



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

April 1, 2022- April 28, 2022 Management Report

Operations

- Coordinated the binding of Hemingway and Settlement TH property policies, D&O, and Crime policy with Swingle Collins.
- Received the signed finance agreements from Swingle Collins for Hemingway and Settlement Townhomes insurance policies.
- Certificates of Insurance (COI) for the Master were revised to include the new policy dates and limits for Directors & Officers and Crime. New COI was sent to CMA's closing team to update the resale certificate and to the Communications Coordinator to post to Craig Ranch Living.
- Processed payment totaling \$10,000 to Independent Bank for the artwork at the Henneman turnabout. Paid from Enhancement Fund.
- Tim Stephens was setup as a new Board Member in CINC. Orientation on the Board Portal on CMA's website was held on 4/5.
- Call for candidates, annual meeting notice, annual meeting presentations, and packets were drafted/sent/presented for Chateaus, Trails, Spicewood, and Craig Ranch North.
- Received the 1st draft of the reserve studies for Chateaus, Grove, Settlement Townhomes, Southern Hills, Spicewood, Trails, and Watters Branch. Drafts are currently under review.
- Forwarded loss runs and evaluation information to Marsh McLennan at the request of the Board President.
- Compliance Coordinator, Avery Baril, attended walk around with Estates Service Area Committee.
- Obtained Certificate of Insurance for Hemingway and updated the resale package.
- Obtained certificate of insurance's (COI) for Settlement Townhomes property policy and Master for Crime and D&O. Website and resale certificates were updated with new COI's.
- Drafted meeting minutes from the Appeals meeting held on 4/12.
- Reviewed financials and drafted variance reports for the Treasurer to review.
- Drafted packet for BOD workshop on Tuesday, 4/26.
- Sent waiver request responses to CMA A/R department; 2 denials, 1 approval.
- March financials and management reports were drafted and posted to Craig Ranch Living.
- Assisted Estates Service Area Committee (SAC) with an email blast regarding the gate closures for the Byron Nelson. The email blast was sent on 4/28/22 and scheduled to be resent on 5/4/22 and 5/9/22 per the SAC's request.
- North SAC requested a workshop to be held on 5/17/22. We will conduct SAC orientation with the new members and elect a chairperson at this workshop.
- Received traffic and parking maps from Brad Howland with Byron Nelson.



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

- 4/4 Attended BOD Insurance Discussion workshop with Swingle Collins and Scarbrough Medlin.
- 4/12 Attended April Appeal Meeting.
- SAC Annual Meeting Updates:
 - Email blasts were issued to each Service Area after the Annual Meeting congratulating the new members and informing owners that the presentation and packet can be accessed online at Craig Ranch Living.
 - Spicewood - Tammy Dillon and Marc Kellom were elected.
 - North - Sheena Bhan-Hawley and Christine English were elected.
 - Trails - Meeting was held on 4/26/22. Roger Paskow and Justin Bryant were elected.
 - Chateaus - Meeting was held on 4/27/22. Judy Cook, Stephanie Cox, Jim Koen, Mary Ann Harris, and Danielle Huntsberger were elected.
 - Grove – Date confirmed 5/19/22; Call out for Candidates was drafted and emailed to the membership.
 - Settlement Townhomes - Date confirmed 5/12/22; Call out for Candidates was drafted and emailed to the membership.
 - Watters Branch - Tentatively scheduled for 5/23/22.
 - Southern Hills- Annual Meeting will be held on 5/18/22.
 - Hemingway- Annual Meeting will be held on 5/25/22.
- Compliance/Violations- **SEE REPORT**
- Call Logs- **SEE REPORT**
- Architectural Covenant Changes (ACC)- **SEE REPORT & CHART BELOW**

Service Area	Approved	Approved w/ Stip	Denied for Insufficient Info	Denied
500 Master	4			
501 Chateaus	1			
502 Estates		2		
503 Grove	2			1
504 Hemingway	2			
505 North	7	4		1
506 Settlement TH	1			
507 Southern Hills	6			3
508 Spicewood	1	1		
509 Trails		1		
510 Watters Branch	1			



