



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

April 28, 2023- June 1, 2023 Management Report

Operations

- Drafted and finalized packet for May Appeals Meeting scheduled for 5/11.
- Drafted and sent Annual Meeting notices for the Grove, Settlement Townhomes, Southern Hills, and Watters Branch via email and USPS.
- Finalized packets for Hemingway, Trails, Watters Branch, Settlement Townhomes, and Southern Hills Annual Meetings.
- Drafted Spicewood Compliance Reminders letter and sent to owners.
- Drafted letter to Tour residents reminding them of the Master parks available for their use as Hemingway is a private park for only Hemingway owners.
- Updated Hemingway compliance spreadsheet.
- Drafted letter to Southern Hills residents regarding common area use.
- Service Area Variance Reports and Management Reports posted to Craig Ranch Living.
- Finalized June Appeals Meeting packet scheduled for 6/1.
- Noticed June Board of Directors Meeting scheduled for June 15 at 5:00 PM via Zoom.
- Corresponded with the insurance agent about the hail damage at the Compass and Southern Hills. Agent recommended filing a claim and they did.
- 5/3 Attended Hemingway Annual Meeting.
- 5/4 Attended North SAC Organizational Meeting/Workshop.
- 5/11 Attended May Appeals Meeting.
- 5/17 Attended Trails Annual Meeting.
- 5/23 Attended Watters Branch Annual Meeting.
- 5/24 Attended Sign Enhancement meeting with NFA Company to review project details.
- 5/31 Attended Southern Hills Annual Meeting.
- 5/31 Attended Settlement Townhomes Annual Meeting.
- 6/1 Attended June Appeals Meeting.
- Compliance/Violations- **SEE REPORT**
- Call Logs- **SEE REPORT**



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- Architectural Covenant Changes (ACC)- **SEE REPORT & CHART BELOW**

Service Area	Approved	Approved Stipulations	w/	Denied
500 Master	6	3		3
502 Estates	1			1
503 Grove	5	2		1
504 Hemingway	2	3		2
505 North	10	3		6
507 Southern Hills	1	2		2
508 Spicewood	3	2		2
509 Trails	1			1
510 WB	3	1		1

Maintenance

- Yard sale signs placed throughout Craig Ranch for semi-annual Community Yard Sale event held on 5/6.
- Re-secured trashcan that was knocked over under the Compass pavilion.
- Placed mosquito dunks in stagnant water areas around Master common areas to kill mosquito larvae.
- Repaired mortar crack in retaining wall at Crossroads Park.
- Removed pole and bench from Henneman way streetside. Stored pole at Creekside pumphouse and installed the bench at Longhorn Park
- Repaired up lights at Throckmorton Park.
- Repositioned pedestrian street sign at Henneman Way roundabout.
- Collected all Community Yard Sale signs following the event held on 5/6.
- Escorted new porter vendor throughout Craig Ranch.
- Replaced 7 Byron Nelson banners on Collin McKinney bridge with Spring banners.
- Completed monthly exterior light inspections in Master and Service Areas.
- Repaired K9 Corral Dog Park gate to ensure it closes properly.
- Met with Bob Owens at the Compass to work on pole lights.
- Met with Allbright at the Compass for roof inspection after hailstorm.
- Installed tarp on damaged brick perimeter wall at Tour and Pete Dye. Opened claim with vehicle owner's insurance company and sent estimate and pictures, awaiting response.
- Repaired broken wiring on tree lights at Throckmorton Park.
- Reported meter readings from Master and Estates wells.
- Hemingway, North, and Watters Branch pools opened for the 2023 season.
- Installed new signs at Hemingway, North, and Watters Branch pools.



