



Homeowner Portal User Guide

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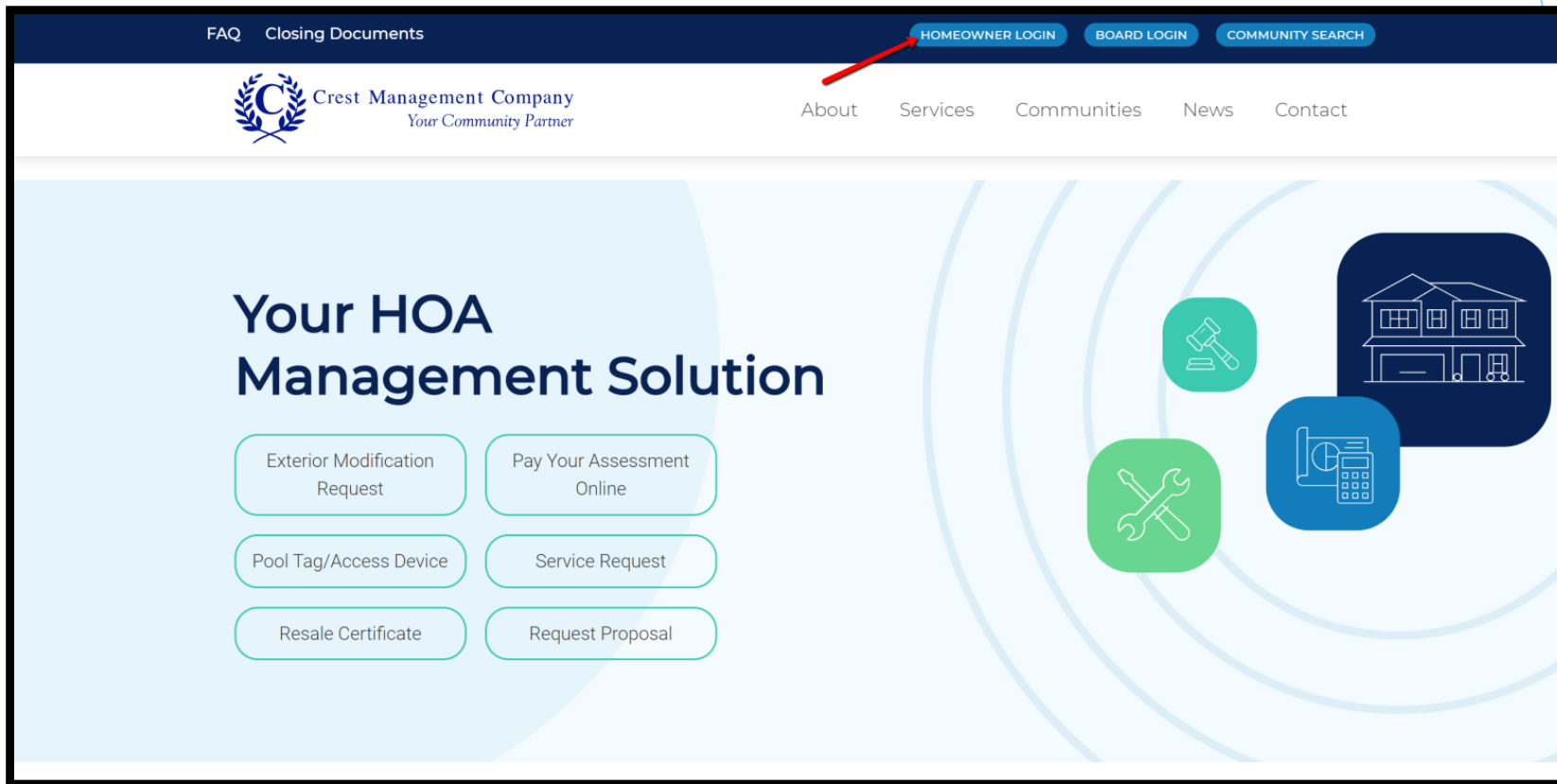
[Exterior Modification Request](#)

[Open Violations](#)

[User Settings](#)

Registering With a Temporary Password

- ▶ Go to www.crest-management.com and click on Homeowner Login.



Registering With a Temporary Password

- ▶ Enter your email and the temporary password you received.
- ▶ Click Submit.

Login

Enter your login information to access your account and community website.

EMAIL

PASSWORD

☐ Stay signed in?

Submit

[Forgot your password?](#)

[Not registered yet?](#)

Homeowner

Created with you in mind, the Crest Homeowner Portal allows you to **manage your account** anytime anywhere. Check your balance and print a statement, make a one-time payment or set up recurring payments. Submit and check the status of an **exterior modification request**, and **request pool tags** or amenity access devices. You can also notify your management team of any maintenance items by submitting a **service request**.

Board Member

The Crest Board Portal was designed to streamline the ever-demanding job of the board member. No matter where you are, you have access to **searchable community documents**, up to date **financial information** and historical reports, and homeowner records and correspondence. Review live inspection reports and action items, submit **action items** for the management team, and view contracts and insurance information.

Registering With a Temporary Password

- ▶ Your name and address will be prefilled.
- ▶ Enter your email and phone number.
- ▶ Enter the password of your choice.
- ▶ Confirm the password by entering it again.

Register

Addresses

Bay Colony Parkside Community Association
234 Dale Ridge Lane 108BV0402027

Account Information

Jose Rodriguez

EMAIL

PHONE NUMBER

PASSWORD

CONFIRM PASSWORD

Registering With a Temporary Password

- ▶ Review the Terms and Conditions and check the box to acknowledge your acceptance.
- ▶ Click Register.

Terms and Conditions

Crest Management has created this Privacy Policy to inform those concerned with how their Personally identifiable information ("PII") is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read this Privacy Policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your PII in accordance with our website. 1. HOW OUR PRIVACY POLICY WORKS Crest Management cares about your Privacy. Your personal data, content, subscriptions, interests, and clicks are all private. Advertisers are NOT partners and content is not mined for marketing purposes. We don't sell your information to mailing lists, third

☐ I agree to the the terms and conditions

Register

Registering With a Temporary Password

- ▶ An advisory message will appear stating that as a final precaution, a verification link will be sent to your email.

Registration is Not Complete

Registration is not complete. You will be receiving an email shortly with a verification link. Please click the link to finish the registration process. If you do not receive the confirmation link in a few minutes, please check your junk and spam folders. Please add the address **Do_Not_Reply@crest-management.com** to your safe sender list, to avoid any delays in receiving our communications.

- ▶ Once you receive the verification email, click the link to confirm your email address.

Subject: Welcome to Crest
To: jsmith
From: do_not_reply@crest-management.com
Received: Thu Jul 23 2020 11:05:17 GMT-0500 (Central Daylight Time)

Thank you for signing up for our website! To complete your registration please click the link to confirm your email address. Your account will not be active until you click the link.

[Please Click to confirm your email address](#)

If you have any questions please feel free to contact us at 281-579-0761.

Registering With a Temporary Password

- ▶ Select the categories for which you want to receive emails. *(Category options will differ by community.)*
- ▶ Enter the password you selected.
- ▶ Click Complete Registration.

We're almost done Jose Rodriguez!

Please finalize the registration process by selecting your mailout choices and entering your password

Subscribed Notifications

Bay Colony Parkside Community Association	Bay Colony Community Improvement Association
<input checked="" type="checkbox"/> Board Meeting	<input checked="" type="checkbox"/> Board Meeting
<input type="checkbox"/> Email Opt-In	

Registering With a Temporary Password

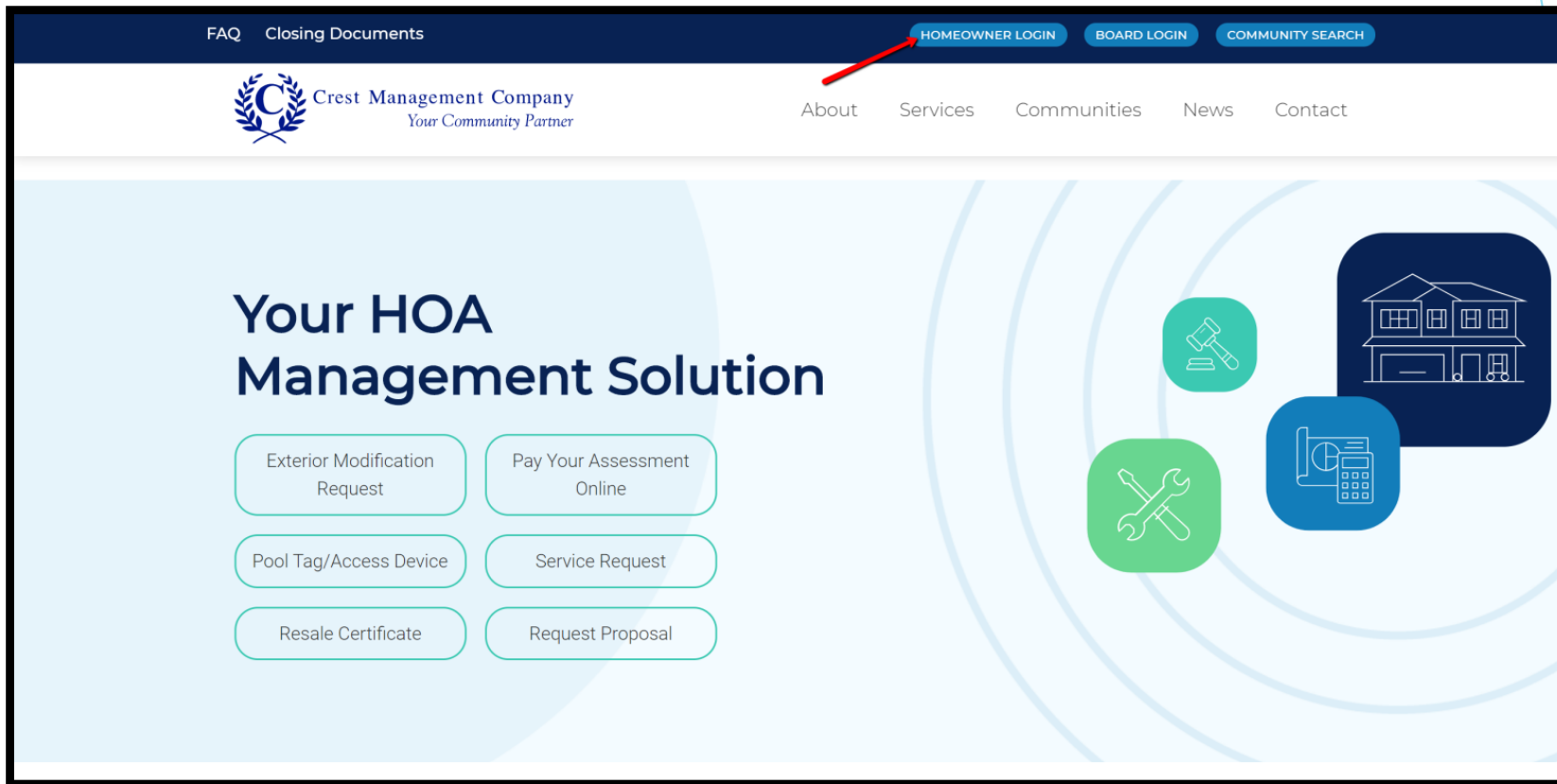
► Welcome to your Homeowner Dashboard!

The screenshot shows the Homeowner Portal interface. At the top, there's a navigation bar with a 'Back to Home Page' link, a logo, and the user's name 'Jose Rodriguez' with a dropdown arrow. Below this is the 'Homeowner Portal' title and a '+ Register another home' button. A blue header bar displays 'Bay Colony Parkside Community Association' and the address '234 Dale Ridge Lane (108BV0402027)'. The main content area features a row of seven icons with labels: 'Go To Community Page', 'Manage Authorized Users', 'Exterior Modification Request Form', 'Service Request Form', 'Pool / Access Request Form', 'FAQ', and 'View Statement'. Below this is a table with three columns: 'Assessment', 'Exterior Modification Request', and 'Open Violations'. The 'Assessment' column shows a 'Current Balance' of '\$0.00', the 'Account Number' '108BV0402027', and a 'Pay Now' button.