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

Maintenance

- Stop sign at Henneman Way was picked up and stored.
- Painted pumphouse door at Crossroads.
- Replaced 2 burnt out light bulbs at the Grove park.
- Repaired gaps in the concrete on the Hemingway pool decking and painted repaired area.
- Cleaned out storage closet and installed concrete transitions to prevent trips/falls at Riverwalk Pool in North.
- Replaced 30 burnt out light bulbs in Spicewood common area.
- Removed Watters Branch erosion fencing per SAC request.
- Filled gap under walkway at Creekside on North Longdon.
- Replaced USA flags on Tour at the Estates.
- Installed new faucet in women's restroom at Riverwalk Pool in Craig Ranch North.
- Completed setting out furniture and safety buoys at North, Hemingway, and Watters Branch pools.
- Removed (old trolley) pole near fire station.
- Repaired loose stone on Riverwalk bridge column.
- Removed archived boxes from the shop and processed them for shredding; maintenance staff moved all boxes to be recycled to the Compass for shredding event.
- Installed new shelves in pool monitor cabinet at Riverwalk.
- Repaired pool overflow pipe on west side of Riverwalk pool.
- Update on Southern Hills-Collin McKinney/Piper Glen car accident that damaged property at North Monument: Contacted the police department and there is no record of a report being filed. Driver has been identified. Claim has been opened with driver's State Farm Auto Insurance; awaiting quotes for damages.
- Broken window at the Compass has been replaced.
- Byron Nelson Golf Tournament banners have been installed on Collin McKinney.
- Attended 4/26 Board of Directors (BOD) workshop; presented information on replacement of park signage; BOD decided to replace damaged and hazardous signs with current frame design.
- Cleaned grills at the Grove park.
- Replaced stop sign at Paradise and Twin Cities in the Estates.
- 4/4 Met with McCullough Electric at Crossroads to determine why the fountains are not working- awaiting response.
- 4/5 Met with Jax to discuss replacement of rusted door frames at Riverwalk Pool.
- 4/7 Attended training session on new pool guidelines with the City of McKinney.
- 4/11 Met with Five Star Painting at Crossroads Park to inspect the completion of the painted sails.
- 4/11 Met with Joplin to verify thermostat installation is complete at the Hemingway Clubhouse.



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

- 4/12 Met with police to report vandalism at Creekside pump house where 4 breakers were stolen. Report #22-003061
- 4/12 Met with new Board member Tim Stephens to tour Craig Ranch.
- 4/13 Met with Kalin in the Estates to assess the Tour gate not functioning properly; tested diagnostics on security loop; readings were very low; awaiting quote for replacement.
- 4/14 Met with Guaranteed Plumbing to replace valve on men's toilet at the Latigo Pool in Craig Ranch North.
- 4/18- Power washed pool furniture and decking at North, Hemingway, and Watters Branch pools.
- 4/18- Met with Premier Cleaning to perform initial cleaning service.
- 4/18- Met with Axxess Control for the Paradise pedestrian gates; gates need to be rewired as they are corroded.
- 4/18- Met with Bob Owens Electric to get quote on replacing light fixtures at Riverwalk pool and Indian Monument.
- 4/20- Met with City personnel at Alma and Henneman Way to discuss damage to landscape and irrigation due to new traffic light install.
- 4/21- Met with Spartan Residential to assess cracks in stone columns at Paradise gates.
- 4/21- Met with city official to discuss new camera install at Veteran's Memorial Park (no cost to CRCA).
- 4/27 Met with Bandon Industries for stop sign installations at Boston and Tour in the Estates.
- 4/28 Met with Rick Engineer to do a risk assessment for insurance underwriter in Hemingway.
- 4/28 Met with Brandy and Stephanie to discuss renovation progress at Hemingway Clubhouse.
- 4/28 Met with Allbright and Brandy concerning men's bathroom tile remodel at Watters Branch pool; tile will be replaced with Hardie Board and Maintenance Staff will caulk and paint.
- 4/28 Met with Reliable Sewer and Drain to discuss the drinking fountain at Watters Branch pool; replacement needed and was purchased on 4/29.

Common Area

- Independent Financial cleaned up the construction site near the Compass.
- Mulch application completed in Spicewood.
- Jax has completed painting and texture on the walls/ceilings at the Hemingway Clubhouse.
- Meeting held with Stephanie Miller and Jax of Trades to discuss the renovation at the Hemingway Clubhouse.
- Requested JAX of trades to submit a proposal and/or change order for the Hemingway restroom renovation, adding mirrors to the gym walls, and tile to the main room island.
- Fitness equipment is scheduled for delivery and installation in the Hemingway Clubhouse on May 4, 2022.