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- Conducted flag inspections in Master, Estates, and North.
- Checked water level at all ponds and cleaned out trash in Master and Estates.
- Raked mulch at Southern Hills and Grove parks.
- Assembled hasps and installed locks on Heron Bay and Paradise entrance gate operators.
- Repaired entrance arm on Heron Bay gate.
- Opened and closed the Boston gate in the Estates for Byron Nelson traffic control.
- Replaced torn Texas flag in the Estates.
- Repaired broken walkway cement at Grove park.
- Cleaned pool facing windows at Hemingway Clubhouse.
- Posted age limit sign on gym door at Hemingway Clubhouse.
- Met with DSS on site for assessment of Hemingway East pool gate card reader, estimated to be installed by the end of the month.
- Prepped East Hemingway pool fence for painting.
- Repaired damaged concrete walkway and curb at Hemingway mailroom entrance.
- Installed motion activated light switches in Hemingway Clubhouse restrooms.
- Cleaned off residue from garage door at 8732 Paradise in Hemingway.
- Installed new trash can beside Riverwalk Park playground in North.
- Obtained "Keep Off Grass" signage from vendor to place in Riverwalk Park.
- Inspected split rail fences for damage at all parks in North.
- Stained split rail fencing at Temecula Park in North.
- Purchased and installed 4 new signs for Riverwalk and Latigo Pools in North prohibiting alcohol/smoking.
- Adjusted street signs that were leaning at Riverwalk and Latigo Parks in North.
- Replaced torn American flag in North.
- Repaired wiring for landscape lights in front of Settlement Townhomes.
- Installed metal trashcan in the walkway around the middle pergola in Southern Hills.
- Replaced burnt out bulbs in Watters Branch restrooms.
- Conducted Watters Branch asset inspection.
- Power washed parking lot at Watters Branch Pool.

Common Area

- Approved Landscape Enhancement work underway.



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- Inspected Riverwalk Park turf damage. Turf is recovering since the signs were installed to keep off grass to allow it to recover.
- Enhancement work is moving toward completion, awaiting plant material to complete certain areas.
- Engaged The Nan Faith Arnold Company for the Sign Enhancement Project bidding portion. Initial meeting scheduled for next week.
- Superscapes provided updates on the Landscape Enhancement project. Follow-up meeting scheduled for 6/5.
- Responded to resident report of beehive on Collin McKinney bridge. City of McKinney reports they will have it removed.
- Captured documentation photos of current completed Landscape Enhancement projects.
- Updated Sign Enhancement project with additional proposed sign locations and renderings for the westside entrance into the Retreat at Craig Ranch. Sent updates to NFA Company.
- Discussed changes to the Grove Park landscape improvement project with C&B Landscape.
- Landscape inspection was performed by C&B Landscape to obtain a confirmed list of shrub replacements needed under warranty and under non-warranty in Hemingway.
- Six umbrellas ordered, received, and delivered to Latigo Pool and Riverwalk Pool in North.
- Indian Fountain light fixtures replaced in North. Obtaining quote to replace the light breaker with a GFCI breaker.
- Pergola repaired at Latigo Pool in North. Post was replaced due to termite rot.
- Riverwalk Pool railings have been repaired after disconnecting from pool base.
- Latigo Pool drinking fountain was repaired.
- Met with two vendors, Hawk Renovation and Vensure, who are working on estimates to replace only the off-color roof tiles on Riverwalk Pool Building with a closer color match.
- Submitted Craig Ranch North reserve projected balance including the cost of needed wall repairs for Board review.
- Plaster vendor emptied Riverwalk Pool at North and removed organic leaf matter stains. Sent communication to North owners regarding pool closure and plans to notify them once the pool is ready to be re-opened.
- C&B Landscape provided revised landscape replacement estimate based on recommendations by the Settlement Townhomes SAC.
- Discussed Watters Branch freeze damaged landscape replacement needs with C&B Landscape, awaiting proposal.



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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 Craig Ranch Evening Bingo on 5/2.
- For the May Yard Sale, updated the Craig Ranch Living website, Google maps and Yard Sale Treasure Map with Yard Sale addresses.
- Assisted with the Recycle Fest on 5/6.
- Attended M-100 Exam Class from 5/15 – 5/17.
- Assisted Lifestyle with The Tour Neighborhood Social on 5/18.
- Assisted Lifestyle with The Settlement Neighborhood Social on 5/25.
- Website Analytics
 - Site Sessions: 2659
 - Unique Visitors: 1849
 - New Members: 48
 - Messages Received: 21
 - Session Duration Average: 4 minutes and 11 seconds