Assessment	Exterior Modification Request	Open Violations
<p>Current Balance</p> <p>\$0.00</p> <p>Account Number 108BV0402027</p> <p>Pay Now</p>		

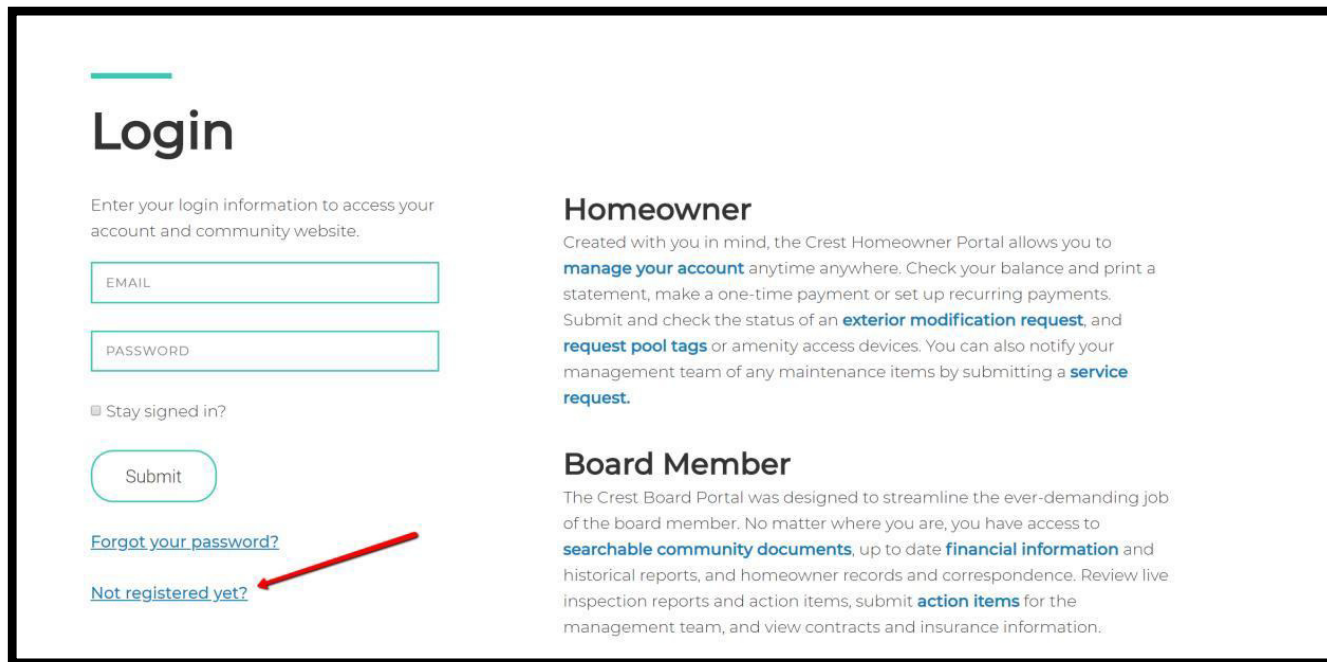
Registering Without a Temporary Password

- ▶ Go to www.crest-management.com and click on Homeowner Login.



Registering Without a Temporary Password

- ▶ Click on Not Registered Yet?



Login

Enter your login information to access your account and community website.

EMAIL

PASSWORD

☐ Stay signed in?

Submit

[Forgot your password?](#)

[Not registered yet?](#)

Homeowner

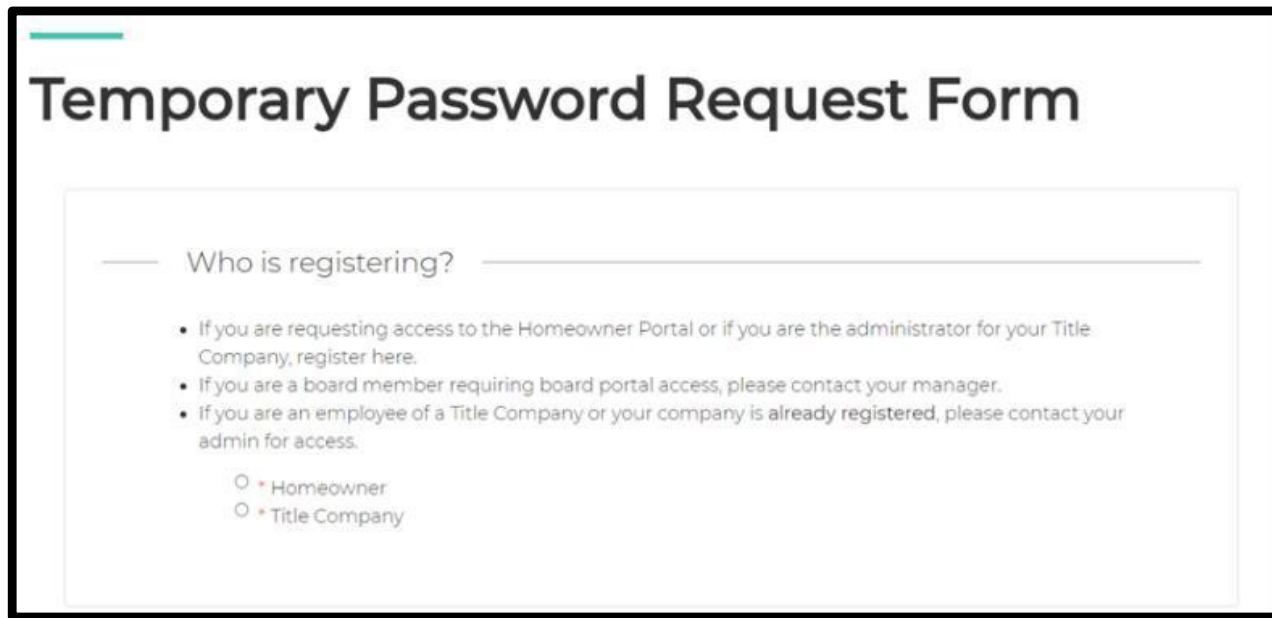
Created with you in mind, the Crest Homeowner Portal allows you to **manage your account** anytime anywhere. Check your balance and print a statement, make a one-time payment or set up recurring payments. Submit and check the status of an **exterior modification request**, and **request pool tags** or amenity access devices. You can also notify your management team of any maintenance items by submitting a **service request**.

Board Member

The Crest Board Portal was designed to streamline the ever-demanding job of the board member. No matter where you are, you have access to **searchable community documents**, up to date **financial information** and historical reports, and homeowner records and correspondence. Review live inspection reports and action items, submit **action items** for the management team, and view contracts and insurance information.

Registering Without a Temporary Password

- ▶ Select whether you are a Homeowner or Title Company
- ▶ Click Continue.

A screenshot of a web form titled "Temporary Password Request Form". The form has a header section with the title. Below the title is a section titled "Who is registering?" with a horizontal line for input. Underneath this is a list of three bullet points: "If you are requesting access to the Homeowner Portal or if you are the administrator for your Title Company, register here.", "If you are a board member requiring board portal access, please contact your manager.", and "If you are an employee of a Title Company or your company is already registered, please contact your admin for access." At the bottom of the form are two radio button options: "Homeowner" and "Title Company".

Temporary Password Request Form

Who is registering?

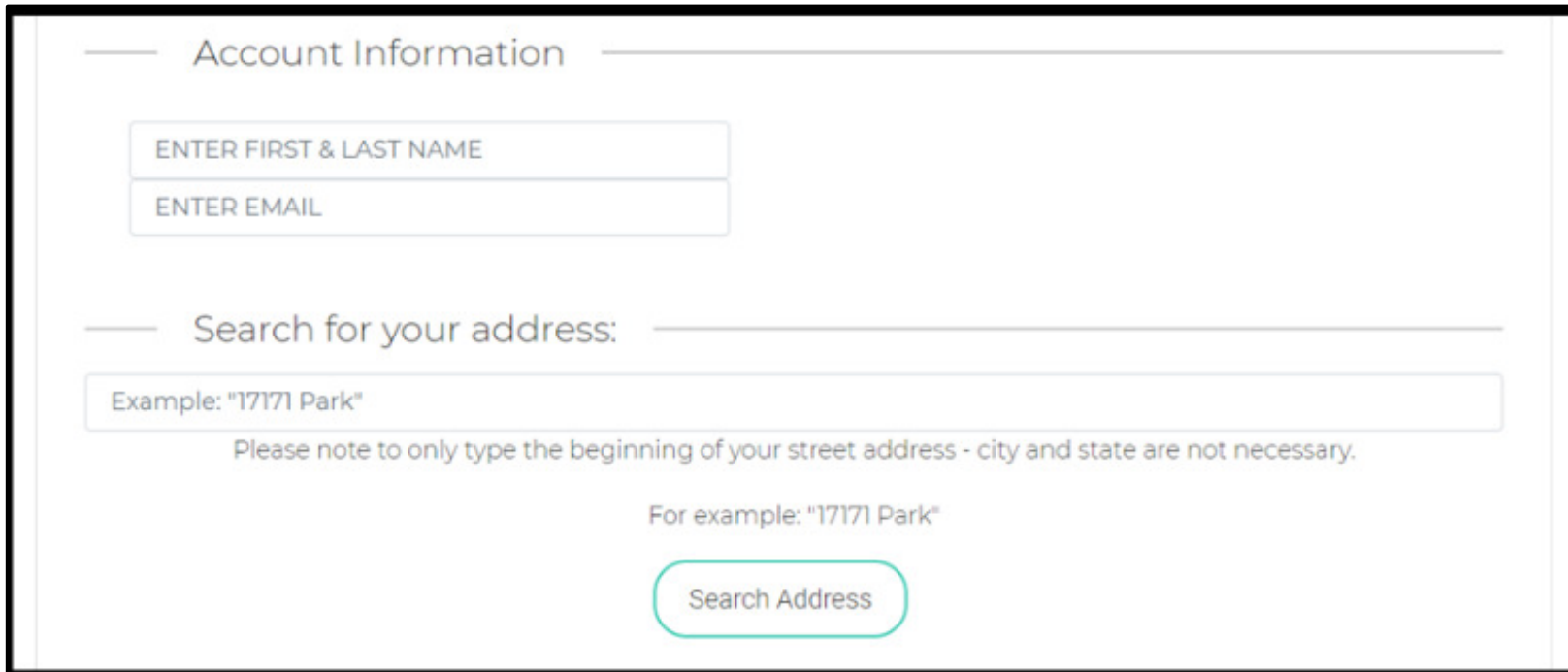
- If you are requesting access to the Homeowner Portal or if you are the administrator for your Title Company, register here.
- If you are a board member requiring board portal access, please contact your manager.
- If you are an employee of a Title Company or your company is already registered, please contact your admin for access.

☐ Homeowner

☐ Title Company

Registering Without a Temporary Password

- ▶ Enter your first and last name.
- ▶ Enter your email.
- ▶ Search for your address by typing only the number and street name. A list of matching options will appear. Select your address from the list rather than continuing to type.



The screenshot shows a registration form titled "Account Information". It contains two input fields: "ENTER FIRST & LAST NAME" and "ENTER EMAIL". Below these is a section titled "Search for your address:" with a text input field containing the example "Example: '17171 Park'". A note below the input field states: "Please note to only type the beginning of your street address - city and state are not necessary." Below the note is the text "For example: '17171 Park'" and a green "Search Address" button.

Account Information

ENTER FIRST & LAST NAME

ENTER EMAIL

Search for your address:

Example: "17171 Park"

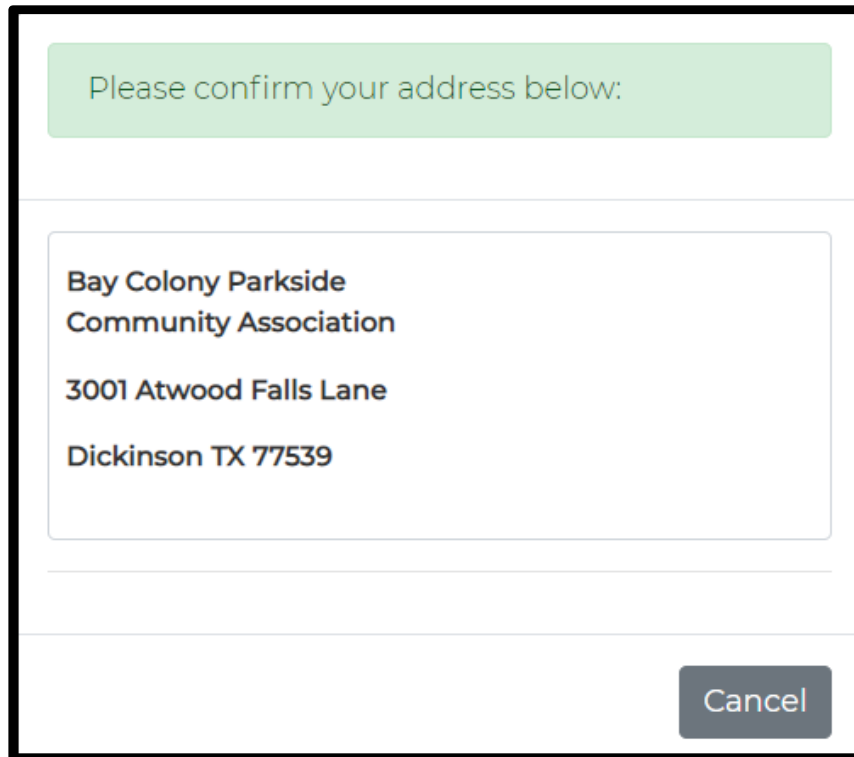
Please note to only type the beginning of your street address - city and state are not necessary.

For example: "17171 Park"

Search Address

Registering Without a Temporary Password

- ▶ Click on your address to proceed. If your address is not shown, click Cancel to go back.



A screenshot of a web form with a black border. At the top, a light green box contains the text "Please confirm your address below:". Below this is a white rectangular box containing the address: "Bay Colony Parkside", "Community Association", "3001 Atwood Falls Lane", and "Dickinson TX 77539". At the bottom right of the form is a grey button labeled "Cancel".

