

## **Stonebridge Ranch Community Association (SRCA) 2022 Assessments Transition FAQ**

Q: Can I hand deliver my 2022 assessment payment check to the SRCA offices and receive a receipt?

A: Yes. SRCA offices, 6201 Virginia Parkway, McKinney, TX 75071, are open Monday - Friday, 8:30 a.m. - 5:00 p.m. (Offices will be closed December 24 and 31, 2021, and re-open January 3, 2022, at 8:30 a.m.)

Q: Can I hand deliver my 2022 assessment payment check to the SRCA offices after hours and on weekends?

A: Yes. Drop your payment (by personal check only) in the mail slot.

Q: Can I pay CMA (Community Management Associates) by credit card?

A: Yes, you can pay by credit card through your CMA online account by 12/30/21. A convenience fee will be charged.

Q: May I continue to pay using automated bill pay via my bank?

A: Yes, but you need to cancel electronic or automated bill payments to CMA by 12/31/21 and re-establish electronic or automated bill payment to GrandManors (GM) in January 2022 per your GM welcome letter with instruction.

Q: As one of the original Stonebridge Ranch homeowners, my assessment is based on tax value. Since I do not pay the annual flat rate, how will I determine my 2022 assessment?

A: GrandManors will provide this specific owner information in the GM January/February 2022 communications. Payment due date for 2022 is February 28.

Q: Will there be an on-line account system at GrandManors (GM) similar to the one at CMA?

A: Yes. GM offers multiple on-line portals including one exclusively for owners. GM will begin on-boarding all SRCA owners early in the new year.

Q: I have a question unique to my payment process. Who should I call?

A: CMA, prior to 12/31/2021, call CMA Customer Care at 972-943-2828.  
GM, beginning 1/1/2022, call GM Resident Services at 855-947-2636.