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

- Met DSS onsite at Hemingway Clubhouse to inspect wiring and controllers for the access system.
- Hemingway gym floor completion estimated for 5/3.
- Hemingway fitness equipment install scheduled for 5/4.
- Clubhouse furniture delivery scheduled for 5/6.
- Superscapes began landscape enhancements on Collin McKinney Parkway.
- Meeting held with Stephanie Miller and C&B Landscape to review the landscape replacement needs of the common area along Custer Road frontage.
- Compass building landscape enhancement work is complete.
- Collin McKinney bridge median landscape enhancement work is complete.
- Annual flowers will be installed on Monday, April 25, 2022.
- C & B Landscape is scheduled to plant the warranty boxwood shrubs the first week of May in the Chateaus.
- Southwind tree line easement tree replacements in the Estates are complete.
- Met with Connie Baker to discuss the Trails SAC special assessment request.
- Lee Engineering delivered their proposal to repair the Watters Branch retaining wall. We are preparing a bid comparison for Board review.
- Met with the Watters Branch SAC to discuss landscape improvements they would like done this year and needed creek cleanup.
- Installed a drain to capture standing water at the front of building in Watters Branch and disperse it to natural creek.
- Sent approval to Simply Horticulture for the Master dead tree removals and replacements.
- Superscapes completed landscape enhancements at Collin McKinney entrance, median, and bridge. Enhancements at Weiskopf median are also complete.
- Annual flower install underway.
- Met with Grove SAC to discuss park bench locations and landscape improvements.
- Mulch application underway in all service areas.
- Pool opening in Hemingway, North, and Watters Branch on 4/29.
- 4/6 Held landscaping workshop with the Spicewood SAC.
- 4/7 Held onsite landscaping meeting with Watters Branch SAC.



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

- OLM performance review.

Master- Superscapes- 96.5%	Settlement Townhomes- C&B- 96%
Chateaus- C&B- 94%	Southern Hills- Superscapes- 98%
The Estates- Superscapes- 94%	The Trails- C&B- 95%
The Grove- S&B- 96.5%	Watters Branch- C&B- 94%
Craig Ranch North- C&B- 94%	Trails Park- C&B- 95%

Communications

- Weekly newsletter sent to owners and updates were made to Craig Ranch Living.
- Continued with Telegram editorial calendar for 2022.
- Website Analytics
 - New Members: 33
 - Messages Received: 28
 - Site Sessions: 790
 - Unique Visitors: 603
 - Session Duration Average: 3 minutes and 53 seconds

Craig Ranch Living Email Blasts

Date	Recipient(s)	Subject
4/1/2022	North	CR North: Annual Meeting Information
4/1/2022	All Residents	Craig Ranch Community News
4/4/2022	Spicewood	Common Area Information
4/5/2022	Trails	Service Area Call Out for Candidates
4/6/2022	Chateaus	Service Area Call Out for Candidates
4/7/2022	North, Hemingway, WB	Pool Opening 2022
4/8/2022	All Residents	Craig Ranch Community News
4/8/2022	Spicewood	Annual Meeting- Quorum Needed
4/8/2022	North	Annual Meeting- Quorum Needed
4/12/2022	Trails	Annual Meeting Information
4/13/2022	Chateaus	Annual Meeting Information
4/14/2022	Estates	Paradise Gate Malfunction
4/15/2022	All Residents	Craig Ranch Community News
4/18/2022	Estates	SAC Election
4/19/2022	CR North	Annual Meeting Tonight: Need Quorum
4/20/2022	CR North	SAC Election and Annual Meeting
4/22/2022	Spicewood	Spicewood Annual Meeting Information



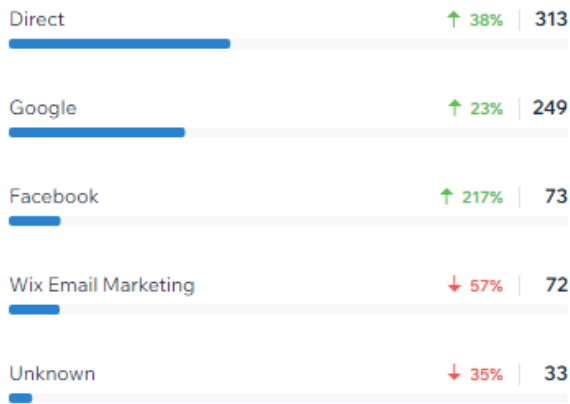
CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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