- ▶ If you own more than one home, you can continue to search for the addresses one by one and add them to the registration.

Registering Without a Temporary Password

- ▶ Select whether you are an Owner or Tenant.
- ▶ Select whether you want to receive your temporary password by email or mail. *To receive it by email, you are required to upload two proof of residency documents including a state-issued photo ID and an additional document listing your name and property address (closing document, utility bill, etc.). You are not required to submit documentation if you select to receive it by mail.*

3001 Atwood Falls Lane Registration

Bay Colony Parkside Community Association
3001 Atwood Falls Lane
Dickinson, 77539

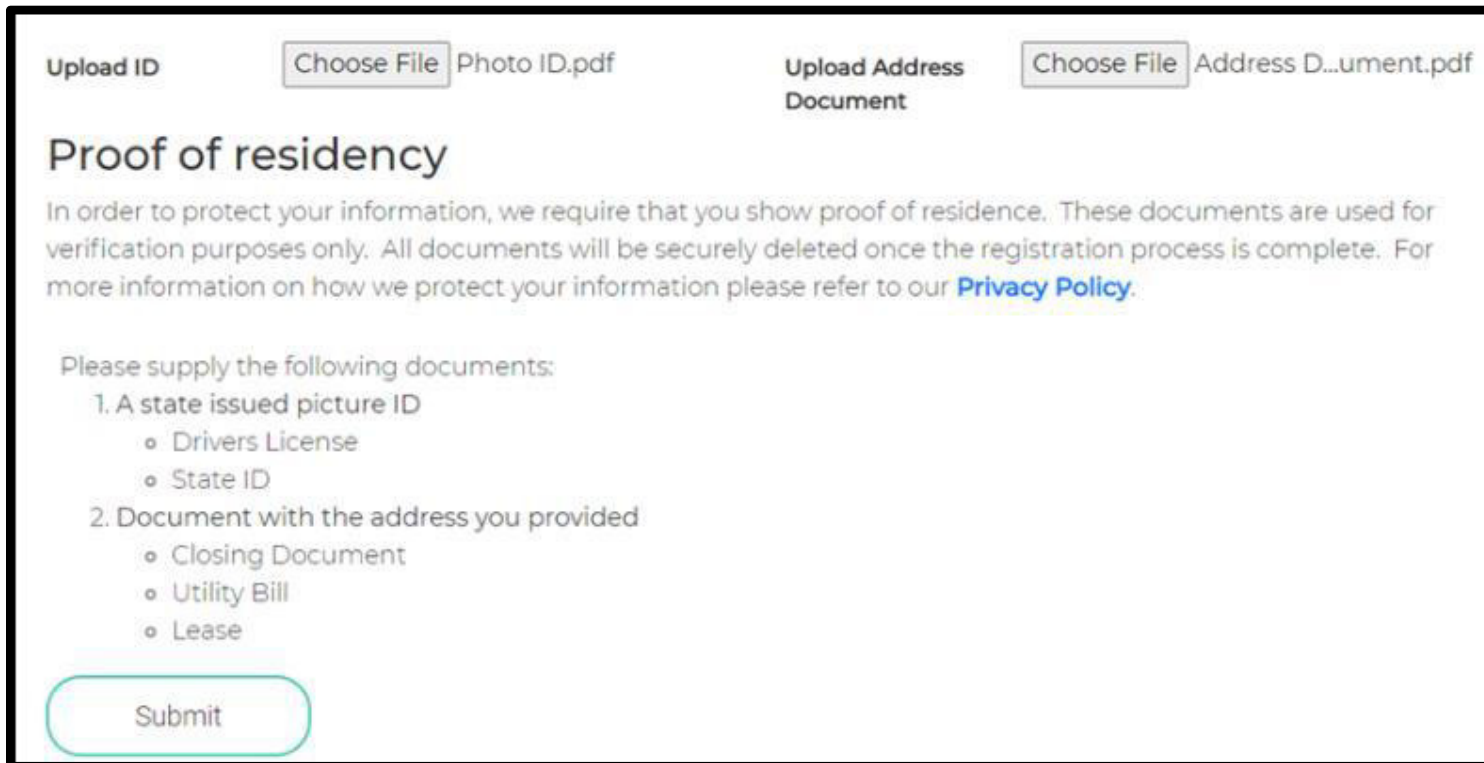
☐ * Owner
☐ * Tenant

Temporary Password Delivery Method
If you do not want to submit proof of residency, please select mail.

☐ Email ☐ Mail

Registering Without a Temporary Password

- ▶ If you chose to receive your password by email, click Choose File to find and select your documents. Make sure to upload separate documents to the Upload ID and Upload Address Document fields.
- ▶ If you chose to receive your password by mail, the upload fields will not be present.
- ▶ Click Submit.



The screenshot shows a web form for registration. At the top, there are two upload sections: 'Upload ID' with a 'Choose File' button and the text 'Photo ID.pdf', and 'Upload Address Document' with a 'Choose File' button and the text 'Address D...ument.pdf'. Below these is the heading 'Proof of residency'. A paragraph explains that proof of residence is required for verification and that documents will be deleted after registration. It includes a link to the 'Privacy Policy'. Below this, it asks the user to supply the following documents:

1. A state issued picture ID
 - Drivers License
 - State ID
2. Document with the address you provided
 - Closing Document
 - Utility Bill
 - Lease

At the bottom left of the form is a green 'Submit' button.

Registering Without a Temporary Password

- ▶ You will see a confirmation message once your request has successfully been submitted. You will also receive a confirmation email. If you do not receive the email, notify your management team.

Thank you!

Your request has been submitted.

Your request for access has been received and if your submission has been approved you will receive your temporary password within 2 business days.

Please add the address Do_Not_Reply@crest-management.com to your safe sender list, to avoid any delays in receiving your documents.

Subject: Your Temporary Password Request has been submitted
To: jsmith
From: do_not_reply@crest-management.com
Received: Wed Jul 22 2020 18:54:03 GMT-0500 (Central Daylight Time)

Thank you!

Your request has been submitted.

Your request for access has been received and if your submission has been approved you will receive your temporary password within 2 business days.

Please add the address Do_Not_Reply@crest-management.com to your safe sender list, to avoid any delays in receiving your documents.

Registering Without a Temporary Password

- ▶ Once your request has been processed, you will receive a temporary password by whichever method you selected.

Subject: Your Homeowner Portal Access Request has been processed
To: jsmith
From: do_not_reply@crest-management.com
Received: Thu Jul 23 2020 09:41:44 GMT-0500 (Central Daylight Time)

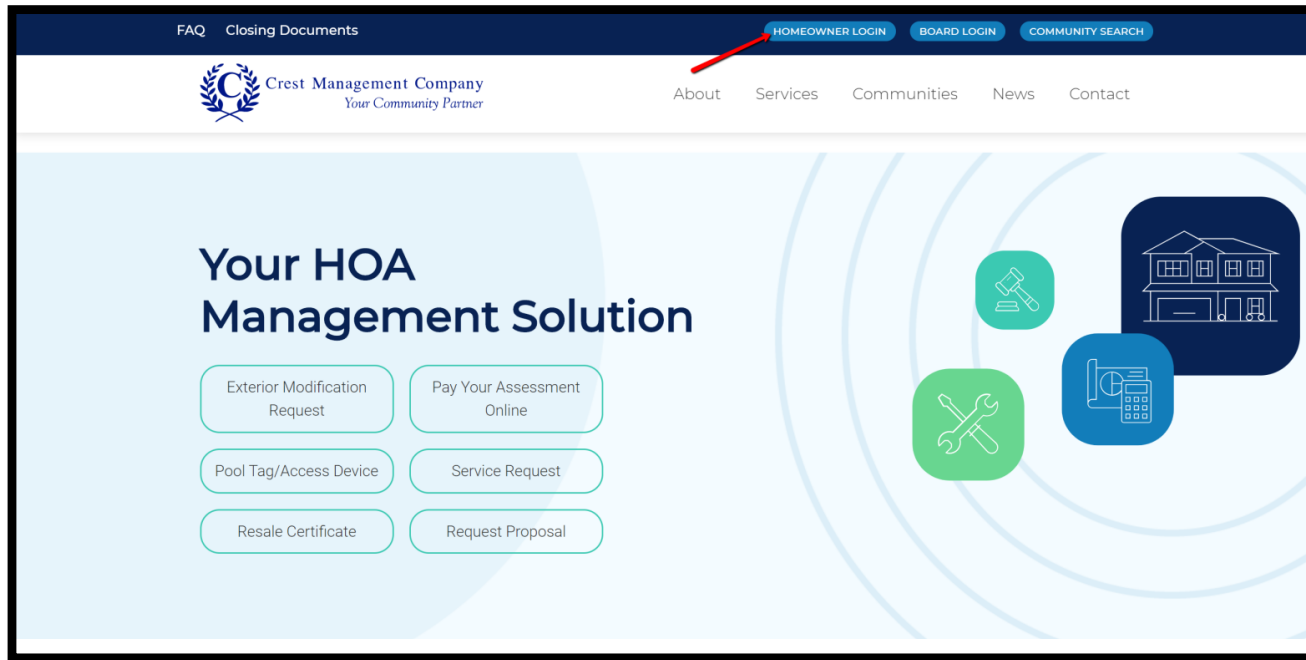
Bay Colony Parkside Community Association

Your Homeowner Portal Access Request has been Approved. Please use the temporary password below to complete the registration process.

Temporary Password: TestPassword71

Registering Without a Temporary Password

- ▶ Go to www.crest-management.com and click on Homeowner Login.



- ▶ Enter your email.
- ▶ Enter the temporary password you received.
- ▶ Click Submit.

A screenshot of the login form on the Crest Management Company website. The form has a white background with a black border. At the top, there is a green horizontal line followed by the word 'Login' in a large, bold, black font. Below this, a message reads 'Enter your login information to access your account and community website.' There are two input fields: 'EMAIL' and 'PASSWORD', both with green borders. Below the 'PASSWORD' field is a checkbox labeled 'Stay signed in?'. At the bottom of the form is a green 'Submit' button.

Registering Without a Temporary Password

- ▶ Your name and address will be prefilled.
- ▶ Enter your phone number.
- ▶ Enter the password of your choice.
- ▶ Confirm the password by entering it again.

Register

Addresses

Bay Colony Parkside Community Association
3001 Atwood Falls Lane 108BV0302006
.....

Account Information

Jane Smith

jsmith@mailinator.com

PHONE NUMBER

PASSWORD

CONFIRM PASSWORD

Registering Without a Temporary Password

- ▶ Review the Terms and Conditions and check the box to acknowledge your acceptance.
- ▶ Click Register.

Terms and Conditions

Crest Management has created this Privacy Policy to inform those concerned with how their Personally identifiable information ("PII") is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read this Privacy Policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your PII in accordance with our website. 1. HOW OUR PRIVACY POLICY WORKS Crest Management cares about your Privacy. Your personal data, content, subscriptions, interests, and clicks are all private. Advertisers are NOT partners and content is not mined for marketing purposes. We don't sell your information to mailing lists, third parties, or other companies.

☐ I agree to the the terms and conditions

[Register](#)

Registering Without a Temporary Password

- ▶ An advisory message will appear stating that as a final precaution, a verification link will be sent to your email.

Registration is Not Complete

Registration is not complete. You will be receiving an email shortly with a verification link. Please click the link to finish the registration process. If you do not receive the confirmation link in a few minutes, please check your junk and spam folders. Please add the address **Do_Not_Reply@crest-management.com** to your safe sender list, to avoid any delays in receiving our communications.

- ▶ Once you receive the verification email, click the link to confirm your email address.

Subject: Welcome to Crest
To: jsmith
From: do_not_reply@crest-management.com
Received: Thu Jul 23 2020 11:05:17 GMT-0500 (Central Daylight Time)

Thank you for signing up for our website! To complete your registration please click the link to confirm your email address. Your account will not be active until you click the link.

[Please Click to confirm your email address](#)

If you have any questions please feel free to contact us at 281-579-0761.

Registering Without a Temporary Password

- ▶ Select the categories for which you want to receive emails.
- ▶ Enter the password you selected.
- ▶ Click Complete Registration.

We're almost done Jane Smith!

