	2
	1st Letter	1	1
<b>Weed Flower Bed/Tree Wells</b>			
	Postcard	11	11
	1st Letter	4	4
<b>Weed Yard</b>			
	Postcard	34	34
	1st Letter	23	23
	2nd Letter	6	6
	Fine Notice	4	4
<b>Total Landscape</b>		<b>151</b>	<b>153</b>
<b>Leased Property</b>			
<b>Leasing</b>			
	Fine Notice	3	3
<b>Total Leased Property</b>		<b>3</b>	<b>3</b>
<b>Signs</b>			
<b>Sale/Rent/Open House</b>			
	Postcard	2	2
<b>Total Signs</b>		<b>2</b>	<b>2</b>
<b>Trash Removal</b>			
<b>Debris</b>			
	Postcard	1	1
<b>Trash Cans</b>			
	Postcard	2	2
	1st Letter	2	2
<b>Total Trash Removal</b>		<b>5</b>	<b>5</b>



**Violations Summary**

Craig Ranch Community Association - North  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 8

Violation Type / Item	Escalation	Item Count	# Letters
<b>Vehicle</b>			
Commercial Vehicle	Postcard	1	1
Inoperable Vehicle	Postcard	1	1
Trailer	Postcard	1	1
<b>Total Vehicle</b>		<b>3</b>	<b>3</b>
<b>Total for Craig Ranch Community Association - North</b>		<b>177</b>	<b>348</b>



**Violations Summary**

Craig Ranch Community Association - Southern Hills  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 9

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Construction/Alteration	Fine Notice	1	1
Non-Submittal: Landscape	1st Letter	3	3
	2nd Letter	1	1
<b>Total ACC Violation</b>		<b>5</b>	<b>5</b>
<b>Covenant Violation</b>			
Clothesline	Postcard	1	1
Holiday Decor	Postcard	6	6
	1st Letter	1	2
Improper Storage	Postcard	3	3
<b>Total Covenant Violation</b>		<b>11</b>	<b>12</b>
<b>Exterior Maintenance</b>			
General Maintenance	Postcard	5	5
Paint Repair	Postcard	20	20
	1st Letter	10	10
<b>Total Exterior Maintenance</b>		<b>35</b>	<b>35</b>
<b>Fence Maintenance</b>			
Fence Maintenance	1st Letter	2	2
	2nd Letter	1	1
<b>Total Fence Maintenance</b>		<b>3</b>	<b>3</b>





**Violations Summary**

Craig Ranch Community Association - Southern Hills  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 10

Violation Type / Item	Escalation	Item Count	# Letters
<b>Landscape</b>			
Edge	Postcard	1	1
General Maintenance	Postcard	4	4
Mow	Postcard	98	98
	1st Letter	9	9
Remove Dead Landscape	Postcard	1	1
Trim Shrubs	Postcard	6	6
	1st Letter	1	1
Weed Flower Bed/Tree Wells	Postcard	54	54
	1st Letter	11	11
<b>Total Landscape</b>		<b>185</b>	<b>185</b>
<b>Leased Property</b>			
Leasing	2nd Letter	1	1
	Fine Notice	2	2
<b>Total Leased Property</b>		<b>3</b>	<b>3</b>
<b>Signs</b>			
Sale/Rent/Open House	Postcard	1	1
	1st Letter	1	1
<b>Total Signs</b>		<b>2</b>	<b>2</b>
<b>Trash Removal</b>			
Debris	Postcard	1	1
<b>Total Trash Removal</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Southern Hills</b>		<b>245</b>	<b>594</b>



**Violations Summary**

Craig Ranch Community Association - Spicewood  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 11