Craig Ranch Living Email Blasts – 31 emails total

4/28/2023	All Residents	Craig Ranch Community News – April 28
4/28/2023	Estates	Important 2023 Byron Nelson Information for Estates Residents
5/3/2023	All Residents	Office Closure on Thursday afternoon, May 4th
5/5/2023	Estates	Estates Gate Malfunction at the Boston Entrance
5/5/2023	Estates	Estates Gates Open on Saturday, May 6 th for Community Yard Sale
5/5/2023	Watters Branch	Watters Branch 2023 Annual Meeting Notice
5/5/2023	All Residents	Craig Ranch Community News – May 5
5/8/2023	All Residents	Important 2023 Byron Nelson Information for Estates Residents
5/8/2023	Estates	Boston Entrance Gate Update
5/8/2023	The Grove	The Grove 2023 Annual Meeting Notice
5/8/2023	Settlement TH's	Settlement Townhomes 2023 Annual Meeting Notice
5/8/2023	Southern Hills	Southern Hills 2023 Annual Meeting Notice
5/11/2023	The Trails	The Trails – Quorum Needed for Annual Meeting
5/12/2023	All Residents	Craig Ranch Community News – May 12
5/15/2023	The Trails	The Trails – Quorum Needed for Annual Meeting



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5/16/2023	Watters Branch	Watters Branch – Quorum Needed for Annual Meeting
5/16/2023	CR North	North 2023 Semi-Annual Assessment Reminder
5/18/2023	Spicewood	Spicewood Compliance Reminders
5/18/2023	Tour	Tour Residents – Park Use
5/19/2023	Watters Branch	Watters Branch – Quorum Needed for Annual Meeting
5/19/2023	All Residents	Craig Ranch Community News – May 19
5/22/2023	Watters Branch	Watters Branch – Quorum Needed for Annual Meeting
5/23/2023	Southern Hills	Southern Hills Common Area Use
5/23/2023	Southern Hills	Southern Hills – Quorum Needed for Annual Meeting
5/25/2023	Southern Hills	Southern Hills – Quorum Needed for Annual Meeting
5/25/2023	All Residents	Track Maintenance at Dr. Kenneth Cooper Park
5/26/2023	Settlement TH's	Settlement Townhomes – Quorum Needed for Annual Meeting
5/26/2023	Watters Branch	Watters Branch Compliance Reminders
5/26/2023	All Residents	Craig Ranch Community News – May 26
5/31/2023	CR North	Riverwalk Pool Closure
6/1/2023	The Grove	The Grove – Quorum Needed for Annual Meeting

Sessions ▼ by traffic source ▼



Google ↑ 79% | 1,630

Direct ↑ 112% | 679

Bing ↑ 3% | 109

Wix email marketing ↑ 67% | 105

DuckDuckGo ↑ 62% | 34

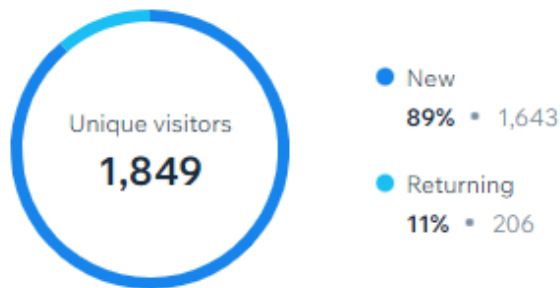


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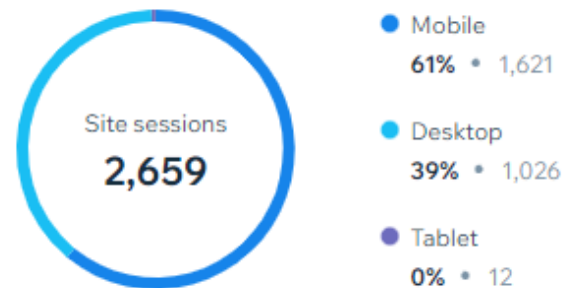
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New vs returning visitors



Sessions by device



Lifestyle

- Booked “Meet us at The Movies” event scheduled for 7/9.
- Booked “Jazz Under the Stars” event scheduled for 6/15 at the Compass.
- Booked Jazz player for Settlement’s Neighborhood Social on 6/25 and for the Tree Lighting on 12/2.
- Preliminary planning for Craig Ranch Fourth of July celebration.
- Distributed Yard Sale signs throughout Craig Ranch for Community Yard Sale on 5/6.
- Scheduled business partners/vendors for Fourth of July Celebration scheduled on 7/1.
- Halloween Carnival scheduled for 10/14 at Millie Cooper Park.
- Kickoff to Summer Kid’s Bingo graphic and Eventbrite created.
- ZinZen to cater and Jazz artist scheduled for Settlement Neighborhood Social scheduled 5/25.
- Karaoke at the pool party for Hemingway Neighborhood Social 6/29 has been scheduled.
- Pool Party with DJ and pool games scheduled for North’s Neighborhood Social 6/22.
- Scheduled two McKinney police officers for Jazz night 6/15.
- Dogtopia of McKinney is sponsoring \$150.00 for wine at the Jazz Night event 6/15.
- Confirmed Daffodils will provide a kid’s activity at our Fourth of July Celebration 7/1.
- Confirmed Jana Carmichael (Keller Williams) to sponsor a portion of Fourth of July Celebration 7/1.
- Caterer scheduled and student volunteers and staff are confirmed to help with North Neighborhood Social on 6/22.
- Margarita machine scheduled for Hemingway’s Neighborhood Social on 6/29.



