



# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

7951 Collin McKinney Parkway, Suite 850  
McKinney, Texas 75070  
972-548-9191 / 972-548-9185 (FAX)

## December 30, 2022- February 2, 2023 Management Report

### Operations

- Permit was issued by the City of McKinney for the new association office. Construction has commenced.
- Police report was filed for stolen nutcrackers at Custer Road and Collin McKinney Parkway.
- Board of Directors selected March 23rd for the Annual Meeting. Call for candidates was issued.
- Insurance assessment letter for Chateaus was approved by the Board and mailed.
- Corresponded with IT to procure a quote for the new laptops and equipment for the new office.
- New amenity access computer was installed to update the access systems software.
- December financial and management reports were posted to Craig Ranch Living.
- Conducted multiple tours with owners interested in reserving the Compass Event Center.
- Estates Service Area Committee (SAC) has confirmed April 12<sup>th</sup> for the Annual Meeting.
- Completed insurance applications for Directors & Officers, Crime, Hemingway Townhomes, and Settlement Townhomes.
- Scheduled Estates SAC landscape workshop for February 9<sup>th</sup> at the Compass Event Center.
- North SAC confirmed March 2<sup>nd</sup> for the 1<sup>st</sup> Quarter Meeting and April 6<sup>th</sup> for the Annual Meeting.
- 1/12 Attended January Appeals Meeting.
- 1/18 Met with a data cabling vendor at the new office to discuss requirements for a quote.
- 1/19 Met with a phone consultant to explore possible new phone system options for the new office.
- 1/25 Attended demo for Zoom phone system as the potential replacement for the current phone system at the new office.
- 1/26 Attended construction bi-weekly meeting for updates on progress at the new office.
- 1/26 Held January Board Workshop.
- 1/31 Attended meeting with C2MTech and CMA IT Manager to discuss IT needs for the new CRCA office.
- Compliance/Violations- **SEE REPORT**
- Call Logs- **SEE REPORT**



# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

7951 Collin McKinney Parkway, Suite 850  
McKinney, Texas 75070  
972-548-9191 / 972-548-9185 (FAX)

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

Service Area	Approved	Approved Stipulations	w/	Denied
500 Master	3	1		1
501 Chateaus	1			
503 Grove	1			
504 Hemingway	3	1		2
505 North	18	2		4
507 Southern Hills	2	1		
508 Spicewood		1		1
510 WB		1		1

## Maintenance

- Turned water fountain back on, repaired wiring in uplight, and replaced hinges on dog park gate at the K9 Corral.
- Inspected levels and cleaned debris around the ponds.
- City of McKinney replaced sign in Crescent Park.
- Evaluated current locations of pet stations and determined where additional stations are needed.
- Set water to drip at the Compass in preparation for freeze.
- Submitted meter readings for the wells to North Texas Ground Water.
- Inspected water levels at Latigo, Riverwalk, Hemingway, and Watters Branch pools.
- Inspected flag conditions in the Master, Estates, and North.
- Safety checks completed in the Master, Hemingway, North, and Watters Branch.
- Flags lowered to half-mast in the Master, North, and Estates.
- Painted monument lettering at Boston entrance.
- Painted Estates pumphouse.
- Cleaned Estates gas lights and inspected pedestrian gates.
- Cleaned and painted poles for new speed hump signage in the Estates.
- Prepared and conducted an inspection of the streets/walkways in the Estates with Pavement Services.
- Replaced 2 hinges on Hemingway pool gates.
- Painted light fixtures at large fountain monument and 2 park benches in Hemingway.
- Painted fence slats to be used for security repairs at Hemingway pump enclosure.
- Removed old landscape light on corner of Inglese and Paradise.
- Installed a camera at the enclosure of the pump house at the Custer Hemingway fountain.
- Completed Hemingway asset inspection for townhomes and common areas.



# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

7951 Collin McKinney Parkway, Suite 850  
McKinney, Texas 75070  
972-548-9191 / 972-548-9185 (FAX)

- Turned off water at Hemingway Clubhouse in preparation of freeze and posted signage informing residents the water was off.
- Inspected North monument lights.
- Repaired missing stones on North rock column along Stacy Road.
- Removed and disposed of damaged tables from Riverwalk Pool.
- Replaced burnt out lights in Southern Hills tower monument.
- AYS completed the annual playground inspections for North, Southern Hills, and Grove.
- Spot painted Watters Branch pool fence due to rust.

## Common Area

- Annual flowers in the Master suffered freeze damage. OLM's recommendation is to trim back freeze damage and drench remaining with liquid fertilizer/fungicide mix to stimulate recovery.
- OLM Landscape evaluation following the December freeze: shrubs/ground cover damage. OLM horticulturalist recommends not pruning until late February or March in case there is another hard freeze but believes the current damaged landscaping will recover. C&B and Superscapes are following OLM recommendations.
- C&B Landscape evaluated the dead Eastern Red Cedars in the Tour tree line easement.
- Documented wayfinder, median, and monument signs throughout Craig Ranch.
- Conducted presentation for Craig Ranch sign enhancements at the January Board Workshop.
- Inspected Master property for downed limbs after the ice storm.
- Irrigation and sidewalk handicap ramp repairs complete outside the Estates on Collin McKinney.
- New sod planted to fill in bare and thinning grass along the common area at Piper Glen and Paradise in the Estates.
- Held Zoom call with Hemingway SAC members to discuss townhome painting project bid comparison.
- Hemingway tree trimming is underway.
- Latigo Pool repairs are underway in North. 12 trees in raised planters were removed.

## Communications

- Weekly newsletter 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 January 3, 2023.
- Attended Board of Directors Workshop
- Website Analytics
  - Site Sessions: 1329
  - Unique Visitors: 966



# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

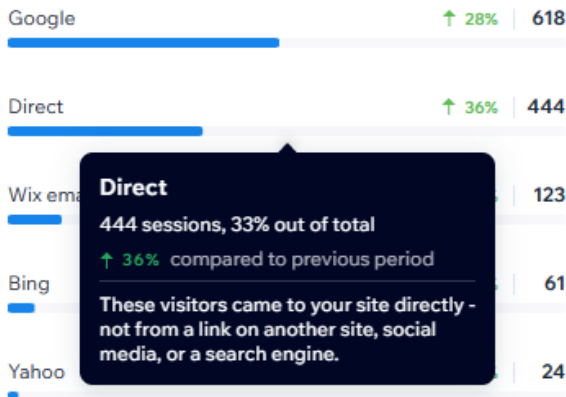
7951 Collin McKinney Parkway, Suite 850  
 McKinney, Texas 75070  
 972-548-9191 / 972-548-9185 (FAX)

- New Members: 19
- Messages Received: 14
- Session Duration Average: 4 minutes and 10 seconds

### Craig Ranch Living Email Blasts

12/30/2022	All Residents	Craig Ranch Community News – December 30
1/4/2023	Estates	Estates Pond and Waterfall Update
1/6/2023	All Residents	Craig Ranch Community News – January 6
1/6/2023	Hemingway	Hemingway Townhomes Tree Pruning Project
1/13/2023	All Residents	Craig Ranch Community News – January 13
1/20/2023	All Residents	Craig Ranch Community News – January 20
1/27/2023	All Residents	Craig Ranch Community News – January 27
1/30/2023	Chateaus	Craig Ranch Inclement Weather Notification
1/30/2023	Hemingway	Craig Ranch Inclement Weather Notification
1/30/2023	Settlement Townhomes	Craig Ranch Inclement Weather Notification
1/30/2023	All Residents	CRCA Office Closure
1/30/2023	All Residents	CRCA Office Closure
2/1/2023	All Residents	Board of Directors Election – Call For Candidates
2/1/2023	All Residents	CRCA Office Closure