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
ACC Non-Compliance: Denied Improvement	1st Letter	1	1
Non-Submittal: Construction/Alteration	2nd Letter	1	1
Non-Submittal: Landscape	2nd Letter	1	1
	Fine Notice	1	1
<b>Total ACC Violation</b>		<b>4</b>	<b>4</b>
<b>Covenant Violation</b>			
Improper Storage	2nd Letter	1	1
<b>Total Covenant Violation</b>		<b>1</b>	<b>1</b>
<b>Exterior Maintenance</b>			
General Maintenance	2nd Letter	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	1	1
	1st Letter	2	2
<b>Total Fence Maintenance</b>		<b>3</b>	<b>3</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
Mow	Postcard	2	2
<b>Total Landscape</b>		<b>3</b>	<b>3</b>
<b>Signs</b>			
Sale/Rent/Open House	Postcard	1	1
<b>Total Signs</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Spicewood</b>		<b>13</b>	<b>607</b>



**Violations Summary**

Craig Ranch Community Association - The Grove  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
Page: 12

Violation Type / Item	Escalation	Item Count	# Letters
<b>Covenant Violation</b>			
Holiday Decor	2nd Letter	1	1
<b>Total Covenant Violation</b>		<b>1</b>	<b>1</b>
<b>Landscape</b>			
Mow	Postcard	14	14
	1st Letter	4	4
Weed Flower Bed/Tree Wells	2nd Letter	1	1
	Fine Notice	1	1
<b>Total Landscape</b>		<b>20</b>	<b>20</b>
<b>Total for Craig Ranch Community Association - The Grove</b>		<b>21</b>	<b>628</b>



**Violations Summary**

Craig Ranch Community Association - The Trails  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
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Violation Type / Item	Escalation	Item Count	# Letters
<b>Exterior Maintenance</b>			
General Maintenance	Postcard	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
Weed Yard	Postcard	1	1
	1st Letter	3	3
	2nd Letter	1	1
<b>Total Landscape</b>		<b>6</b>	<b>6</b>
<b>Leased Property</b>			
Leasing	2nd Letter	1	1
<b>Total Leased Property</b>		<b>1</b>	<b>1</b>
<b>Signs</b>			
Sale/Rent/Open House	Postcard	2	2
	1st Letter	2	2
<b>Total Signs</b>		<b>4</b>	<b>4</b>
<b>Total for Craig Ranch Community Association - The Trails</b>		<b>12</b>	<b>640</b>



**Violations Summary**

Craig Ranch Community Association - Watters Branch  
Period: 4/1/2023 through 4/30/2023

Date: 5/24/2023  
Time: 12:36 pm  
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Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
ACC Non-Compliance: Denied Improvement	Fine Notice	1	1
Deviation from Approved Plan	2nd Letter	1	1
<b>Total ACC Violation</b>		<b>2</b>	<b>2</b>
<b>Covenant Violation</b>			
Improper Storage	2nd Letter	1	1
<b>Total Covenant Violation</b>		<b>1</b>	<b>1</b>
<b>Exterior Maintenance</b>			
General Maintenance	1st Letter	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	7	7
<b>Total Fence Maintenance</b>		<b>7</b>	<b>7</b>
<b>Landscape</b>			
Mow	Postcard	34	34
Remove Dead Landscape	Postcard	1	1
Weed Flower Bed/Tree Wells	Postcard	18	18
	2nd Letter	1	1
<b>Total Landscape</b>		<b>54</b>	<b>54</b>
<b>Total for Craig Ranch Community Association - Watters Branch</b>		<b>65</b>	<b>705</b>



**Call Summary for Craig Ranch Community Association**

60 Day Lender Letter	4 call(s) for 7 minute(s), 33 second(s)
Account Services	1 call(s) for 1 minute(s), 22 second(s)
Collections	5 call(s) for 17 minute(s), 21 second(s)
Homeowner Inquiry	18 call(s) for 1 hour(s), 22 minute(s), 13 second(s)
Violation	3 call(s) for 4 minute(s), 1 second(s)
Welcome Letter	1 call(s) for 8 minute(s)

**32 call(s) for 2 hour(s), 30 second(s)**

**Call Summary for Craig Ranch Community Association - Chateau**

Account Services	1 call(s) for 6 minute(s), 23 second(s)
Homeowner Inquiry	6 call(s) for 13 minute(s), 51 second(s)