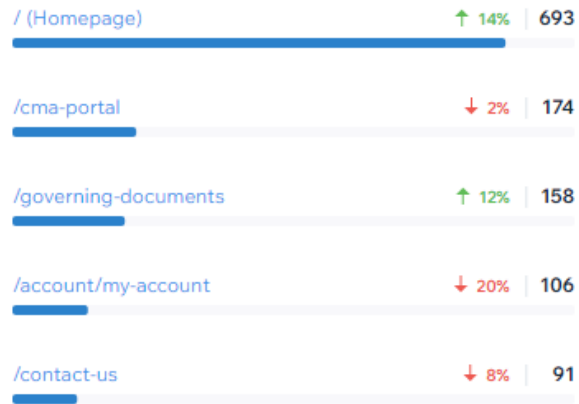
4/22/2022	Trails	Trails Annual Meeting: Quorum Needed
4/22/2022	All Residents	Community News- April 22 nd
4/25/2022	Estates	Stop Signs
4/27/2022	Grove	Grove: Call Out for Candidates
4/28/2022	Settlement Townhomes	STH: Call Out for Candidates
4/28/2022	Trails	Annual Meeting Information
4/29/2022	Chateaus	Annual Meeting Information
4/29/2022	All Residents	Community News- April 29 th

Top traffic sources by sessions



[See full report](#)

Top pages by sessions



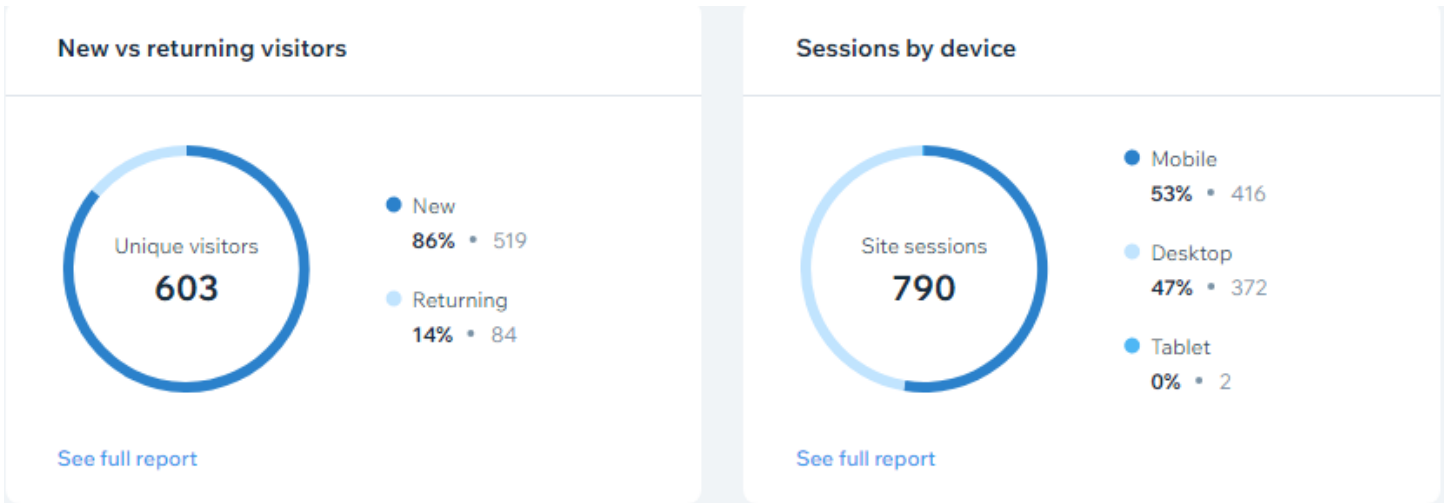
[See full report](#)



CRAIG RANCH COMMUNITY ASSOCIATION

Living the Dream!