Sessions ▼ by traffic source ▼





# CRAIG RANCH COMMUNITY ASSOCIATION

*Living the Dream!*

7951 Collin McKinney Parkway, Suite 850  
 McKinney, Texas 75070  
 972-548-9191 / 972-548-9185 (FAX)

## New vs returning visitors



## Sessions by device



## Lifestyle

- Collaborated with Sharon Hodges at Fun Time entertainment to book Easter, Tree Lighting, and Breakfast with Santa for 2023.
- Communicated with potential vendors for 2023 events upon Board approval.
- Obtained appropriate contact information for City of McKinney Fourth of July event.
- Hired Indian DJ, completed event graphic, and confirmed Indian food truck for Holi.
- Reached out to Swank Productions regarding licensing for our Movie Nights.
- Completed 2023 lifestyle plan and budget summary.
- Contacted recycling truck company to schedule for the spring Shred Fest.

## Event Recaps

Date	Event	Attendance
1/3/2022	January Bingo	28

## January 2023 Compliance Report

---

### Resale Inspections

- Master – 9
- Chateaus - 0
- Estates – 0
- Grove – 1
- Hemingway - 2
- North – 5
- Settlement Townhomes - 0
- Southern Hills – 2
- Spicewood – 0
- Trails - 1
- Watters Branch/Liberty Hill – 0

### Created Violations

- Master - 67
- Chateaus - 1
- Estates - 10
- Grove – 39
- Hemingway - 24
- North - 78
- Settlement Townhomes - 0
- Southern Hills- 42
- Spicewood- 3
- Trails- 5
- Watters Branch/Liberty Hill- 21

### Closed Violations

- Master- 74
- Chateaus - 1
- Estates - 1
- Grove - 6
- Hemingway - 5
- North - 37
- Settlement Townhomes - 0
- Southern Hills- 29
- Spicewood- 11
- Trails- 4
- Watters Branch/Liberty Hill- 22



**Violations Summary**

Craig Ranch Community Association  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 1

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
ACC Non-Compliance: Denied Improvement	1st Letter	1	1
Non-Submittal: Construction/Alteration	1st Letter	1	1
Non-Submittal: Landscape	2nd Letter	1	1
<b>Total ACC Violation</b>		<b>3</b>	<b>3</b>
<b>Covenant Violation</b>			
Holiday Decor	Postcard	14	14
Improper Storage	Postcard	1	1
<b>Total Covenant Violation</b>		<b>15</b>	<b>15</b>
<b>Exterior Maintenance</b>			
General Maintenance	Postcard	4	4
	Fine Notice	2	2
Paint Repair	Postcard	1	1
<b>Total Exterior Maintenance</b>		<b>7</b>	<b>7</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	2	2
	1st Letter	2	2
<b>Total Fence Maintenance</b>		<b>4</b>	<b>4</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
Mow	Postcard	2	2
Remove Dead Landscape	Postcard	5	5
	Fine Notice	1	1
Trim Shrubs	Postcard	3	3
Weed Flower Bed/Tree Wells	Postcard	24	24
	1st Letter	1	1
<b>Total Landscape</b>		<b>37</b>	<b>37</b>



**Violations Summary**

Craig Ranch Community Association  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
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>Total for Craig Ranch Community Association</b>		<b>67</b>	<b>67</b>





**Violations Summary**

Craig Ranch Community Association - Chateau  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 3

Violation Type / Item	Escalation	Item Count	# Letters
<b>Landscape</b>			
Remove Dead Landscape	2nd Letter	1	1
<b>Total Landscape</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Chateau</b>		<b>1</b>	<b>68</b>



**Violations Summary**

Craig Ranch Community Association - Estates  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 4