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Event Recaps

Date	Event	Attendance
05/02/2023	May Bingo	25
05/06/2023	Recycle-Fest	160 Cars
05/06/2023	Community Yard Sale	80 Participating Properties
05/18/2023	Tour Neighborhood Social	20
05/25/2023	Settlement Neighborhood Social	30

April 2023 Compliance Report

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: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
Page: 1

Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
ACC Non-Compliance: Denied Improvement	1st Letter	1	1
Non-Submittal: Construction/Alteration	1st Letter	2	2
Non-Submittal: Landscape	1st Letter	1	1
Total ACC Violation		4	4
Covenant Violation			
Holiday Decor	Postcard	1	1
Improper Storage	Postcard	2	2
Total Covenant Violation		3	3
Exterior Maintenance			
General Maintenance	Postcard	11	11
	Fine Notice	1	2
Paint Repair	Postcard	4	4
	1st Letter	1	1
	2nd Letter	1	1
	Fine Notice	1	1
Total Exterior Maintenance		19	20
Fence Maintenance			
Fence Maintenance	Postcard	6	6
	1st Letter	1	1
	2nd Letter	2	2
Total Fence Maintenance		9	9



Violations Summary

Craig Ranch Community Association
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
Page: 2

Violation Type / Item	Escalation	Item Count	# Letters
Landscape			
General Maintenance	Postcard	6	6
	1st Letter	3	3
	2nd Letter	3	3
	Fine Notice	1	1
Mow	Postcard	106	106
	1st Letter	33	33
	2nd Letter	5	5
Remove Dead Landscape	Postcard	3	3
	1st Letter	1	1
	2nd Letter	2	2
	Fine Notice	1	1
Trim Shrubs	Postcard	4	4
	1st Letter	1	1
	2nd Letter	1	1
Weed Flower Bed/Tree Wells	Postcard	28	28
	1st Letter	7	7
	2nd Letter	1	1
	Fine Notice	1	1
Total Landscape		207	207
Leased Property			
Leasing	2nd Letter	3	3
Total Leased Property		3	3
Signs			
Commercial/Advertising	Postcard	1	1
Sale/Rent/Open House	Postcard	1	1
Total Signs		2	2



Violations Summary

Craig Ranch Community Association
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
Page: 3

Violation Type / Item	Escalation	Item Count	# Letters
Trash Removal			
Construction Debris	Postcard	2	2
Debris	Postcard	1	1
	1st Letter	1	1
	2nd Letter	1	1
	Fine Notice	1	1
Total Trash Removal		6	6
Total for Craig Ranch Community Association		253	254



Violations Summary

Craig Ranch Community Association - Chateau
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
Fence Maintenance			
Fence Maintenance	Postcard	1	1
Total Fence Maintenance		1	1
Total for Craig Ranch Community Association - Chateau		1	255



Violations Summary

Craig Ranch Community Association - Estates
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Construction/Alteration	1st Letter	1	1
Total ACC Violation		1	1
Exterior Maintenance			
General Maintenance	Fine Notice	2	2
Total Exterior Maintenance		2	2
Landscape			
General Maintenance	Postcard	4	4
	1st Letter	1	1
Mow	Postcard	3	3
	1st Letter	3	3
Remove Dead Landscape	Postcard	1	1
Weed Flower Bed/Tree Wells	Postcard	1	1
Total Landscape		13	13
Trash Removal			
Debris	Postcard	1	1
Total Trash Removal		1	1
Total for Craig Ranch Community Association - Estates		17	272