Please finalize the registration process by selecting your mailout choices and entering your password

Subscribed Notifications

Bay Colony Parkside Community Association	Bay Colony Community Improvement Association
<input checked="" type="checkbox"/> Board Meeting	<input checked="" type="checkbox"/> Board Meeting

Registering Without a Temporary Password

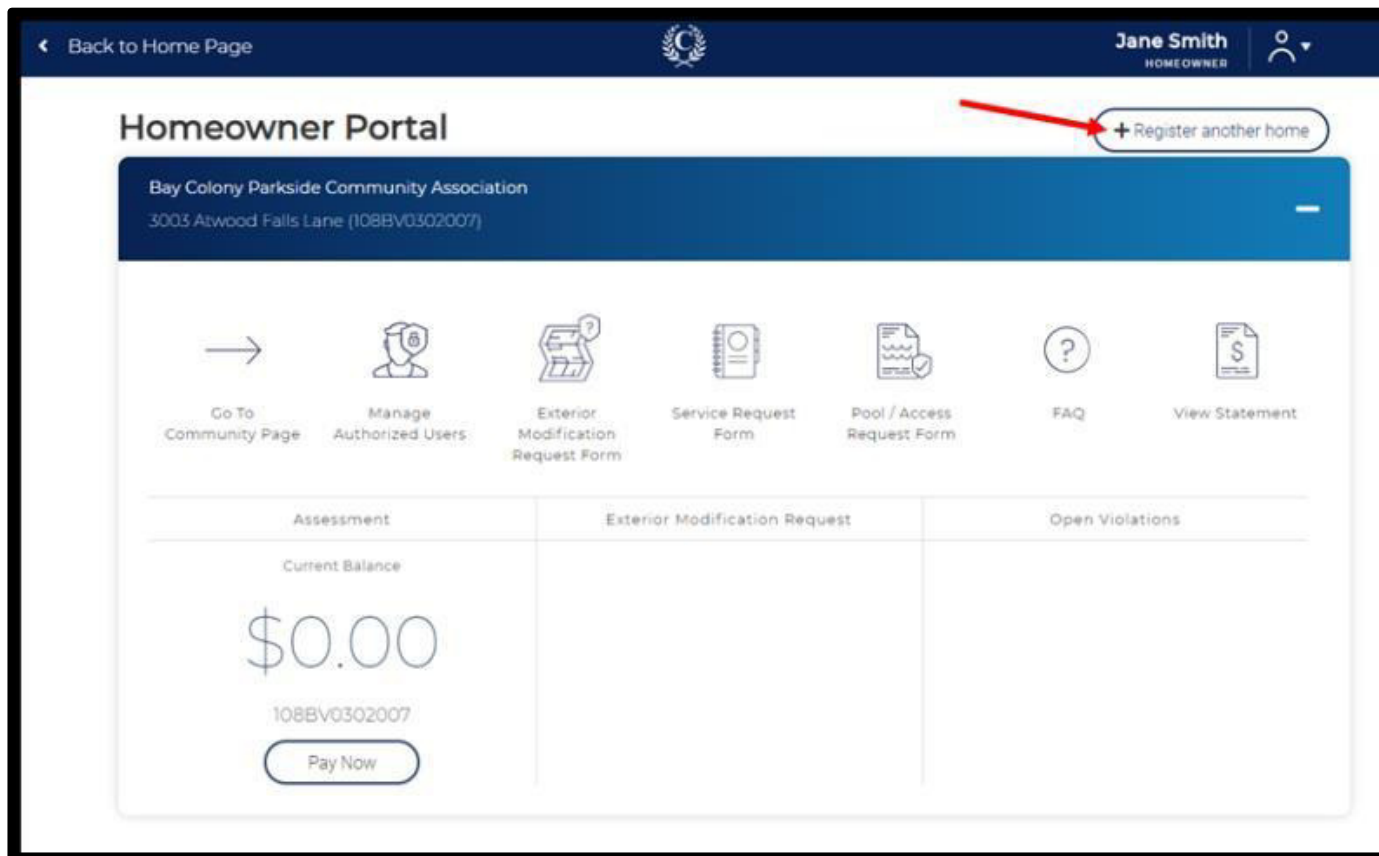
► Welcome to your Homeowner Dashboard!

The screenshot shows the Homeowner Portal interface. At the top, there is a navigation bar with a 'Back to Home Page' link, a community logo, and the user's name 'Jane Smith' with a dropdown menu. Below this is the 'Homeowner Portal' header with a '+ Register another home' button. The main content area is titled 'Bay Colony Parkside Community Association' and '3003 Atwood Falls Lane (108BV0302007)'. It features a row of seven icons with labels: 'Go To Community Page', 'Manage Authorized Users', 'Exterior Modification Request Form', 'Service Request Form', 'Pool / Access Request Form', 'FAQ', and 'View Statement'. Below this is a table with three columns: 'Assessment', 'Exterior Modification Request', and 'Open Violations'. The 'Assessment' column shows a 'Current Balance' of '\$0.00' for unit '108BV0302007' with a 'Pay Now' button. The other two columns are currently empty.

Assessment	Exterior Modification Request	Open Violations
Current Balance \$0.00 108BV0302007 Pay Now		

Register Another Home

- ▶ If you are a homeowner or investor that owns more than one home in Crest-managed communities, you may add all homes to the same registration.
- ▶ Log in to your account and from your dashboard, click Register Another Home.



- ▶ Click the Temporary Password Request Form link.

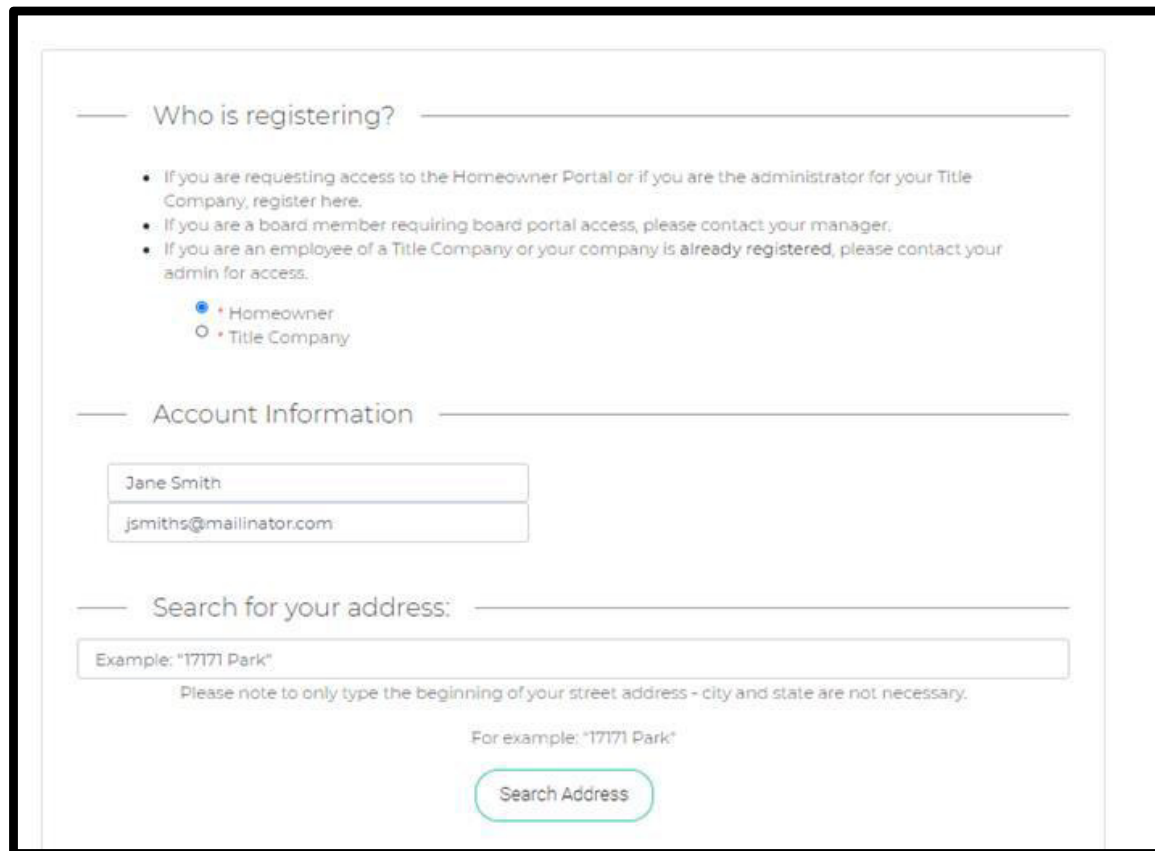
Register Another Property

You can request a temporary password from the [Temporary Password Request Form](#).

Enter the temporary password you received to add the associated property to your account.

Register Another Home

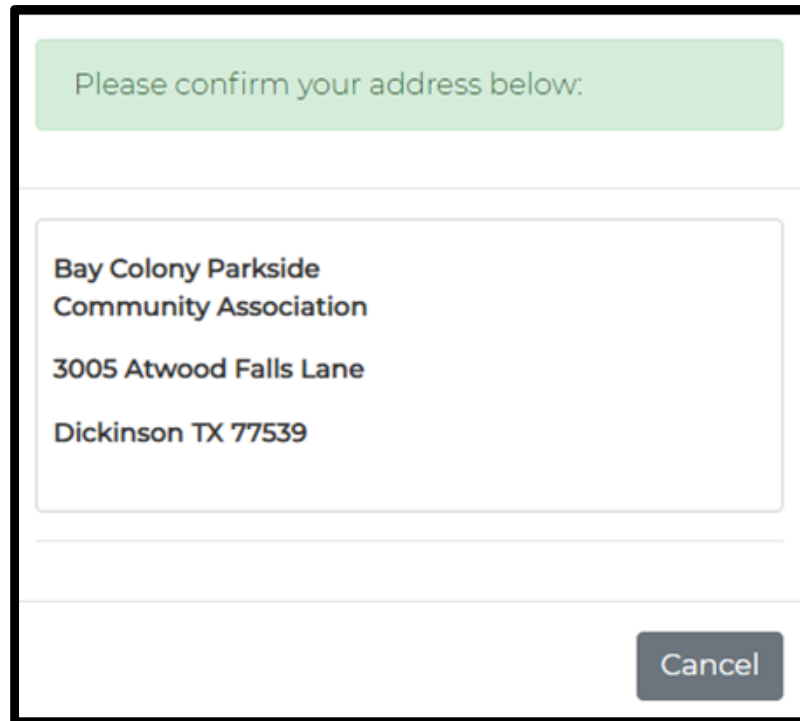
- ▶ Your name and email will be prefilled.
- ▶ Search for your address by typing only the number and street name. A list of matching options will appear. Select your address from the list rather than continuing to type.
- ▶ Click Search Address.



The screenshot shows a registration form titled "Who is registering?". It includes three bullet points: "If you are requesting access to the Homeowner Portal or if you are the administrator for your Title Company, register here.", "If you are a board member requiring board portal access, please contact your manager.", and "If you are an employee of a Title Company or your company is already registered, please contact your admin for access." Below these are two radio buttons: "Homeowner" (selected) and "Title Company". The "Account Information" section has two input fields: "Jane Smith" and "jsmiths@mailinator.com". The "Search for your address:" section has an input field with the text "Example: '17171 Park'" and a note: "Please note to only type the beginning of your street address - city and state are not necessary." Below this is a button labeled "Search Address".

Register Another Home

- ▶ Click on your address to proceed. If your address is not shown, click Cancel to go back.

A screenshot of a web form with a black border. At the top, a light green rounded rectangle contains the text "Please confirm your address below:". Below this is a white rounded rectangle containing the address: "Bay Colony Parkside", "Community Association", "3005 Atwood Falls Lane", and "Dickinson TX 77539". At the bottom right of the form is a grey button with the text "Cancel".

Please confirm your address below:

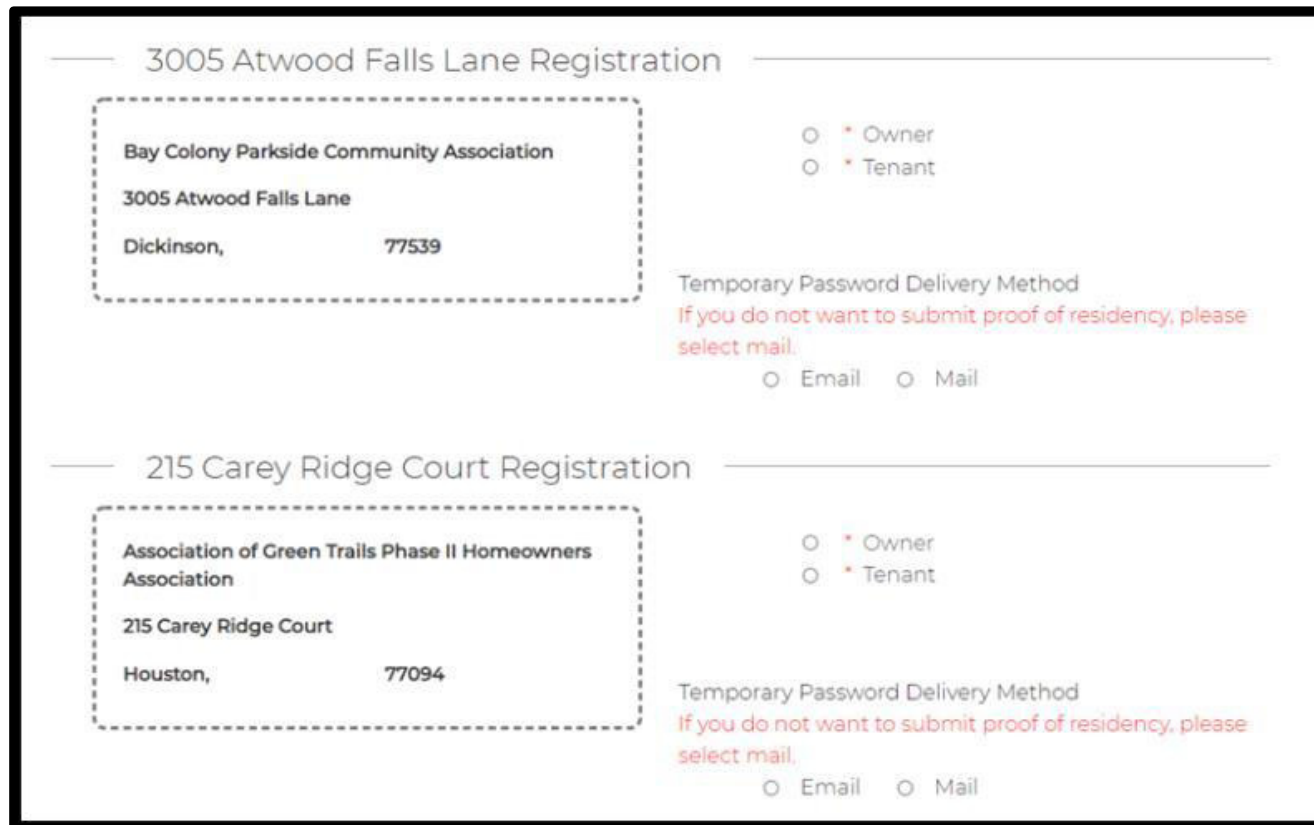
Bay Colony Parkside
Community Association
3005 Atwood Falls Lane
Dickinson TX 77539

Cancel

- ▶ The address will now appear below. The search bar will remain open, and you can continue to add additional properties you own until complete.