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Landscape	1st Letter	2	2
<b>Total ACC Violation</b>		<b>2</b>	<b>2</b>
<b>Covenant Violation</b>			
Nuisance	Postcard	1	1
<b>Total Covenant Violation</b>		<b>1</b>	<b>1</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	6	6
<b>Total Fence Maintenance</b>		<b>6</b>	<b>6</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
<b>Total Landscape</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Estates</b>		<b>10</b>	<b>78</b>



**Violations Summary**

Craig Ranch Community Association - Hemingway  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 5

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
<b>ACC Non-Compliance: Denied Improvement</b>	1st Letter	1	1
	2nd Letter	1	1
<b>Non-Submittal: Construction/Alteration</b>	1st Letter	11	11
<b>Total ACC Violation</b>		<b>13</b>	<b>13</b>
<b>Covenant Violation</b>			
<b>Basketball Goals</b>	Postcard	1	1
<b>Holiday Decor</b>	Postcard	4	4
<b>Total Covenant Violation</b>		<b>5</b>	<b>5</b>
<b>Exterior Maintenance</b>			
<b>General Maintenance</b>	Postcard	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Fence Maintenance</b>			
<b>Fence Maintenance</b>	Fine Notice	1	1
<b>Total Fence Maintenance</b>		<b>1</b>	<b>1</b>
<b>Leased Property</b>			
<b>Leasing</b>	2nd Letter	1	1
<b>Total Leased Property</b>		<b>1</b>	<b>1</b>
<b>Signs</b>			
<b>Sale/Rent/Open House</b>	Postcard	2	2
	1st Letter	1	1
<b>Total Signs</b>		<b>3</b>	<b>3</b>
<b>Total for Craig Ranch Community Association - Hemingway</b>		<b>24</b>	<b>102</b>



**Violations Summary**

Craig Ranch Community Association - North  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 6

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Construction/Alteration	1st Letter	2	2
	2nd Letter	1	1
Non-Submittal: Landscape	Fine Notice	1	1
	<b>Total ACC Violation</b>		<b>4</b>
<b>Covenant Violation</b>			
Holiday Decor	Postcard	1	1
	Window Covering	1st Letter	1
<b>Total Covenant Violation</b>		<b>2</b>	<b>2</b>
<b>Fence Maintenance</b>			
Fence Stain	Postcard	1	1
	<b>Total Fence Maintenance</b>		<b>1</b>
<b>Landscape</b>			
General Maintenance	Postcard	4	4
	1st Letter	10	10
	2nd Letter	6	6
	Fine Notice	7	9
Mow	Fine Notice	1	1
	Remove Dead Landscape	Postcard	5
1st Letter		5	5
2nd Letter		3	3
Fine Notice		2	2
Trim Shrubs	Fine Notice	1	1
	Weed Flower Bed/Tree Wells	Fine Notice	1
Weed Yard		Postcard	1
	<b>Total Landscape</b>		<b>46</b>



**Violations Summary**

Craig Ranch Community Association - North  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 7

Violation Type / Item	Escalation	Item Count	# Letters
<b>Leased Property</b>			
<b>Leasing</b>	2nd Letter	2	2
	Fine Notice	6	6
<b>Total Leased Property</b>		<b>8</b>	<b>8</b>
<b>Signs</b>			
<b>Sale/Rent/Open House</b>	Postcard	8	8
	1st Letter	3	3
	2nd Letter	2	2
<b>Total Signs</b>		<b>13</b>	<b>13</b>
<b>Trash Removal</b>			
<b>Debris</b>	1st Letter	1	1
	Fine Notice	1	2
<b>Trash Cans</b>	Fine Notice	1	1
<b>Total Trash Removal</b>		<b>3</b>	<b>4</b>
<b>Vehicle</b>			
<b>Trailer</b>	Postcard	1	1
<b>Total Vehicle</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - North</b>		<b>78</b>	<b>183</b>



**Violations Summary**

Craig Ranch Community Association - Southern Hills  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 8