Violations Summary

Craig Ranch Community Association - Hemingway
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
ACC Non-Compliance: Denied Improvement	Fine Notice	1	1
Non-Submittal: Construction/Alteration	1st Letter	5	5
Non-Submittal: Landscape	1st Letter	4	4
	2nd Letter	1	1
	Fine Notice	1	3
Total ACC Violation		12	14
Covenant Violation			
Holiday Decor	1st Letter	1	1
	2nd Letter	1	1
Improper Storage	Postcard	2	2
	1st Letter	2	2
	2nd Letter	1	1
	Fine Notice	2	5
Total Covenant Violation		9	12
Exterior Maintenance			
General Maintenance	Postcard	2	2
Total Exterior Maintenance		2	2
Fence Maintenance			
Fence Maintenance	Postcard	3	3
	1st Letter	2	2
	2nd Letter	1	1
	Fine Notice	1	3
Total Fence Maintenance		7	9
Landscape			
Mow	Postcard	4	4
	1st Letter	1	1
Trim Shrubs	Postcard	1	1
Weed Yard	Postcard	12	12
	1st Letter	4	4
	2nd Letter	1	1
Total Landscape		23	23



Violations Summary

Craig Ranch Community Association - Hemingway
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
Leased Property			
Leasing			
	2nd Letter	3	3
	Fine Notice	1	1
Total Leased Property		4	4
Signs			
Sale/Rent/Open House			
	Postcard	4	4
	1st Letter	1	1
Total Signs		5	5
Trash Removal			
Debris			
	Postcard	1	1
	1st Letter	1	1
	2nd Letter	1	1
Total Trash Removal		3	3
Total for Craig Ranch Community Association - Hemingway		65	344



Violations Summary

Craig Ranch Community Association - North
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
ACC Non-Compliance: Denied Improvement	1st Letter	1	1
	2nd Letter	1	1
	Fine Notice	1	1
Non-Submittal: Construction/Alteration	Fine Notice	1	2
Non-Submittal: Landscape	1st Letter	1	1
Total ACC Violation		5	6
Exterior Maintenance			
General Maintenance	1st Letter	1	1
	2nd Letter	1	1
	Fine Notice	1	1
Mailbox Repair	Postcard	3	3
	1st Letter	1	1
Total Exterior Maintenance		7	7
Fence Maintenance			
Fence Maintenance	Postcard	6	6
	1st Letter	2	2
	2nd Letter	1	1
	Fine Notice	1	1
Fence Stain	Postcard	21	21
	1st Letter	9	9
Total Fence Maintenance		40	40



Violations Summary

Craig Ranch Community Association - North
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
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Violation Type / Item	Escalation	Item Count	# Letters
Landscape			
General Maintenance	Postcard	41	41
	1st Letter	17	17
	2nd Letter	13	13
	Fine Notice	13	16
Mow	Postcard	6	6
	1st Letter	1	1
Remove Dead Landscape	Postcard	5	5
	2nd Letter	1	1
	Fine Notice	1	1
Trim Shrubs	Postcard	2	2
	1st Letter	2	2
Weed Flower Bed/Tree Wells	Postcard	14	14
	1st Letter	7	7
	2nd Letter	2	2
Weed Yard	Postcard	53	53
	1st Letter	12	12
	2nd Letter	9	9
	Fine Notice	12	14
Total Landscape		211	216
Leased Property			
Leasing	2nd Letter	14	14
Total Leased Property		14	14
Signs			
Sale/Rent/Open House	Postcard	5	5
	1st Letter	1	1
Total Signs		6	6



Violations Summary

Craig Ranch Community Association - North
Period: 4/28/2023 through 6/1/2023

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Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
Trash Removal			
Debris	Postcard	4	4
	1st Letter	1	1
	2nd Letter	1	1
Trash Cans	Postcard	6	6
	2nd Letter	1	1
	Fine Notice	1	1
Total Trash Removal		14	14
Vehicle			
Commercial Vehicle	1st Letter	1	1
Inoperable Vehicle	1st Letter	1	1
	2nd Letter	1	1
Trailer	Postcard	1	1
Total Vehicle		4	4
Total for Craig Ranch Community Association - North		301	651



Violations Summary

Craig Ranch Community Association - Settlement TH's
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
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Violation Type / Item	Escalation	Item Count	# Letters
Leased Property			
Leasing	2nd Letter	1	1
Total Leased Property		1	1
Total for Craig Ranch Community Association - Settlement TH's		1	652