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



Lifestyle

Events

Date	Event	Attendance
4/2/2022	Easter Eggstavanza	450
4/5/2022	Evening Bingo	15
4/12/2022	Bunco Club	14
4/13/2022	Creative Kids: Painting with my Peeps	55
4/19/2022	Morning Bingo	5
4/21/2022	Shredding and Electronic Recycling	105 cars
4/22/2022	Craig Ranch Cinema: "Wall-E"	220
4/23/2022	Picnic in the Park	250
4/26/2022	Adult Social: Wine Tasting	65

April 2022 Compliance Report

Resale Inspections

- Master – 12
- Chateaus - 0
- Estates – 0
- Grove – 3
- Hemingway - 7
- North – 15
- Settlement Townhomes - 0
- Southern Hills – 14
- Spicewood – 2
- Trails - 3
- Watters Branch/Liberty Hill - 0

Created Violations

- Master - 20
- Chateaus - 0
- Estates - 7
- Grove – 42
- Hemingway - 19
- North - 66
- Settlement Townhomes - 0
- Southern Hills- 8
- Spicewood- 39
- Trails- 4
- Watters Branch/Liberty Hill- 1

Closed Violations

- Master- 9
- Chateaus - 0
- Estates - 5
- Grove - 14
- Hemingway - 9
- North - 33
- Settlement Townhomes - 0
- Southern Hills- 10
- Spicewood- 2
- Trails- 5
- Watters Branch/Liberty Hill- 3



Call Summary for Craig Ranch Community Association

Collections 6 call(s) for 25 minute(s), 38 second(s)
Homeowner Inquiry 15 call(s) for 51 minute(s), 46 second(s)
Violation 4 call(s) for 14 minute(s), 58 second(s)

25 call(s) for 1 hour(s), 32 minute(s), 22 second(s)

Call Summary for Craig Ranch Community Association - Chateau

Homeowner Inquiry 1 call(s) for 1 minute(s), 41 second(s)

1 call(s) for 1 minute(s), 41 second(s)

Call Summary for Craig Ranch Community Association - Estates

Collections 6 call(s) for 36 minute(s), 6 second(s)
Homeowner Inquiry 4 call(s) for 11 minute(s), 4 second(s)
Violation 1 call(s) for 2 minute(s), 6 second(s)

11 call(s) for 49 minute(s), 16 second(s)

Call Summary for Craig Ranch Community Association - Hemingway

60 Day Lender Letter 7 call(s) for 11 minute(s), 35 second(s)
Collections 8 call(s) for 49 minute(s), 48 second(s)
Homeowner Inquiry 29 call(s) for 1 hour(s), 57 minute(s), 13 second(s)
Insurance (Association) 1 call(s) for 2 minute(s), 10 second(s)

45 call(s) for 3 hour(s), 46 second(s)

Call Summary for Craig Ranch Community Association - North

60 Day Lender Letter 1 call(s) for 1 minute(s), 35 second(s)
ACC Request 1 call(s) for 3 minute(s), 21 second(s)
Collections 10 call(s) for 1 hour(s), 8 minute(s), 17 second(s)
Homeowner Inquiry 14 call(s) for 47 minute(s), 35 second(s)
Tenant/Renter Information 1 call(s) for 8 minute(s), 24 second(s)

27 call(s) for 2 hour(s), 9 minute(s), 12 second(s)

Call Summary for Craig Ranch Community Association - Southern Hills

Collections 1 call(s) for 1 minute(s), 50 second(s)
Homeowner Inquiry 6 call(s) for 21 minute(s), 4 second(s)

7 call(s) for 22 minute(s), 54 second(s)

Call Summary for Craig Ranch Community Association - Spicewood

Collections 1 call(s) for 3 minute(s), 3 second(s)
Homeowner Inquiry 1 call(s) for 3 minute(s), 13 second(s)

2 call(s) for 6 minute(s), 16 second(s)

Call Summary for Craig Ranch Community Association - The Grove

Collections 3 call(s) for 6 minute(s), 36 second(s)
Homeowner Inquiry 6 call(s) for 14 minute(s), 18 second(s)

9 call(s) for 20 minute(s), 54 second(s)

Call Summary for Craig Ranch Community Association - The Trails

Collections 1 call(s) for 3 minute(s), 1 second(s)
Homeowner Inquiry 1 call(s) for 3 minute(s), 27 second(s)

2 call(s) for 6 minute(s), 28 second(s)