**7 call(s) for 20 minute(s), 14 second(s)**

**Call Summary for Craig Ranch Community Association - Estates**

60 Day Lender Letter	1 call(s) for 1 minute(s), 6 second(s)
Homeowner Inquiry	7 call(s) for 34 minute(s), 44 second(s)
Returned Mail	1 call(s) for 22 minute(s), 21 second(s)
Violation	3 call(s) for 5 minute(s), 5 second(s)

**12 call(s) for 1 hour(s), 3 minute(s), 16 second(s)**

**Call Summary for Craig Ranch Community Association - Hemingway**

Homeowner Inquiry	33 call(s) for 1 hour(s), 42 minute(s), 33 second(s)
Insurance (Association)	3 call(s) for 10 minute(s), 59 second(s)
Violation	2 call(s) for 7 minute(s), 30 second(s)
zDO NOT USE (Letter)	1 call(s) for 17 second(s)

**39 call(s) for 2 hour(s), 1 minute(s), 19 second(s)**

**Call Summary for Craig Ranch Community Association - North**

60 Day Lender Letter	2 call(s) for 5 minute(s), 39 second(s)
Collections	9 call(s) for 32 minute(s), 49 second(s)
Forms	1 call(s) for 57 second(s)
Homeowner Inquiry	31 call(s) for 13 hour(s), 41 minute(s), 18 second(s)
Tenant/Renter Information	2 call(s) for 8 minute(s), 8 second(s)
Violation	5 call(s) for 9 minute(s), 54 second(s)

**50 call(s) for 14 hour(s), 38 minute(s), 45 second(s)**

**Call Summary for Craig Ranch Community Association - Settlement TH's**

60 Day Lender Letter	2 call(s) for 4 minute(s), 23 second(s)
Collections	1 call(s) for 16 minute(s), 15 second(s)
Homeowner Inquiry	4 call(s) for 43 minute(s), 25 second(s)

**7 call(s) for 1 hour(s), 4 minute(s), 3 second(s)**

**Call Summary for Craig Ranch Community Association - Southern Hills**

ACC Request	1 call(s) for 44 second(s)
Collections	1 call(s) for 17 minute(s), 38 second(s)
Homeowner Inquiry	7 call(s) for 33 minute(s), 56 second(s)
Violation	1 call(s) for 19 second(s)

**10 call(s) for 52 minute(s), 37 second(s)**

**Call Summary for Craig Ranch Community Association - Spicewood**

Collections	2 call(s) for 14 minute(s), 18 second(s)
Homeowner Inquiry	4 call(s) for 7 minute(s), 39 second(s)

**6 call(s) for 21 minute(s), 57 second(s)**

**Call Summary for Craig Ranch Community Association - The Grove**

60 Day Lender Letter	3 call(s) for 4 minute(s), 32 second(s)
Collections	1 call(s) for 3 minute(s), 22 second(s)
Homeowner Inquiry	8 call(s) for 27 minute(s), 55 second(s)

**12 call(s) for 35 minute(s), 49 second(s)**

**Call Summary for Craig Ranch Community Association - The Trails**

Homeowner Inquiry	1 call(s) for 9 minute(s), 20 second(s)
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**1 call(s) for 9 minute(s), 20 second(s)**

**Call Summary for Craig Ranch Community Association - Watters Branch**

Account Services	1 call(s) for 22 second(s)
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Call Log

From 3/31/2023 to 4/27/2023

Date: 5/23/2023

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Homeowner Inquiry  
Violation

2 call(s) for 3 minute(s), 59 second(s)  
2 call(s) for 7 minute(s), 2 second(s)

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**5 call(s) for 11 minute(s), 23 second(s)**



<b>Exterior Modifications</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Fence - New or Replacement</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Landscaping</b>	<b>9</b>
<i>ACC Approved</i>	5
<i>ACC Approved with Stipulations</i>	1
<i>ACC Denied</i>	3
<b>Other</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Paint</b>	<b>1</b>
<i>ACC Denied</i>	1
<b>Patio/Arbor/Deck</b>	<b>2</b>
<i>ACC Approved</i>	1
<i>ACC Denied</i>	1
<b>Roof</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Solar Panel / Collector</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Craig Ranch Community Association Total:</b>	<b>17</b>