Violations Summary

Craig Ranch Community Association - Southern Hills
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Construction/Alteration	1st Letter	3	3
	2nd Letter	1	1
	Fine Notice	1	2
Non-Submittal: Landscape	1st Letter	4	4
	Fine Notice	1	1
Total ACC Violation		10	11
Covenant Violation			
Holiday Decor	Postcard	2	2
Improper Storage	Postcard	5	5
Total Covenant Violation		7	7
Exterior Maintenance			
General Maintenance	Postcard	4	4
	1st Letter	1	1
	2nd Letter	1	1
Paint Repair	Postcard	7	7
	1st Letter	4	4
	2nd Letter	5	5
Total Exterior Maintenance		22	22
Fence Maintenance			
Fence Maintenance	Postcard	5	5
	2nd Letter	1	1
	Fine Notice	1	1
Total Fence Maintenance		7	7



Violations Summary

Craig Ranch Community Association - Southern Hills
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
Landscape			
General Maintenance	Postcard	3	3
Mow	Postcard	67	67
	1st Letter	13	13
	2nd Letter	2	2
Remove Dead Landscape	Postcard	1	1
Trim Shrubs	Postcard	1	1
Weed Flower Bed/Tree Wells	Postcard	25	25
	1st Letter	5	5
Total Landscape		117	117
Leased Property			
Leasing	2nd Letter	4	4
Total Leased Property		4	4
Signs			
Sale/Rent/Open House	Postcard	2	2
Total Signs		2	2
Total for Craig Ranch Community Association - Southern Hills		169	822



Violations Summary

Craig Ranch Community Association - Spicewood
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Construction/Alteration	Fine Notice	1	1
Non-Submittal: Landscape	Fine Notice	2	2
Total ACC Violation		3	3
Covenant Violation			
Animal Nuisance	Postcard	2	2
Improper Storage	Postcard	1	1
Total Covenant Violation		3	3
Exterior Maintenance			
Paint Repair	Postcard	1	1
Total Exterior Maintenance		1	1
Fence Maintenance			
Fence Maintenance	Postcard	5	5
	1st Letter	2	2
	2nd Letter	1	1
Total Fence Maintenance		8	8
Landscape			
General Maintenance	1st Letter	1	1
Mow	1st Letter	1	1
Weed Yard	Postcard	5	5
Total Landscape		7	7
Leased Property			
Leasing	2nd Letter	1	1
Total Leased Property		1	1
Signs			
Sale/Rent/Open House	Postcard	2	2
Total Signs		2	2
Total for Craig Ranch Community Association - Spicewood		25	847



Violations Summary

Craig Ranch Community Association - The Grove
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Landscape	Fine Notice	1	1
Total ACC Violation		1	1
Covenant Violation			
Holiday Decor	Fine Notice	1	1
Total Covenant Violation		1	1
Exterior Maintenance			
General Maintenance	Postcard	1	1
	2nd Letter	1	1
Paint Repair	1st Letter	3	3
	2nd Letter	1	1
Total Exterior Maintenance		6	6
Landscape			
General Maintenance	Postcard	1	1
Mow	Postcard	23	23
	1st Letter	2	2
Weed Flower Bed/Tree Wells	Postcard	11	11
	1st Letter	1	1
	2nd Letter	2	2
Total Landscape		40	40
Leased Property			
Leasing	2nd Letter	2	2
Total Leased Property		2	2
Total for Craig Ranch Community Association - The Grove		50	897



Violations Summary

Craig Ranch Community Association - The Trails
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Construction/Alteration	Fine Notice	1	1
Total ACC Violation		1	1
Landscape			
General Maintenance	Postcard	1	1
Remove Dead Landscape	Postcard	1	1
Weed Flower Bed/Tree Wells	Postcard	3	3
Weed Yard	Postcard 1st Letter	3 1	3 1
Total Landscape		9	9
Signs			
Sale/Rent/Open House	Postcard 1st Letter	2 2	2 2
Total Signs		4	4
Total for Craig Ranch Community Association - The Trails		14	911



Violations Summary

Craig Ranch Community Association - Watters Branch
Period: 4/28/2023 through 6/1/2023

Date: 6/23/2023
Time: 1:47 pm
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Violation Type / Item	Escalation	Item Count	# Letters
ACC Violation			
Non-Submittal: Landscape	1st Letter	1	1
	2nd Letter	1	1
Total ACC Violation		2	2
Exterior Maintenance			
General Maintenance	2nd Letter	1	1
Total Exterior Maintenance		1	1
Fence Maintenance			
Fence Maintenance	Postcard	3	3
	1st Letter	7	7
	2nd Letter	3	3
Total Fence Maintenance		13	13
Landscape			
Mow	Postcard	53	53
	1st Letter	19	19
	2nd Letter	2	2
Remove Dead Landscape	1st Letter	1	1
Trim Shrubs	Postcard	3	3
Weed Flower Bed/Tree Wells	Postcard	11	11
	1st Letter	7	7
	2nd Letter	2	2
	Fine Notice	1	2
Total Landscape		99	100
Leased Property			
Leasing	2nd Letter	1	1
Total Leased Property		1	1
Trash Removal			
Construction Debris	Postcard	1	1
Total Trash Removal		1	1
Total for Craig Ranch Community Association - Watters Branch		117	1,029