Register Another Home

- ▶ For each address, select whether you are the Owner or Tenant.
- ▶ For each address, select whether you want to receive the temporary password by email or mail.
- ▶ If you chose email, upload the verification documents.
- ▶ Click Submit.



3005 Atwood Falls Lane Registration

Bay Colony Parkside Community Association
3005 Atwood Falls Lane
Dickinson, 77539

☐ * Owner
☐ * Tenant

Temporary Password Delivery Method
If you do not want to submit proof of residency, please select mail.
☐ Email ☐ Mail

215 Carey Ridge Court Registration

Association of Green Trails Phase II Homeowners Association
215 Carey Ridge Court
Houston, 77094

☐ * Owner
☐ * Tenant

Temporary Password Delivery Method
If you do not want to submit proof of residency, please select mail.
☐ Email ☐ Mail

Register Another Home

- ▶ You will see a confirmation message once your request has successfully been submitted. You will also receive a confirmation email.

Temporary Password Request Form

Thank you!

Your request has been submitted.

Your request for access has been received and if your submission has been approved you will receive your temporary password within 2 business days.

Please add the address Do_Not_Reply@crest-management.com to your safe sender list, to avoid any delays in receiving your documents.

Subject: **Your Temporary Password Request has been submitted**
To: **jsmiths**
From: **do_not_reply@crest-management.com**
Received: **Thu Jul 23 2020 21:07:40 GMT-0500 (Central Daylight Time)**

Thank you!

Your request has been submitted.

Your request for access has been received and if your submission has been approved you will receive your temporary password within 2 business days.

Please add the address **Do_Not_Reply @crest-management.com** to your safe sender list, to avoid any delays in receiving your documents.

Register Another Home

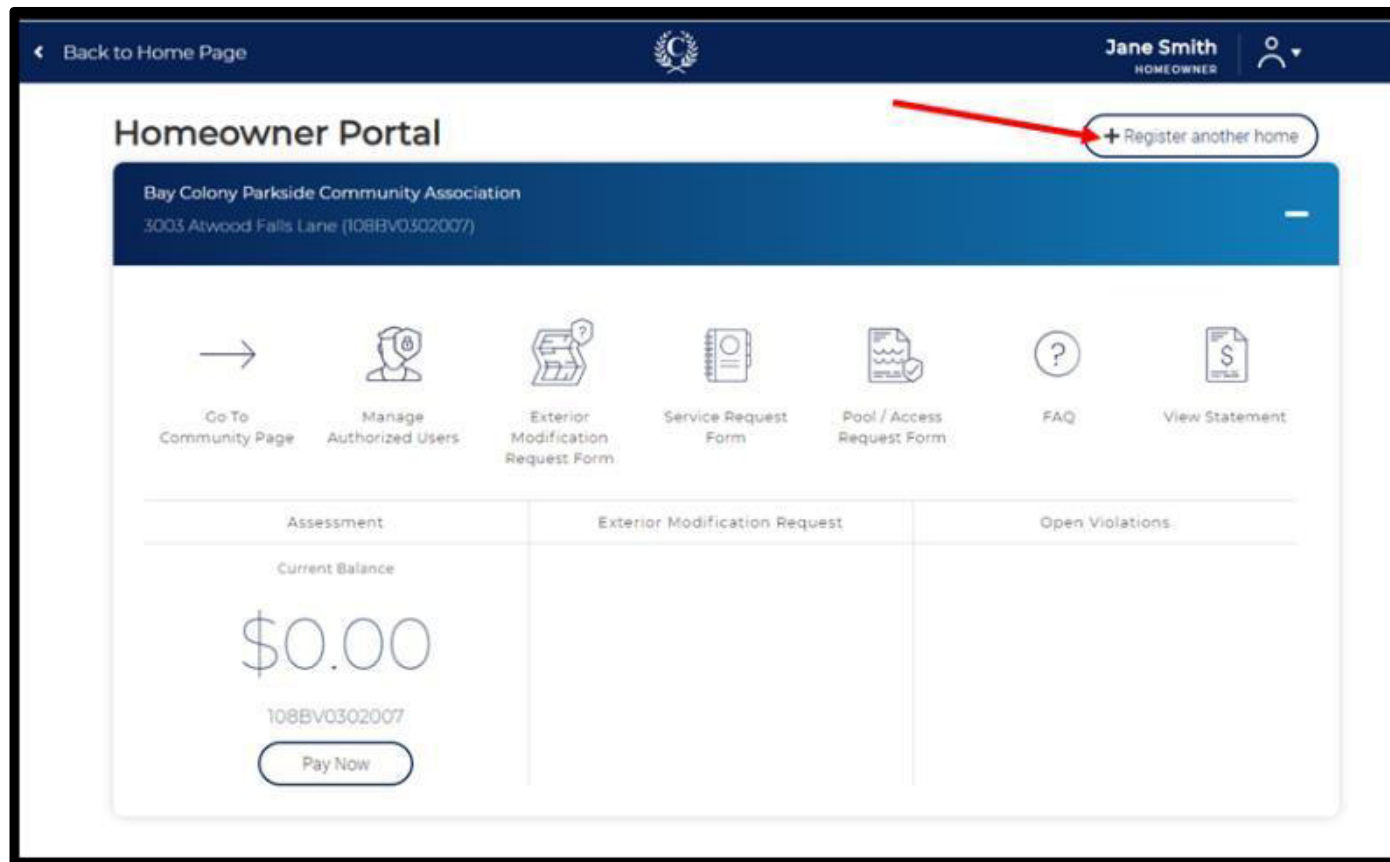
- ▶ Once your request has been processed, you will receive a temporary password by whichever method you selected.



- ▶ After receiving the temporary password by email or mail, go to www.crest-management.com and log in to your account.

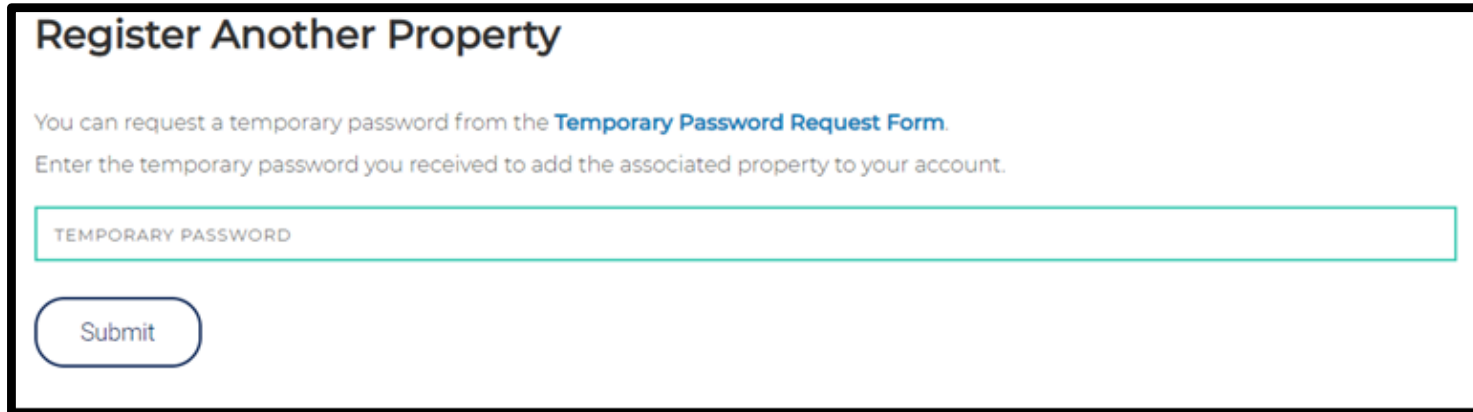
Register Another Home

- ▶ From your dashboard, click on Register Another Home.



Register Another Home

- ▶ Enter the temporary password you received by email or mail.
- ▶ Click Submit.



Register Another Property

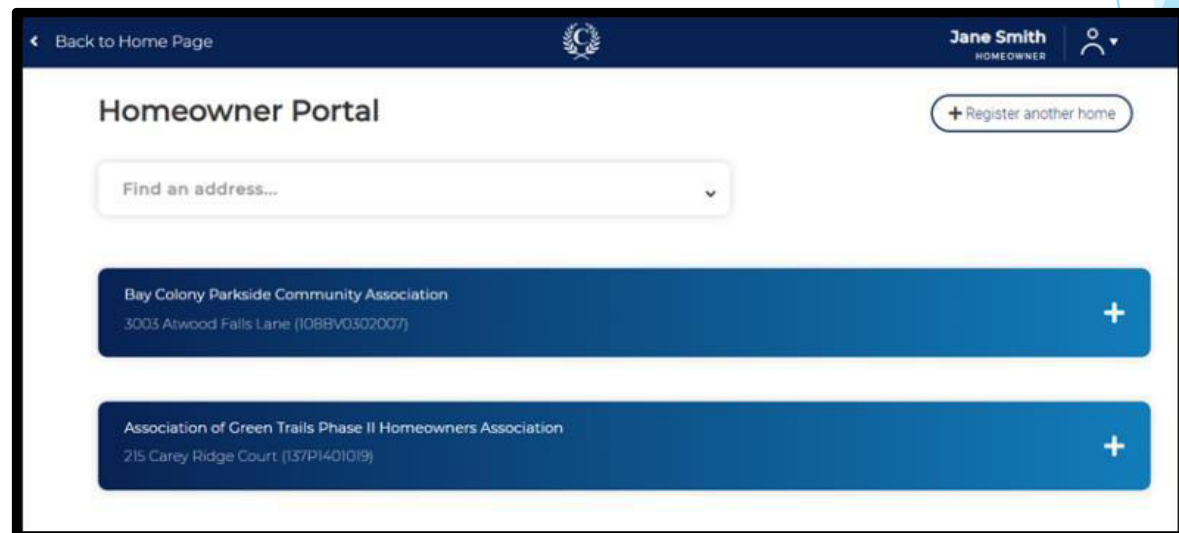
You can request a temporary password from the [Temporary Password Request Form](#).

Enter the temporary password you received to add the associated property to your account.

TEMPORARY PASSWORD

Submit

- ▶ You will be taken back to your dashboard where you will see each registered home.



Back to Home Page

Jane Smith
HOMEOWNER

Homeowner Portal

+ Register another home

Find an address...

Bay Colony Parkside Community Association
3003 Atwood Falls Lane (10BBV0302007)

Association of Green Trails Phase II Homeowners Association
215 Carey Ridge Court (137P1401019)

Register Another Home

- ▶ Click on an address to expand the dashboard for that home.


The screenshot displays the Homeowner Portal interface. At the top, a dark blue header bar contains a 'Back to Home Page' link, a logo, and the user's name 'Jane Smith' with the role 'HOMEOWNER' and a profile icon. Below the header, the main content area shows the expanded dashboard for the 'Bay Colony Parkside Community Association' at '3003 Atwood Falls Lane (108BV0302007)'. This dashboard includes a row of seven icons with labels: 'Go To Community Page', 'Manage Authorized Users', 'Exterior Modification Request Form', 'Service Request Form', 'Pool / Access Request Form', 'FAQ', and 'View Statement'. Below these icons is a table with three columns: 'Assessment', 'Exterior Modification Request', and 'Open Violations'. The 'Assessment' column shows a 'Current Balance' of '\$0.00' for the address '108BV0302007' with a 'Pay Now' button. The 'Exterior Modification Request' and 'Open Violations' columns are currently empty. At the bottom of the main content area, there is a dark blue bar for the 'Association of Green Trails Phase II Homeowners Association' at '215 Carey Ridge Court (137P1401019)', which includes a plus sign icon to expand its dashboard.


Assessment	Exterior Modification Request	Open Violations
Current Balance \$0.00 108BV0302007 Pay Now		


Community Page


- ▶ Go To Community Page gives access to community specific information and document libraries.


Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)



Go To
Community Page



Manage
Authorized Users


Exterior
Modification
Request Form


Service Request
Form

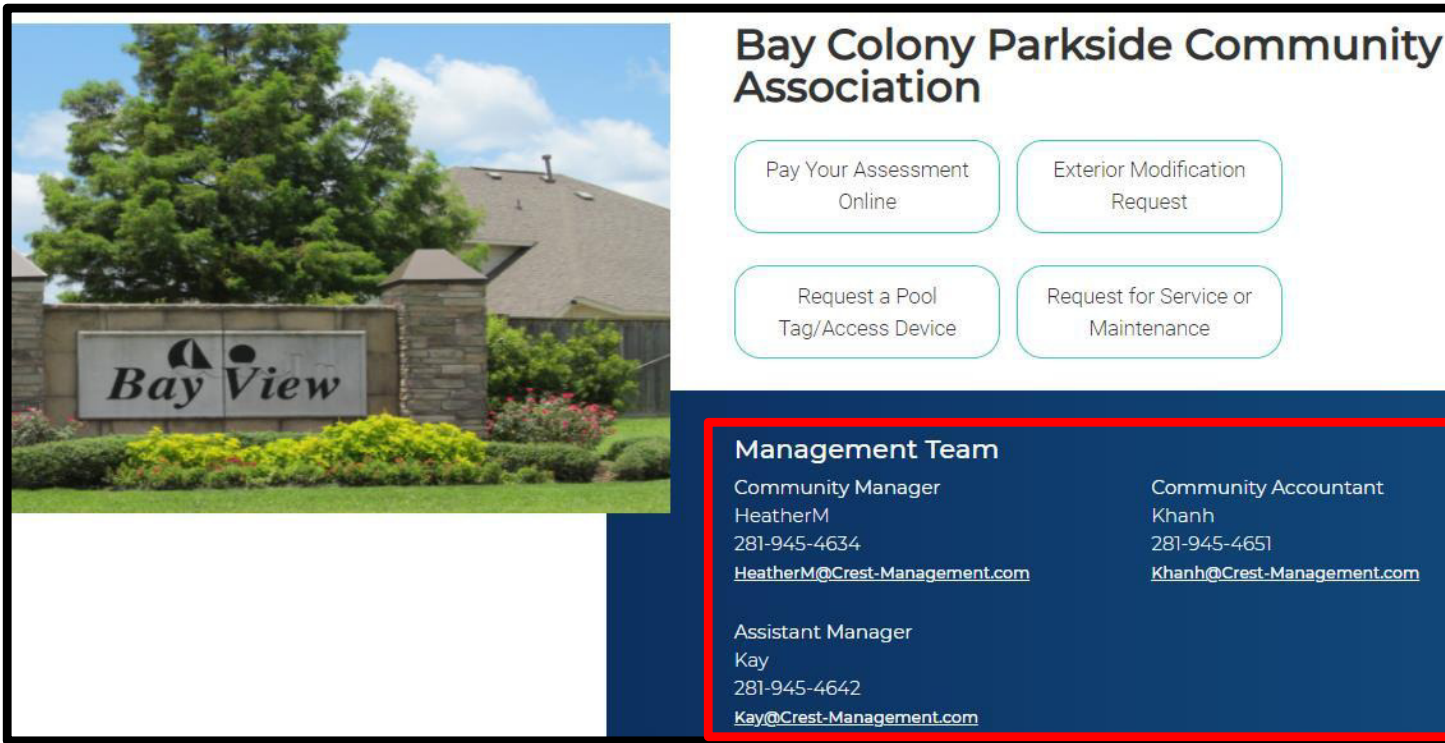

Pool / Access
Request Form


FAQ


View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

- Find contact information for your Crest Management Team.



Bay Colony Parkside Community Association

Pay Your Assessment Online Exterior Modification Request

Request a Pool Tag/Access Device Request for Service or Maintenance


Management Team

Community Manager HeatherM 281-945-4634 HeatherM@Crest-Management.com	Community Accountant Khanh 281-945-4651 Khanh@Crest-Management.com
Assistant Manager Kay 281-945-4642 Kay@Crest-Management.com	

Community Page

- ▶ Use the links at the top or scroll down to access the accordions.
**Categories may differ based on your community's specifications.*

[Management Team](#) [Meetings and Forms](#) [Governing Documents](#) [Financial Records](#) [Community Services](#) [Community Calendar](#) [Community News](#)



Riata Ranch Homeowners Association

[Pay Your Assessment Online](#) [Exterior Modification Request](#)

[Request a Pool Tag/Access Device](#) [Request for Service or Maintenance](#)

Management Team

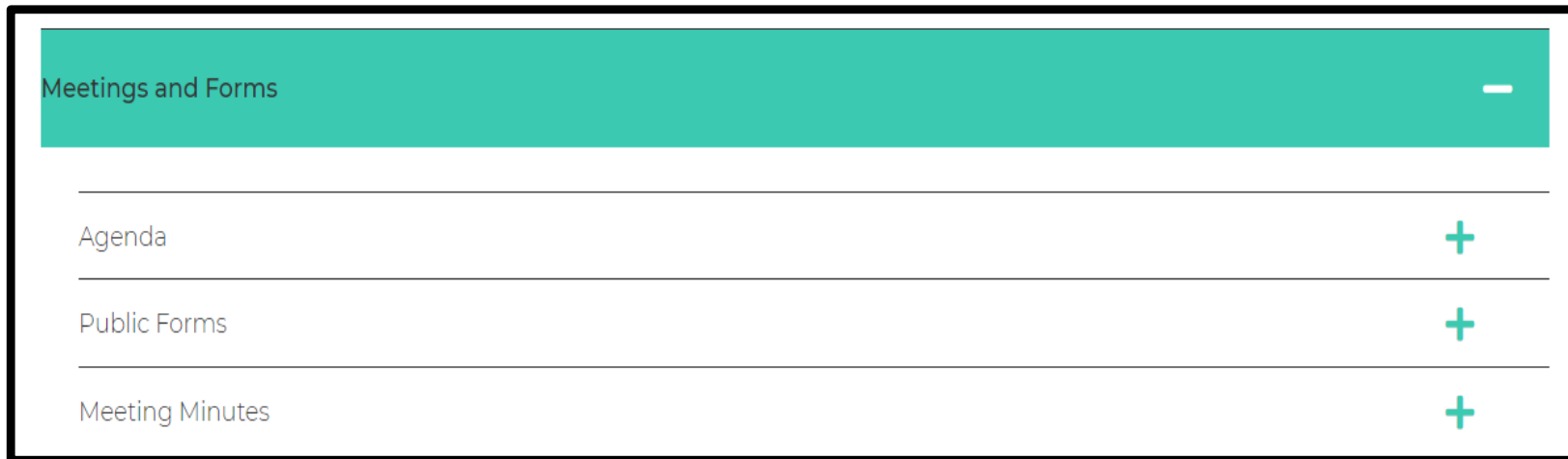
Community Manager
DebbieS
281-945-4673
DebbieS@Crest-Management.com

Community Accountant
Cheryl
281-945-4652
Cheryl@Crest-Management.com

Assistant Manager
Deanne
281-945-4631
deanne@crest-management.com

Meetings and Forms	+
Governing Documents	+
Financial Records	+
Services to Association	+

- ▶ Meetings and Forms gives access to upcoming Meeting Agendas and Public Forms. Some communities have access to current and historical Meeting Minutes. Click the category name or + to expand the list.



- ▶ **Governing Documents** includes all rules and regulations governing the association.


Governing Documents	
Architectural Guidelines	+
Articles of Incorporation	+
Bylaws	+
Deed	+
Management Certificate	+
Plat Map	+
Policy/Resolution	+
Section Restrictions	+

- ▶ Financial Records are not provided to all communities. Where available, it includes Monthly Financials (including historical data), most recent Audit, current year Budget, and most recent Reserve Study.

Financial Records	
Monthly Financials	+
Audits	+
Budget	+
Reserve Study	+

- Community Services to Association contains assessment information along with contact information for utility companies, community contractors, and city and county offices.


Services to Association



COMMUNITY SITE


Lake Forest of Kelliwood Homeowners Association

[Visit Website](#)



ASSESSMENTS FOR 2021


[See Details](#)



Trash


Best Trash
281-313-2378
Trash days Monday & Thursday. Recycling on Monday. Heavy Trash Monday & Thursday. Paid through assessments.

[Visit Website](#)



Utility District Nottingham Country MUD
832-490-1600

[Visit Website](#)

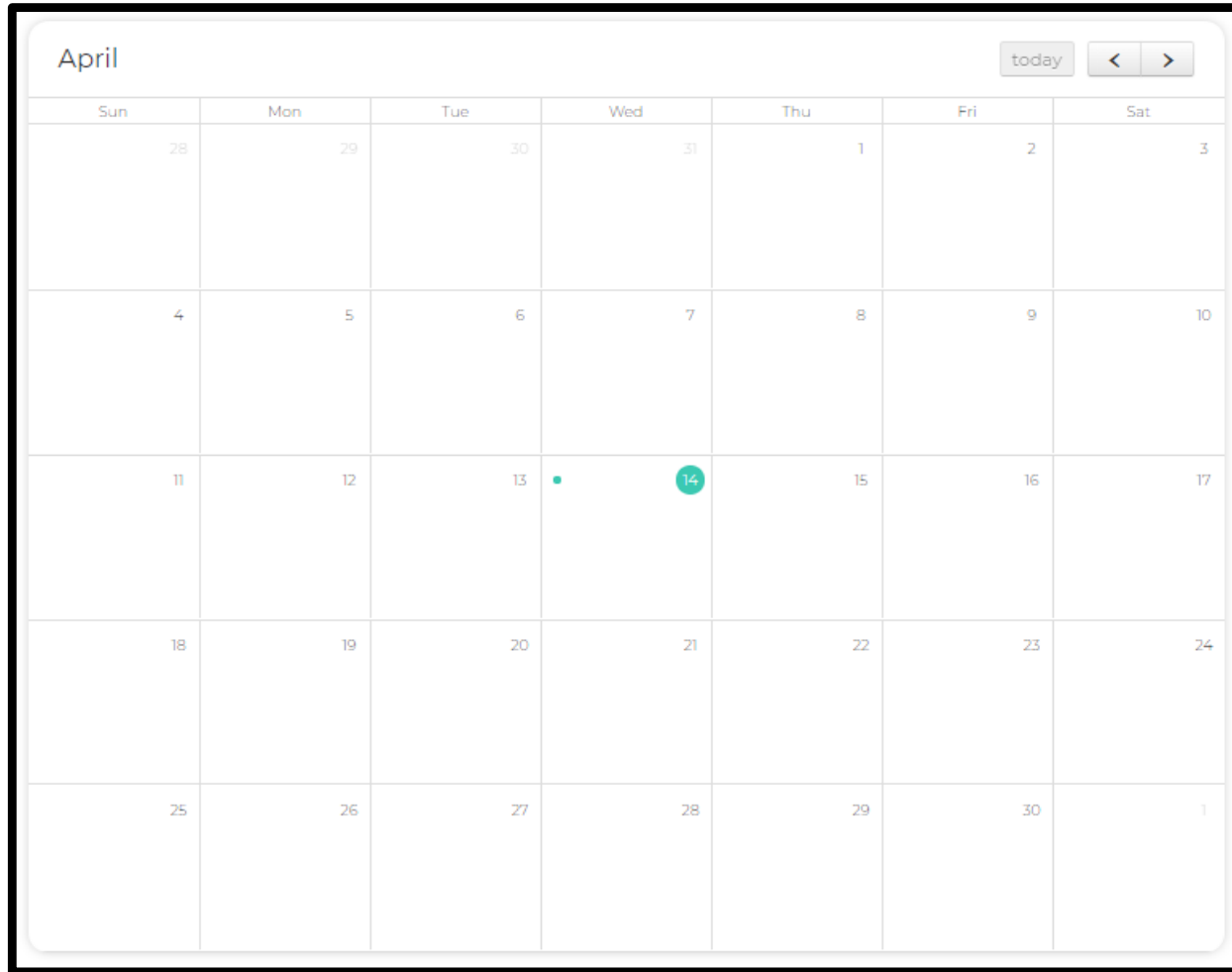


Please select a Category...