Call Summary for Craig Ranch Community Association - Watters Branch

Collections 3 call(s) for 15 minute(s), 45 second(s)
Homeowner Inquiry 3 call(s) for 17 minute(s), 6 second(s)

6 call(s) for 32 minute(s), 51 second(s)



ACC Summary

Craig Ranch Community Association
4/1/2022 - 4/28/2022

Date: 5/10/2022
Time: 1:26 pm
Page: 1

Landscaping	5
<i>ACC Approved</i>	3
<i>ACC Denied</i>	2
Patio/Arbor/Deck	1
<i>ACC Approved</i>	1
Solar Panel / Collector	1
<i>ACC Approved</i>	1
Craig Ranch Community Association Total:	7



ACC Summary

Craig Ranch Community Association - Chateau
4/1/2022 - 4/28/2022

Date: 5/10/2022

Time: 1:26 pm

Page: 2

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



Driveway	1
<i>ACC Approved with Stipulations</i>	1
Landscaping	1
<i>ACC Approved with Stipulations</i>	1
Solar Screen(s)	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Estates Total:	3



ACC Summary

Craig Ranch Community Association - Hemingway
4/1/2022 - 4/28/2022

Date: 5/10/2022

Time: 1:26 pm

Page: 4

Garage Door	1
<i>ACC Approved</i>	1
Landscaping	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Hemingway Total:	2



Exterior Modifications	1
<i>ACC Approved with Stipulations</i>	1
Fence - New or Replacement	2
<i>ACC Approved with Stipulations</i>	2
Fence - Repair or Stain	1
<i>ACC Approved</i>	1
Gutters	1
<i>ACC Approved</i>	1
Landscaping	1
<i>ACC Approved with Stipulations</i>	1
Paint	3
<i>ACC Approved</i>	2
<i>ACC Approved with Stipulations</i>	1
Patio/Arbor/Deck	2
<i>ACC Approved</i>	2
Pool/Spa	1
<i>ACC Approved</i>	1
Roof	3
<i>ACC Approved</i>	2
<i>ACC Denied</i>	1
Solar Panel / Collector	2
<i>ACC Approved</i>	2
Craig Ranch Community Association - North Total:	17



ACC Summary

Craig Ranch Community Association - Settlement TH's
4/1/2022 - 4/28/2022

Date: 5/10/2022
Time: 1:26 pm
Page: 6

Landscaping	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Settlement TH's Total:	1



Driveway	1
<i>ACC Denied</i>	1
Fence - New or Replacement	1
<i>ACC Approved</i>	1
Landscaping	11
<i>ACC Approved</i>	8
<i>ACC Denied</i>	3
Other	1
<i>Open</i>	1
Patio/Arbor/Deck	3
<i>ACC Approved</i>	2
<i>ACC Denied</i>	1
Patio/Balcony	2
<i>ACC Approved</i>	1
<i>ACC Denied</i>	1
Solar Panel / Collector	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Southern Hills Total:	20



ACC Summary

Craig Ranch Community Association - Spicewood
4/1/2022 - 4/28/2022

Date: 5/10/2022

Time: 1:26 pm

Page: 8

Landscaping	4
<i>ACC Approved</i>	3
<i>ACC Approved with Stipulations</i>	1
Craig Ranch Community Association - Spicewood Total:	4



ACC Summary

Craig Ranch Community Association - The Grove
4/1/2022 - 4/28/2022

Date: 5/10/2022
Time: 1:26 pm
Page: 9

Fence - New or Replacement	1
<i>ACC Approved</i>	1
Landscaping	3
<i>ACC Approved</i>	2
<i>ACC Denied</i>	1
Patio/Balcony	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - The Grove Total:	5



Exterior Modifications	1
<i>ACC Approved with Stipulations</i>	1
Garage Door	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - The Trails Total:	2



ACC Summary

Craig Ranch Community Association - Watters Branch
4/1/2022 - 4/28/2022

Date: 5/10/2022
Time: 1:26 pm
Page: 11

Fence - New or Replacement	1
<i>ACC Approved</i>	1
Landscaping	1
<i>ACC Denied</i>	1
New Construction	1
<i>ACC Approved</i>	1
Solar Panel / Collector	1
<i>ACC Approved</i>	1
Craig Ranch Community Association - Watters Branch Total:	4