**ACC Summary**

Craig Ranch Community Association - Estates  
3/31/2023 - 4/27/2023

Date: 5/23/2023

Time: 2:38 pm

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<b>Landscaping</b>	<b>2</b>
<i>ACC Approved</i>	<b>2</b>
<b>Lighting</b>	<b>1</b>
<i>ACC Approved with Stipulations</i>	<b>1</b>
<b>Paint</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Craig Ranch Community Association - Estates Total:</b>	<b>4</b>



<b>Fence - New or Replacement</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Landscaping</b>	<b>6</b>
<i>ACC Approved</i>	1
<i>ACC Approved - Grandfathered</i>	1
<i>ACC Denied</i>	4
<b>Lighting</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Patio/Arbor/Deck</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Craig Ranch Community Association - Hemingway Total:</b>	<b>9</b>



<b>Exterior Modifications</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Fence - New or Replacement</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Landscaping</b>	<b>3</b>
<i>ACC Approved</i>	2
<i>ACC Approved with Stipulations</i>	1
<b>Paint</b>	<b>1</b>
<i>ACC Denied</i>	1
<b>Patio/Arbor/Deck</b>	<b>2</b>
<i>ACC Approved</i>	2
<b>Roof</b>	<b>3</b>
<i>ACC Approved</i>	3
<b>Shed</b>	<b>1</b>
<i>ACC Denied</i>	1
<b>Craig Ranch Community Association - North Total:</b>	<b>12</b>



<b>Fence - New or Replacement</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Landscaping</b>	<b>7</b>
<i>ACC Approved</i>	3
<i>ACC Approved with Stipulations</i>	2
<i>ACC Denied</i>	2
<b>Other</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Outdoor Kitchen/Fireplace</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Patio/Arbor/Deck</b>	<b>5</b>
<i>ACC Approved</i>	5
<b>Patio/Balcony</b>	<b>4</b>
<i>ACC Approved</i>	2
<i>ACC Denied</i>	2
<b>Screening</b>	<b>4</b>
<i>ACC Approved</i>	1
<i>ACC Denied</i>	3
<b>Craig Ranch Community Association - Southern Hills Total:</b>	<b>23</b>



**ACC Summary**

Craig Ranch Community Association - Spicewood  
3/31/2023 - 4/27/2023

Date: 5/23/2023

Time: 2:38 pm

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<b>Landscaping</b>	<b>1</b>
<b><i>ACC Approved</i></b>	<b>1</b>
<b>Craig Ranch Community Association - Spicewood Total:</b>	<b>1</b>



<b>Detached Structure/Building</b>	<b>1</b>
<i>ACC Approved with Stipulations</i>	1
<b>Fence - New or Replacement</b>	<b>2</b>
<i>ACC Approved</i>	2
<b>Patio/Arbor/Deck</b>	<b>2</b>
<i>ACC Approved</i>	1
<i>ACC Approved with Stipulations</i>	1
<b>Pool/Spa</b>	<b>1</b>
<i>ACC Approved</i>	1
<b>Craig Ranch Community Association - The Grove Total:</b>	<b>6</b>



**ACC Summary**

Craig Ranch Community Association - The Trails  
3/31/2023 - 4/27/2023

Date: 5/23/2023  
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<b>Door(s)</b>	<b>2</b>
<i>ACC Approved</i>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Landscaping</b>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Patio/Arbor/Deck</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Craig Ranch Community Association - The Trails Total:</b>	<b>4</b>



**ACC Summary**

Craig Ranch Community Association - Watters Branch  
3/31/2023 - 4/27/2023

Date: 5/23/2023  
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<b>Landscaping</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Other</b>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Craig Ranch Community Association - Watters Branch Total:</b>	<b>2</b>