US Postal Service
800-275-8777
Local Post Office 20180
PARK ROW DR KATY, TX
77449-9998 (281) 647-0673

[Visit Website](#)

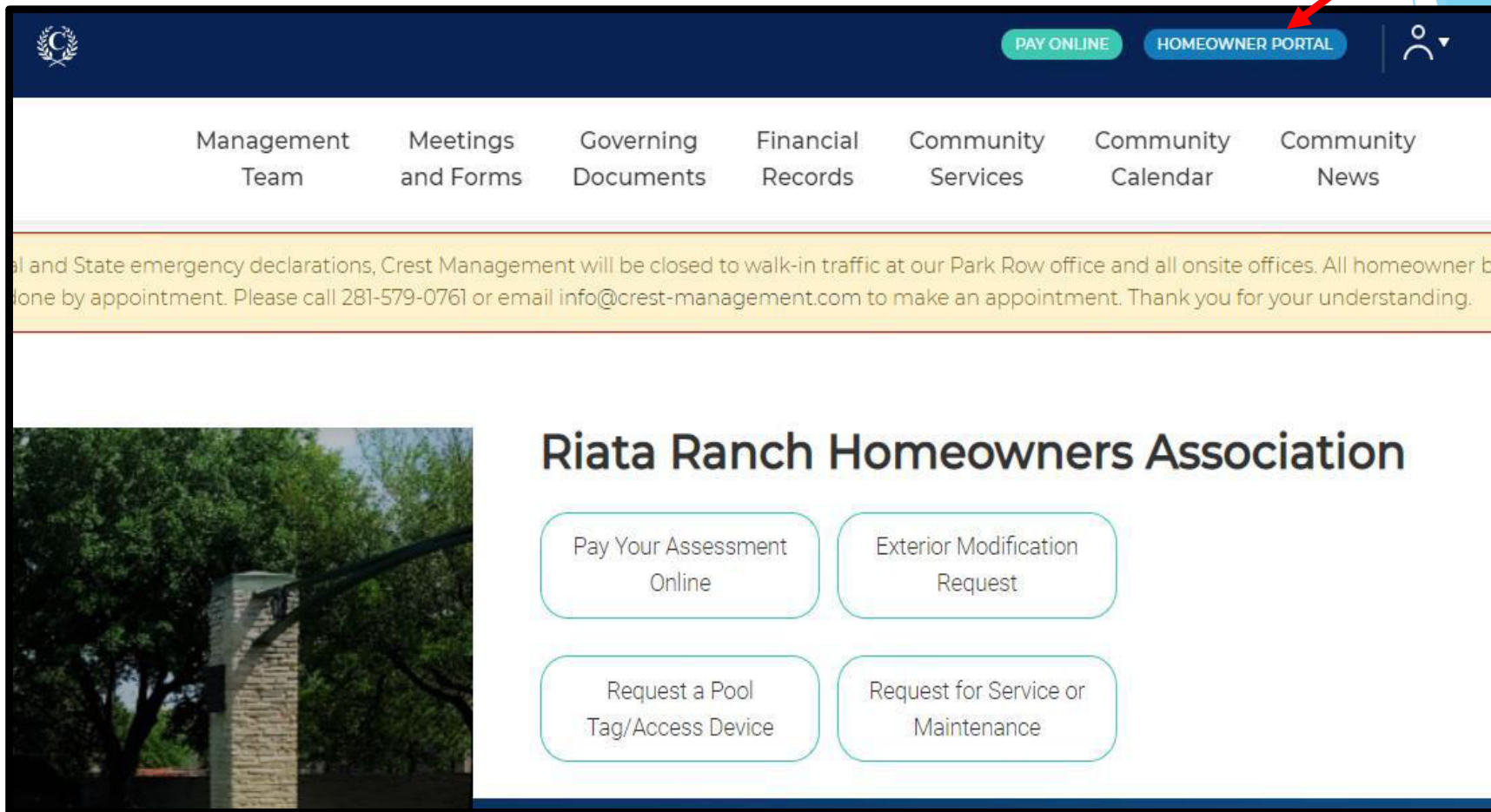
- ▶ The Community Calendar, when included, shows Meetings and Community Events indicated in green. Click the dot for more information.



- ▶ News and Announcements brings articles, reminders, and information directly to you from your Board of Directors. This section may not appear on all community pages.

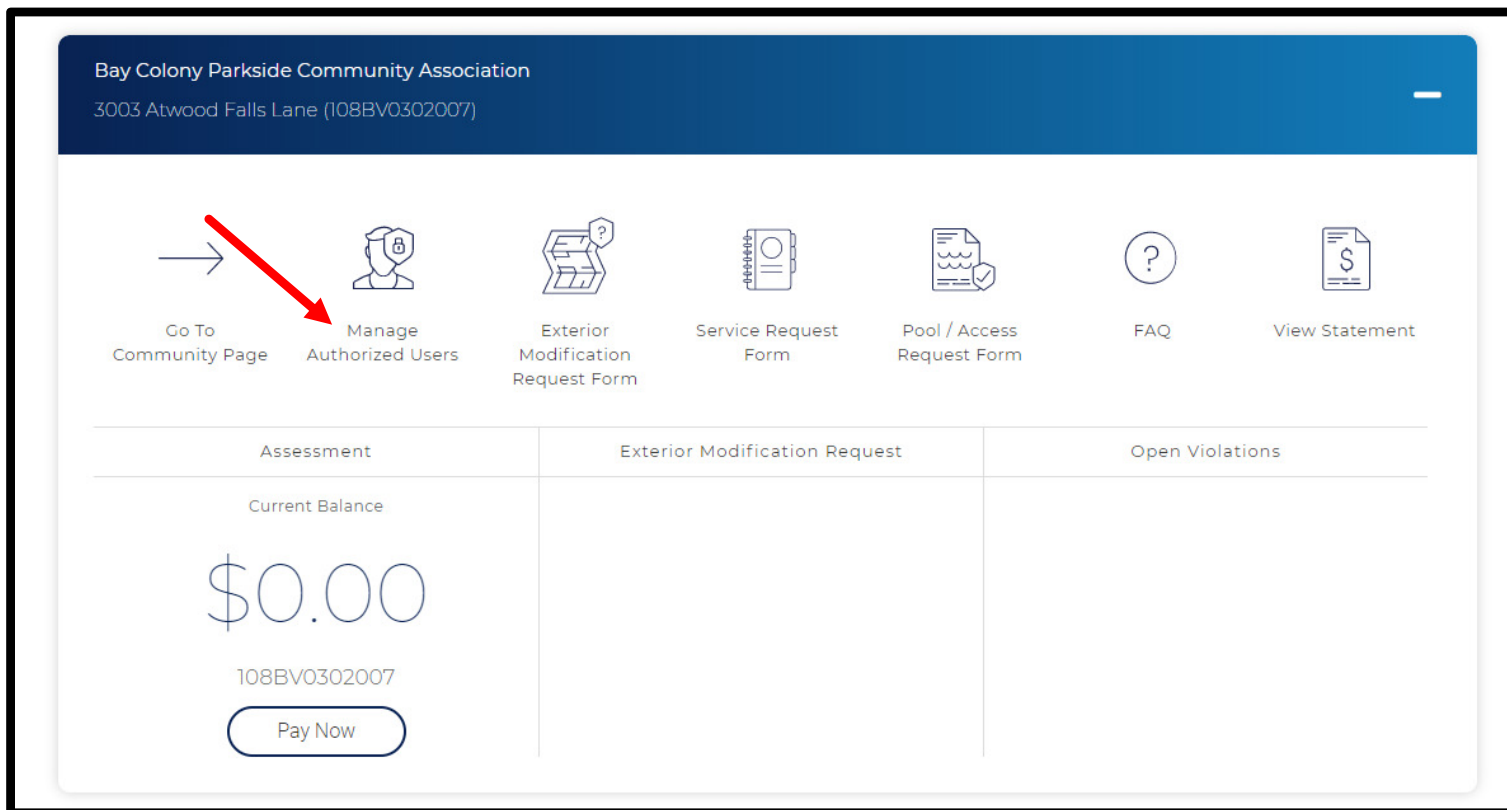
News/Announcement	Published Date
REMINDER: Pick Up Dog Waste	12/2/2020 5:07:06 PM
Current Board of Directors	12/15/2020 4:31:11 PM
Dealing with Freeze Damage on Plants	3/4/2021 6:33:59 PM

- ▶ Click Homeowner Portal to return to the Homeowner Dashboard.



Manage Authorized Users

- ▶ From your dashboard, click on Manage Authorized Users.
 - ▶ If you own multiple homes, click on the home you want to work with to expand the dashboard.



Manage Authorized Users

- ▶ Select Add Authorized User to add a family member, contractor, or tenant. You can customize what type of access each authorized user is given.

Manage Authorized Users

Bay Colony Parkside Community Association

3003 Atwood Falls Lane (108BV0302007)

[+ Add Authorized User](#)[+ Add Property Manager](#)

Manage Authorized Users

- ▶ Enter the Email, Name and Phone Number of the authorized user.
- ▶ Click Add User.

Manage Authorized Users

Bay Colony Parkside Community Association
3003 Atwood Falls Lane (108BV0302007)

Email

Name

Phone

✓ Add User

✕ Cancel

Access

+ Add Authorized User

+ Add Property Manager

Manage Authorized Users

- ▶ If you have more than one home registered, you will be asked if you want to grant the authorized user access to other homes as well.
- ▶ Click Edit User.
- ▶ Select what the authorized user is permitted to access.
- ▶ Click Save User.

Add Authorized User ✕

Name: Jonie Smith
Email: saltsoul@mailinator.com
Phone: 281-281-2811
Access:

Would you like to update or add this user to other properties you manage? They will be granted the rights specified above, as applicable.

☐ 215 Carey Ridge Court

Cancel Add User

Manage Authorized Users

Association of Green Trails Phase II Homeowners Association
1311 Hathorn Way Drive (I37P0604004)

Email	Name	Phone	
saltsoul@mailinator.com	Jonie Smith	281-281-2811	Edit User

Access

☐ View Balance

☐ Submit EMR

☐ Submit Access Device

☐ View Exterior Modifications

☐ View Open Violations

☐ View Closed Violations

☐ View Account Number

+ Add Authorized User + Add Property ManagerDelete User Reset Password

Manage Authorized Users

- ▶ The authorized user will receive an email containing their log in information.

Subject: Welcome to Crest
To: saltysoul
From: do_not_reply@crest-management.com
Received: Fri Jul 24 2020 00:00:02 GMT-0500 (Central Daylight Time)

Welcome to Crest! You have been added as an authorized user for address: 1311 Hathorn Way Drive.

Your user id is: saltysoul@mailinator.com and your password is: PasswordPassword24. You may log in at the [Crest Portal](https://www.crest-management.com) (https://www.crest-management.com).

Manage Authorized Users

- ▶ Edit an authorized user by clicking Edit User. You can update the name, phone number, and what they are permitted to access.
 - ▶ The email address cannot be updated. If the authorized user's email has change, you must delete the user and add them as a new authorized user.
- ▶ Click Save User.

Manage Authorized Users

Bay Colony Parkside Community Association
3003 Atwood Falls Lane (108BV0302007)

Email	Name	Phone	
saltsoul@mailinator.com	Jonie Smith	281-281-2811	✎ Edit User
Access			✕ Delete User
<input type="checkbox"/> View Balance	<input type="checkbox"/> Submit EMR	<input checked="" type="checkbox"/> Submit Access Device	🔑 Reset Password
<input checked="" type="checkbox"/> View Open Violations	<input type="checkbox"/> View Account Number		

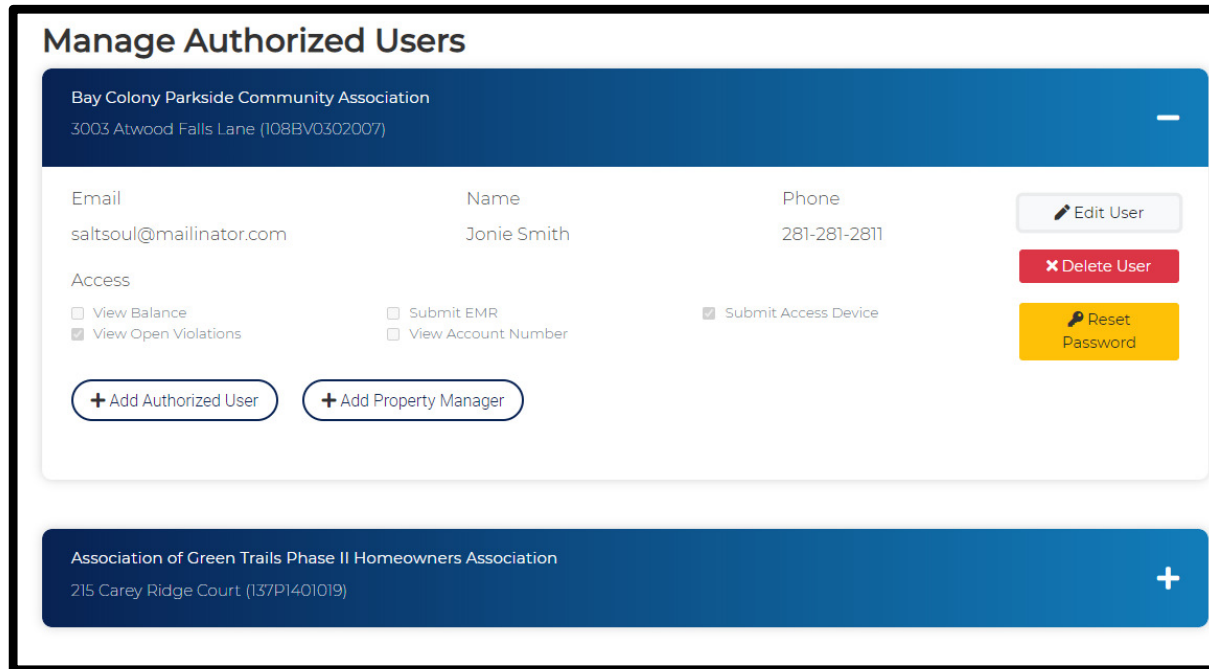
[+ Add Authorized User](#)[+ Add Property Manager](#)

Association of Green Trails Phase II Homeowners Association
215 Carey Ridge Court (137P1401019)

+

Manage Authorized Users

- ▶ To delete an authorized user, click Delete User.