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Construction/Alteration	1st Letter	1	1
Non-Submittal: Landscape	1st Letter	1	1
	2nd Letter	2	2
<b>Total ACC Violation</b>		<b>4</b>	<b>4</b>
<b>Covenant Violation</b>			
Animal Nuisance	Postcard	1	1
Holiday Decor	Postcard	7	7
Improper Storage	Postcard	5	5
<b>Total Covenant Violation</b>		<b>13</b>	<b>13</b>
<b>Exterior Maintenance</b>			
Paint Repair	Postcard	1	1
<b>Total Exterior Maintenance</b>		<b>1</b>	<b>1</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
Mow	Postcard	1	1
Weed Flower Bed/Tree Wells	Postcard	14	14
<b>Total Landscape</b>		<b>16</b>	<b>16</b>
<b>Leased Property</b>			
Leasing	2nd Letter	3	3
	Fine Notice	3	3
<b>Total Leased Property</b>		<b>6</b>	<b>6</b>
<b>Signs</b>			
Sale/Rent/Open House	Postcard	2	2
<b>Total Signs</b>		<b>2</b>	<b>2</b>
<b>Total for Craig Ranch Community Association - Southern Hills</b>		<b>42</b>	<b>225</b>



**Violations Summary**

Craig Ranch Community Association - Spicewood  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 9

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Landscape	1st Letter	1	1
<b>Total ACC Violation</b>		<b>1</b>	<b>1</b>
<b>Covenant Violation</b>			
Holiday Decor	Postcard	1	1
<b>Total Covenant Violation</b>		<b>1</b>	<b>1</b>
<b>Leased Property</b>			
Leasing	Fine Notice	1	1
<b>Total Leased Property</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - Spicewood</b>		<b>3</b>	<b>228</b>



**Violations Summary**

Craig Ranch Community Association - The Grove  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 10

Violation Type / Item	Escalation	Item Count	# Letters
<b>Covenant Violation</b>			
Holiday Decor	Postcard	15	15
Improper Storage	Postcard	1	1
<b>Total Covenant Violation</b>		<b>16</b>	<b>16</b>
<b>Exterior Maintenance</b>			
General Maintenance	Postcard	1	1
	2nd Letter	1	1
Paint Repair	Postcard	1	1
<b>Total Exterior Maintenance</b>		<b>3</b>	<b>3</b>
<b>Landscape</b>			
Edge	Postcard	1	1
General Maintenance	Postcard	1	1
	Fine Notice	1	1
Mow	Postcard	1	1
	1st Letter	1	1
Weed Flower Bed/Tree Wells	Postcard	13	13
	1st Letter	2	2
<b>Total Landscape</b>		<b>20</b>	<b>20</b>
<b>Total for Craig Ranch Community Association - The Grove</b>		<b>39</b>	<b>267</b>





**Violations Summary**

Craig Ranch Community Association - The Trails  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 11

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Construction/Alteration	Fine Notice	1	2
Non-Submittal: Landscape	1st Letter	1	1
	Fine Notice	1	1
<b>Total ACC Violation</b>		<b>3</b>	<b>4</b>
<b>Fence Maintenance</b>			
Fence Maintenance	Postcard	1	1
<b>Total Fence Maintenance</b>		<b>1</b>	<b>1</b>
<b>Landscape</b>			
General Maintenance	Postcard	1	1
<b>Total Landscape</b>		<b>1</b>	<b>1</b>
<b>Total for Craig Ranch Community Association - The Trails</b>		<b>5</b>	<b>273</b>



**Violations Summary**

Craig Ranch Community Association - Watters Branch  
Period: 1/1/2023 through 1/31/2023