Call Summary for Craig Ranch Community Association

Collections	6 call(s) for 11 minute(s), 33 second(s)
Homeowner Inquiry	22 call(s) for 13 hour(s), 13 minute(s), 43 second(s)
Tenant/Renter Information	1 call(s) for 9 minute(s), 53 second(s)
Violation	2 call(s) for 4 minute(s), 51 second(s)

31 call(s) for 13 hour(s), 40 minute(s)

Call Summary for Craig Ranch Community Association - Chateau

Homeowner Inquiry	6 call(s) for 48 minute(s), 53 second(s)
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6 call(s) for 48 minute(s), 53 second(s)

Call Summary for Craig Ranch Community Association - Estates

Homeowner Inquiry	13 call(s) for 27 minute(s), 53 second(s)
Violation	4 call(s) for 5 minute(s), 33 second(s)

17 call(s) for 33 minute(s), 26 second(s)

Call Summary for Craig Ranch Community Association - Hemingway

60 Day Lender Letter	1 call(s) for 1 minute(s), 1 second(s)
Homeowner Inquiry	11 call(s) for 34 minute(s), 10 second(s)
Miscellaneous	3 call(s) for 7 minute(s), 47 second(s)
Tenant/Renter Information	1 call(s) for 10 minute(s), 13 second(s)
Violation	5 call(s) for 4 minute(s), 54 second(s)
zDO NOT USE (Letter)	3 call(s) for 22 minute(s), 44 second(s)

24 call(s) for 1 hour(s), 20 minute(s), 49 second(s)

Call Summary for Craig Ranch Community Association - North

60 Day Lender Letter	2 call(s) for 4 minute(s), 25 second(s)
Account Services	1 call(s) for 1 minute(s), 7 second(s)
Collections	29 call(s) for 2 hour(s), 13 minute(s), 57 second(s)
Homeowner Inquiry	102 call(s) for 5 hour(s), 17 minute(s), 42 second(s)
Resale Information (Closing)	1 call(s) for 33 second(s)
Tenant/Renter Information	3 call(s) for 27 minute(s), 36 second(s)
Violation	16 call(s) for 1 hour(s), 54 second(s)
Welcome Letter	1 call(s) for 4 minute(s), 46 second(s)

155 call(s) for 9 hour(s), 11 minute(s)

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

Collections	3 call(s) for 11 minute(s), 55 second(s)
Homeowner Inquiry	7 call(s) for 21 minute(s), 57 second(s)
Violation	1 call(s) for 1 minute(s), 54 second(s)

11 call(s) for 35 minute(s), 46 second(s)

Call Summary for Craig Ranch Community Association - Southern Hills

Collections	7 call(s) for 36 minute(s), 5 second(s)
Homeowner Inquiry	8 call(s) for 1 hour(s), 37 minute(s), 15 second(s)
Violation	2 call(s) for 41 second(s)

17 call(s) for 2 hour(s), 14 minute(s), 1 second(s)

Call Summary for Craig Ranch Community Association - Spicewood

Account Services	1 call(s) for 8 minute(s), 39 second(s)
Collections	1 call(s) for 1 minute(s), 26 second(s)
Homeowner Inquiry	9 call(s) for 29 minute(s), 55 second(s)

11 call(s) for 40 minute(s)

Call Summary for Craig Ranch Community Association - The Grove

60 Day Lender Letter	1 call(s) for 1 minute(s), 43 second(s)
Collections	3 call(s) for 9 minute(s), 46 second(s)
Homeowner Inquiry	8 call(s) for 33 minute(s), 4 second(s)

12 call(s) for 44 minute(s), 33 second(s)

Call Summary for Craig Ranch Community Association - The Trails

Account Services	1 call(s) for 1 minute(s), 27 second(s)
Collections	5 call(s) for 17 minute(s), 32 second(s)
Homeowner Inquiry	6 call(s) for 19 minute(s), 8 second(s)
System Note	1 call(s) for 15 second(s)
Tenant/Renter Information	1 call(s) for 4 minute(s), 57 second(s)



