



New Email Service for Compliance Notices

Efficient communication between the Stonebridge Ranch Community Association (SRCA) and homeowners helps safeguard the curb appeal of properties throughout our community.

When a compliance issue arises at a Stonebridge Ranch residence, our staff follow state mandates and SRCA policy to alert the homeowner and support its resolution. This includes:

- Notifying the homeowner via postcards and/or letters sent through the United States Postal Service (USPS);
- Documenting the issue in the homeowner's [private online account](#) with CMA, our management company; and
- Responding to homeowner questions.

EMAIL NOTICES

In addition to the required postcards/letters, staff will now also send violation notices by email. Homeowners can benefit from this service in multiple ways.

- **Swift notice.** Since USPS delivery is not always 100% reliable, email augments the communication process (though it cannot replace existing requirements to use the USPS).*
- **Clarification.** The emailed notices will contain documentation and contact information (which homeowners can use to submit questions quickly and easily if needed).
- **Escalation prevention.** If a homeowner does not respond to compliance correspondence and/or rectify the curb appeal issue, SRCA policy requires staff to escalate the violation. This can include fines in some cases—an outcome we want to help everyone avoid if possible.
- **Support of property values.** Lingering curb appeal issues can impact the property in question as well as nearby properties and neighbors, so timely resolution of violations is a crucial component of our community's success.

RECIPIENTS

This new service goes into effect the week of June 14, 2021 for homeowners who have an email address saved under 'My Profile' in their private online account with CMA.†

[Register for an Online Account](#)‡

[How to Confirm or Update Your Profile Settings](#)

For questions related to your private online account, contact CMA's Customer Care team at 972.943.2828 or customer care@cmamanagement.com. Staff are available M-F, 8:30 AM to 5 PM, to assist.

PREVIEW

[Sample Violation Email Notice](#)



THANK YOU

We thank each homeowner for the steps they take to apply premier Stonebridge Ranch standards to their own property. Homes in our community remain in high demand after more than thirty years thanks to the collaborative effort of every resident.

**The intention is that these emails will arrive in the recipient's inbox. Depending on the recipient's email provider and account settings, it is possible for such an email to "bounce" or to be diverted to a spam folder.*

†If you have an offsite postal mailing address that is different from your Stonebridge Ranch property address, you may need to confirm your email address with CMA in order to receive violation notices via email. Please contact Customer Care to confirm/update your contact information.

‡The email address you use to register your online account becomes your email address on file with CMA. If you wish to receive violation emails at a different email address, follow the instructions via the "Update Your Profile Settings" link above to submit that address. If you wish to receive violation email notices via multiple email addresses, please contact Customer Care for assistance.