Date: 2/8/2023  
Time: 9:54 am  
Page: 12

Violation Type / Item	Escalation	Item Count	# Letters
<b>ACC Violation</b>			
Non-Submittal: Construction/Alteration	1st Letter	1	1
<b>Total ACC Violation</b>		<b>1</b>	<b>1</b>
<b>Covenant Violation</b>			
Holiday Decor	Postcard	8	8
Improper Storage	Postcard	1	1
<b>Total Covenant Violation</b>		<b>9</b>	<b>9</b>
<b>Landscape</b>			
General Maintenance	Postcard	3	3
Trim Shrubs	Postcard	2	2
Weed Flower Bed/Tree Wells	Postcard	2	2
	1st Letter	2	2
	2nd Letter	1	1
	Fine Notice	1	1
<b>Total Landscape</b>		<b>11</b>	<b>11</b>
<b>Total for Craig Ranch Community Association - Watters Branch</b>		<b>21</b>	<b>294</b>



**Call Summary for Craig Ranch Community Association**

60 Day Lender Letter	1 call(s) for 2 minute(s), 53 second(s)
Account Services	2 call(s) for 8 minute(s), 42 second(s)
Collections	2 call(s) for 3 minute(s), 41 second(s)
Homeowner Inquiry	25 call(s) for 1 hour(s), 11 minute(s), 2 second(s)
Violation	3 call(s) for 3 minute(s), 14 second(s)
Welcome Letter	1 call(s) for 19 second(s)

**34 call(s) for 1 hour(s), 29 minute(s), 51 second(s)**

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

60 Day Lender Letter	1 call(s) for 1 minute(s), 22 second(s)
Account Services	1 call(s) for 4 minute(s), 50 second(s)
Homeowner Inquiry	7 call(s) for 57 minute(s), 49 second(s)

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

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

Account Services	1 call(s) for 40 second(s)
Homeowner Inquiry	12 call(s) for 40 minute(s), 3 second(s)
Violation	1 call(s) for 2 minute(s), 22 second(s)

**14 call(s) for 43 minute(s), 5 second(s)**

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

Account Services	4 call(s) for 16 minute(s), 45 second(s)
Collections	1 call(s) for 1 minute(s), 12 second(s)
Homeowner Inquiry	28 call(s) for 1 hour(s), 47 minute(s), 55 second(s)
Insurance (Association)	1 call(s) for 23 second(s)
System Note	1 call(s) for 1 minute(s), 35 second(s)
Violation	4 call(s) for 13 minute(s), 33 second(s)
Welcome Letter	1 call(s) for 2 minute(s), 34 second(s)

**40 call(s) for 2 hour(s), 23 minute(s), 57 second(s)**

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

60 Day Lender Letter	2 call(s) for 6 minute(s), 47 second(s)
Account Services	1 call(s) for 1 minute(s), 43 second(s)
Collections	9 call(s) for 33 minute(s), 20 second(s)
Homeowner Inquiry	69 call(s) for 3 hour(s), 39 minute(s), 19 second(s)
Resale Information (Closing)	1 call(s) for 2 minute(s), 40 second(s)
Tenant/Renter Information	2 call(s) for 24 minute(s), 58 second(s)
Violation	12 call(s) for 37 minute(s), 10 second(s)
Welcome Letter	1 call(s) for 20 second(s)

**97 call(s) for 5 hour(s), 26 minute(s), 17 second(s)**

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

Homeowner Inquiry	4 call(s) for 6 minute(s), 44 second(s)
-------------------	---

**4 call(s) for 6 minute(s), 44 second(s)**

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

60 Day Lender Letter	1 call(s) for 2 minute(s), 7 second(s)
Account Services	1 call(s) for 1 minute(s), 58 second(s)
Collections	3 call(s) for 12 minute(s), 33 second(s)
Homeowner Inquiry	24 call(s) for 1 hour(s), 38 minute(s), 58 second(s)
Tenant/Renter Information	1 call(s) for 3 minute(s), 8 second(s)
Violation	3 call(s) for 16 minute(s), 16 second(s)
Welcome Letter	1 call(s) for 11 second(s)