Call Summary for Craig Ranch Community Association - Watters Branch

Homeowner Inquiry

8 call(s) for 42 minute(s), 3 second(s)

Violation

1 call(s) for 31 second(s)

14 call(s) for 43 minute(s), 19 second(s)

9 call(s) for 42 minute(s), 34 second(s)



Fence - New or Replacement	4
<i>ACC Approved</i>	1
<i>ACC Approved with Stipulations</i>	1
<i>ACC Denied</i>	2
Landscaping	2
<i>ACC Approved</i>	2
Lighting	1
<i>ACC Approved with Stipulations</i>	1
Paint	2
<i>ACC Approved</i>	1
<i>ACC Approved with Stipulations</i>	1
Patio/Arbor/Deck	3
<i>ACC Approved</i>	2
<i>ACC Denied</i>	1
Craig Ranch Community Association Total:	12



ACC Summary

Craig Ranch Community Association - Estates
4/28/2023 - 6/1/2023

Date: 6/23/2023

Time: 1:45 pm

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Driveway	1
<i>ACC Denied</i>	1
Exterior Modifications	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Estates Total:	2



ACC Summary

Craig Ranch Community Association - Hemingway
4/28/2023 - 6/1/2023

Date: 6/23/2023
Time: 1:45 pm
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Door(s)	1
<i>ACC Approved</i>	1
Fence - New or Replacement	1
<i>ACC Approved with Stipulations</i>	1
Landscaping	3
<i>ACC Approved with Stipulations</i>	1
<i>ACC Denied</i>	2
Lighting	1
<i>ACC Approved</i>	1
Storm Door	1
<i>ACC Approved with Stipulations</i>	1
Craig Ranch Community Association - Hemingway Total:	7



Fence - New or Replacement	5
<i>ACC Approved</i>	3
<i>ACC Denied</i>	2
Landscaping	7
<i>ACC Approved</i>	3
<i>ACC Approved with Stipulations</i>	2
<i>ACC Denied</i>	2
Paint	3
<i>ACC Approved</i>	2
<i>ACC Denied</i>	1
Patio/Arbor/Deck	1
<i>ACC Approved</i>	1
Screening	1
<i>ACC Denied</i>	1
Shed	1
<i>ACC Approved with Stipulations</i>	1
Solar Panel / Collector	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - North Total:	19



Landscaping	3
<i>ACC Approved</i>	1
<i>ACC Denied</i>	2
Patio/Arbor/Deck	2
<i>ACC Approved with Stipulations</i>	2
Craig Ranch Community Association - Southern Hills Total:	5



Landscaping	3
<i>ACC Approved</i>	1
<i>ACC Denied</i>	2
Patio/Arbor/Deck	1
<i>ACC Approved with Stipulations</i>	1
Roof	1
<i>ACC Approved</i>	1
Screening	2
<i>ACC Approved</i>	1
<i>ACC Approved with Stipulations</i>	1
Craig Ranch Community Association - Spicewood Total:	7



ACC Summary

Craig Ranch Community Association - The Grove
4/28/2023 - 6/1/2023

Date: 6/23/2023
Time: 1:45 pm
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Driveway	1
<i>ACC Denied</i>	1
Fence - New or Replacement	1
<i>ACC Approved with Stipulations</i>	1
Patio/Arbor/Deck	3
<i>ACC Approved</i>	2
<i>ACC Approved with Stipulations</i>	1
Solar Panel / Collector	3
<i>ACC Approved</i>	3
Craig Ranch Community Association - The Grove Total:	8



ACC Summary

Craig Ranch Community Association - The Trails
4/28/2023 - 6/1/2023

Date: 6/23/2023
Time: 1:45 pm
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Landscaping	2
<i>ACC Approved</i>	1
<i>ACC Denied</i>	1
Craig Ranch Community Association - The Trails Total:	2



ACC Summary

Craig Ranch Community Association - Watters Branch
4/28/2023 - 6/1/2023

Date: 6/23/2023
Time: 1:45 pm
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Garage Door	1
<i>ACC Approved</i>	1
Landscaping	4
<i>ACC Approved</i>	2
<i>ACC Approved with Stipulations</i>	1
<i>ACC Denied</i>	1
Craig Ranch Community Association - Watters Branch Total:	5