**34 call(s) for 2 hour(s), 15 minute(s), 11 second(s)**

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

60 Day Lender Letter	2 call(s) for 3 minute(s), 22 second(s)
Collections	1 call(s) for 2 minute(s), 9 second(s)
Homeowner Inquiry	7 call(s) for 32 minute(s), 29 second(s)
Violation	2 call(s) for 9 minute(s), 4 second(s)

**12 call(s) for 47 minute(s), 4 second(s)**

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

Account Services	2 call(s) for 2 minute(s), 16 second(s)
Homeowner Inquiry	3 call(s) for 15 minute(s)



Violation

1 call(s) for 55 second(s)

**6 call(s) for 18 minute(s), 11 second(s)**

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

Account Services

1 call(s) for 1 minute(s), 5 second(s)

Homeowner Inquiry

5 call(s) for 1 hour(s), 13 minute(s), 44 second(s)

Violation

3 call(s) for 19 minute(s), 22 second(s)

**9 call(s) for 1 hour(s), 34 minute(s), 11 second(s)**

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

Account Services

2 call(s) for 7 minute(s), 10 second(s)

Collections

1 call(s) for 1 minute(s), 52 second(s)

Homeowner Inquiry

7 call(s) for 13 minute(s), 17 second(s)

Violation

4 call(s) for 10 minute(s), 36 second(s)

**14 call(s) for 32 minute(s), 55 second(s)**



<b>Gutters</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Outdoor Kitchen/Fireplace</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Patio/Arbor/Deck</b>	<b>1</b>
<i>ACC Approved with Stipulations</i>	<b>1</b>
<b>Roof</b>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Windows</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Craig Ranch Community Association Total:</b>	<b>5</b>



**ACC Summary**

Craig Ranch Community Association - Chateau  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 2

<b>Windows</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Craig Ranch Community Association - Chateau Total:</b>	<b>1</b>



**ACC Summary**

Craig Ranch Community Association - Hemingway  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 3

<b>Fence - Repair or Stain</b>	<b>1</b>
<i>ACC Approved with Stipulations</i>	<b>1</b>
<b>Lighting</b>	<b>4</b>
<i>ACC Approved</i>	<b>3</b>
<i>ACC Denied</i>	<b>1</b>
<b>Paint</b>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Craig Ranch Community Association - Hemingway Total:</b>	<b>6</b>



<b>Door(s)</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Fence - New or Replacement</b>	<b>2</b>
<i>ACC Approved</i>	<b>2</b>
<b>Garage Door</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Landscaping</b>	<b>7</b>
<i>ACC Approved</i>	<b>5</b>
<i>ACC Approved with Stipulations</i>	<b>2</b>
<b>Other</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Paint</b>	<b>3</b>
<i>ACC Denied</i>	<b>3</b>
<b>Patio/Arbor/Deck</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Roof</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Solar Panel / Collector</b>	<b>6</b>
<i>ACC Approved</i>	<b>5</b>
<i>ACC Denied</i>	<b>1</b>
<b>Windows</b>	<b>1</b>
<i>ACC Approved</i>	<b>1</b>
<b>Craig Ranch Community Association - North Total:</b>	<b>24</b>





**ACC Summary**

Craig Ranch Community Association - Southern Hills  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 5

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



**ACC Summary**

Craig Ranch Community Association - Spicewood  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 6

<b>Paint</b>	<b>1</b>
<i>ACC Denied</i>	<b>1</b>
<b>Patio/Balcony</b>	<b>1</b>
<i>ACC Approved with Stipulations</i>	<b>1</b>
<b>Craig Ranch Community Association - Spicewood Total:</b>	<b>2</b>



**ACC Summary**

Craig Ranch Community Association - The Grove  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 7

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



**ACC Summary**

Craig Ranch Community Association - Watters Branch  
12/30/2022 - 2/2/2023

Date: 2/9/2023  
Time: 2:50 pm  
Page: 8

<b>Detached Structure/Building</b>	<b>1</b>
<i>ACC Approved with Stipulations</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>