Manage Authorized Users

Bay Colony Parkside Community Association
3003 Atwood Falls Lane (10BBV0302007)

Email	Name	Phone	
saltsoul@mailinator.com	Jonie Smith	281-281-2811	Edit User
			Delete User
			Reset Password

Access

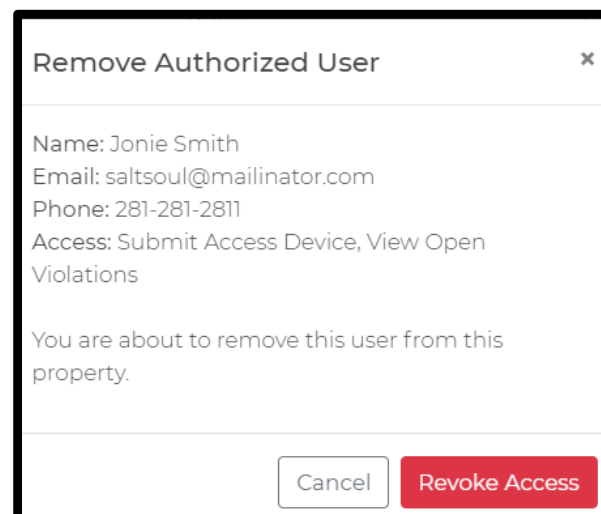
☐ View Balance ☐ Submit EMR ☒ Submit Access Device

☒ View Open Violations ☐ View Account Number

[+ Add Authorized User](#) [+ Add Property Manager](#)

Association of Green Trails Phase II Homeowners Association
215 Carey Ridge Court (137P1401019)

- ▶ Click Revoke Access.



Remove Authorized User ✕

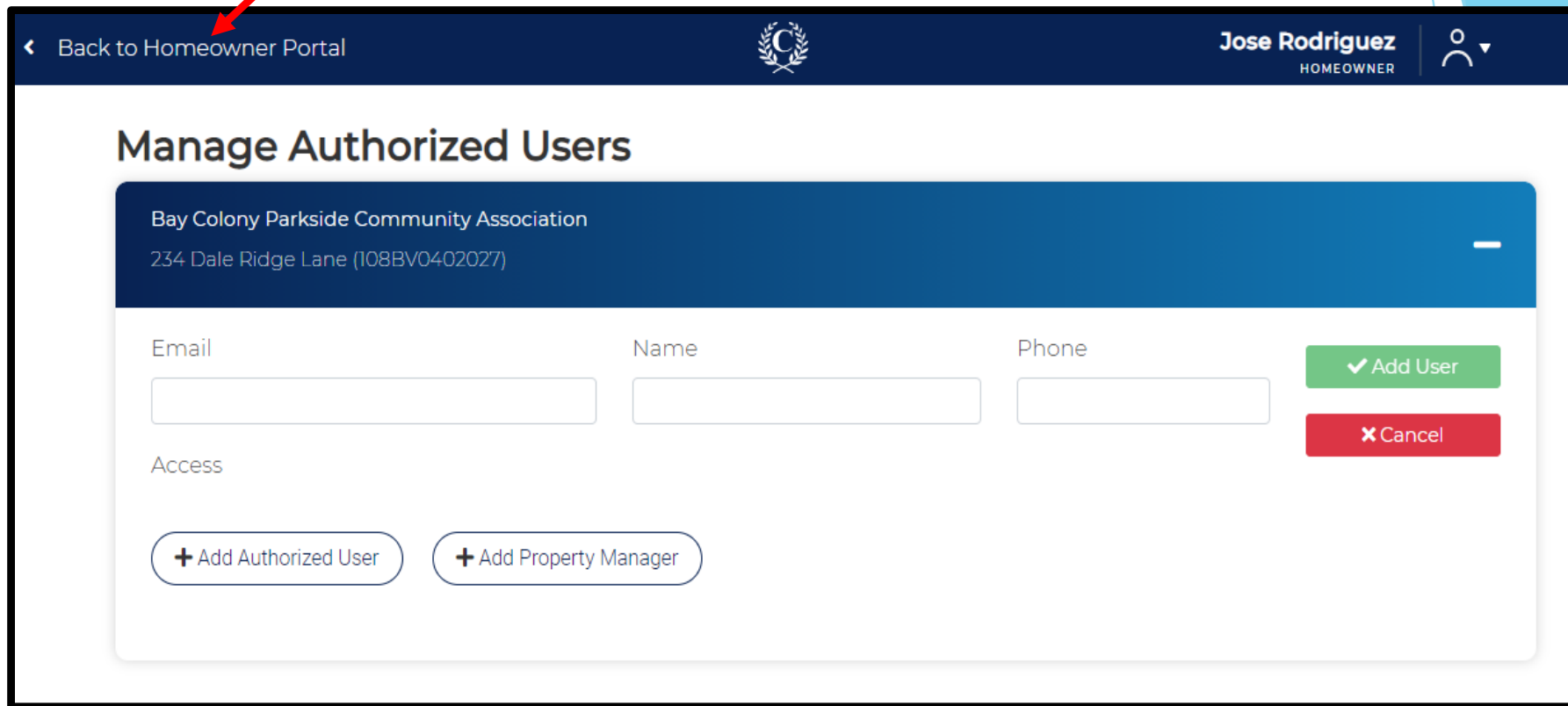
Name: Jonie Smith
Email: saltsoul@mailinator.com
Phone: 281-281-2811
Access: Submit Access Device, View Open Violations

You are about to remove this user from this property.

[Cancel](#) [Revoke Access](#)

Manage Authorized Users

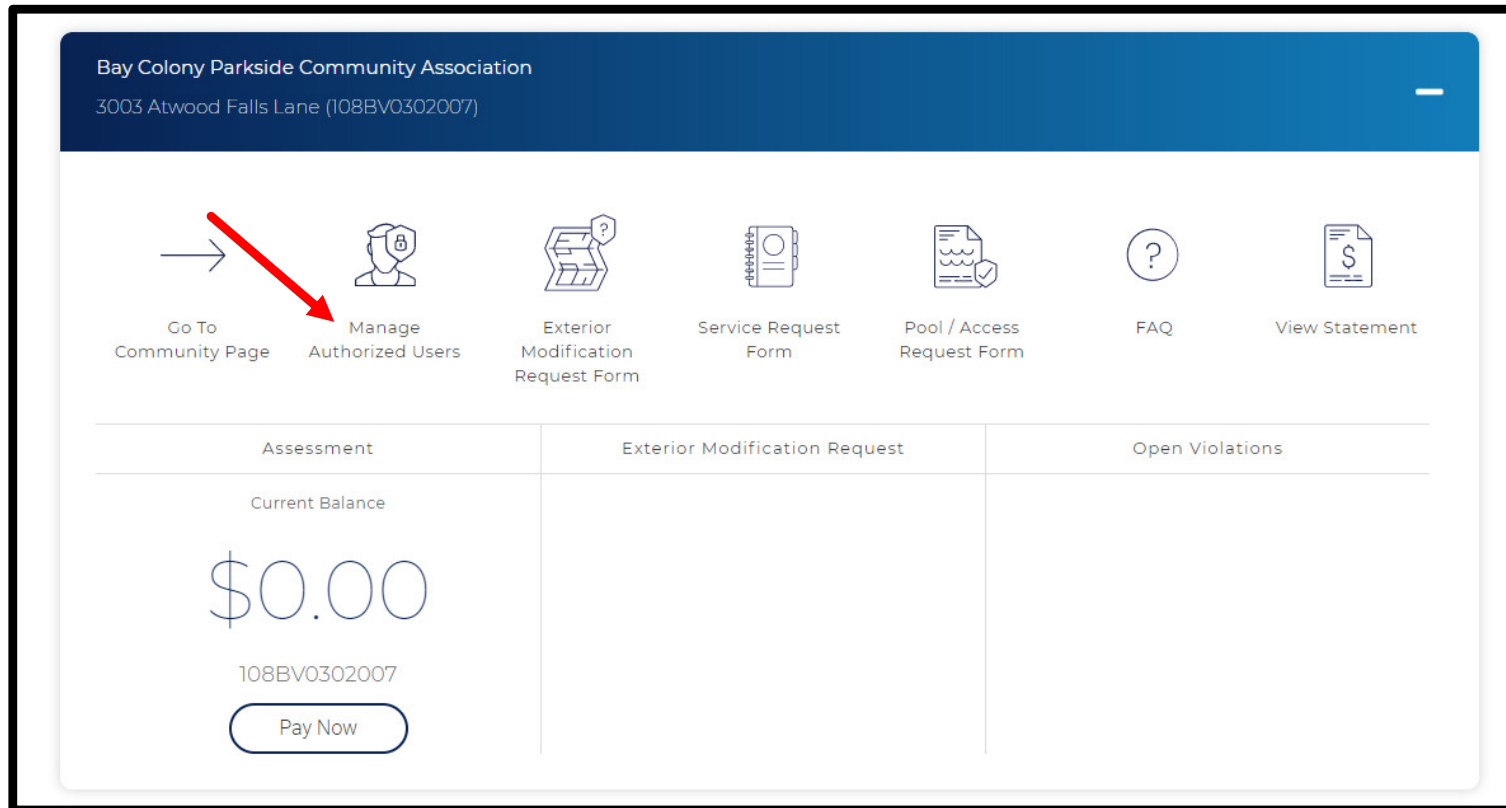
- ▶ Click Back to Homeowner Portal to return to the Homeowner Dashboard.



The screenshot shows the 'Manage Authorized Users' page. At the top, a dark blue navigation bar contains a back arrow and the text 'Back to Homeowner Portal' (highlighted by a red arrow), a circular logo with a 'C', and the user's name 'Jose Rodriguez' with the role 'HOMEOWNER' and a profile icon. Below the navigation bar, the page title 'Manage Authorized Users' is displayed. The main content area features a blue header for 'Bay Colony Parkside Community Association' with the address '234 Dale Ridge Lane (108BV0402027)'. Below this, there are three input fields for 'Email', 'Name', and 'Phone'. To the right of these fields are two buttons: a green '✓ Add User' button and a red '✗ Cancel' button. At the bottom of the form, there are two buttons: '+ Add Authorized User' and '+ Add Property Manager'.

Manage Authorized Users - Property Managers

- ▶ From your dashboard, click on Manage Authorized Users.
 - ▶ If you own multiple homes, click on the home you want to work with to expand the dashboard.



Manage Authorized Users - Property Managers

- ▶ Select Add Property Manager if you have hired a property manager to act on your behalf. Property managers are granted full access to the account and can also manage authorized users.

Manage Authorized Users

Bay Colony Parkside Community Association

3003 Atwood Falls Lane (108BV0302007)

[+ Add Authorized User](#)[+ Add Property Manager](#)

Manage Authorized Users - Property Managers

- ▶ Enter the Email, Name and Phone Number of the property manager.
- ▶ Click Add User.

The screenshot shows a web interface titled "Manage Authorized Users" for the "Association of Green Trails Phase II Homeowners Association" at "1311 Hathorn Way Drive (137P0604004)". It features three input fields for "Email", "Name", and "Phone". To the right of these fields are two buttons: a green "✓ Add User" button and a red "✗ Cancel" button. Below the input fields is an "Access" section with a checked checkbox for "Property Manager" and a note: "Property Managers have equivalent access to homeowners and can manage authorized users as well." At the bottom, there are two buttons: "+ Add Authorized User" and "+ Add Property Manager".

- ▶ If you have more than one home registered, you will be asked if you want to grant the property manager access to other homes as well.

The screenshot shows a dialog box titled "Add Property Manager" with a close button (X) in the top right corner. It displays the following information: "Name: A1 Prop Mgmt", "Email: alpm@mailinator.com", "Phone: 832-832-8322", and "Access:". Below this, a message asks: "Would you like to update or add this user to other properties you manage? They will be granted the rights specified above, as applicable." followed by a checkbox and the text "3003 Atwood Falls Lane". At the bottom, there are two buttons: "Cancel" and "Add User".

- ▶ The property manager will receive an email containing their log in information.

Subject: **Welcome to Crest**
To: **a1pm**
From: **do_not_reply@crest-management.com**
Received: **Fri Jul 24 2020 00:16:03 GMT-0500 (Central Daylight Time)**

Welcome to Crest! You have been added as a property manager for address: 1311 Hathorn Way Drive.

Your user id is: **a1pm@mailinator.com** and your password is: **PasswordTest40**. You may log in at the [Crest Portal](https://www.crest-management.com) (<https://www.crest-management.com>).

Manage Authorized Users - Property Managers

- ▶ Click Edit User to edit a property manager's name or phone number.
 - ▶ The email address cannot be updated. If the property manager's email has change, you must delete them and add them as a new property manager.
- ▶ Click Save User.

Manage Authorized Users

Association of Green Trails Phase II Homeowners Association
1311 Hathorn Way Drive (137P0604004)

Email	Name	Phone	
a1pm@mailinator.com	AI Prop Mgmt	832-832-8322	✎ Edit User
			✕ Delete User

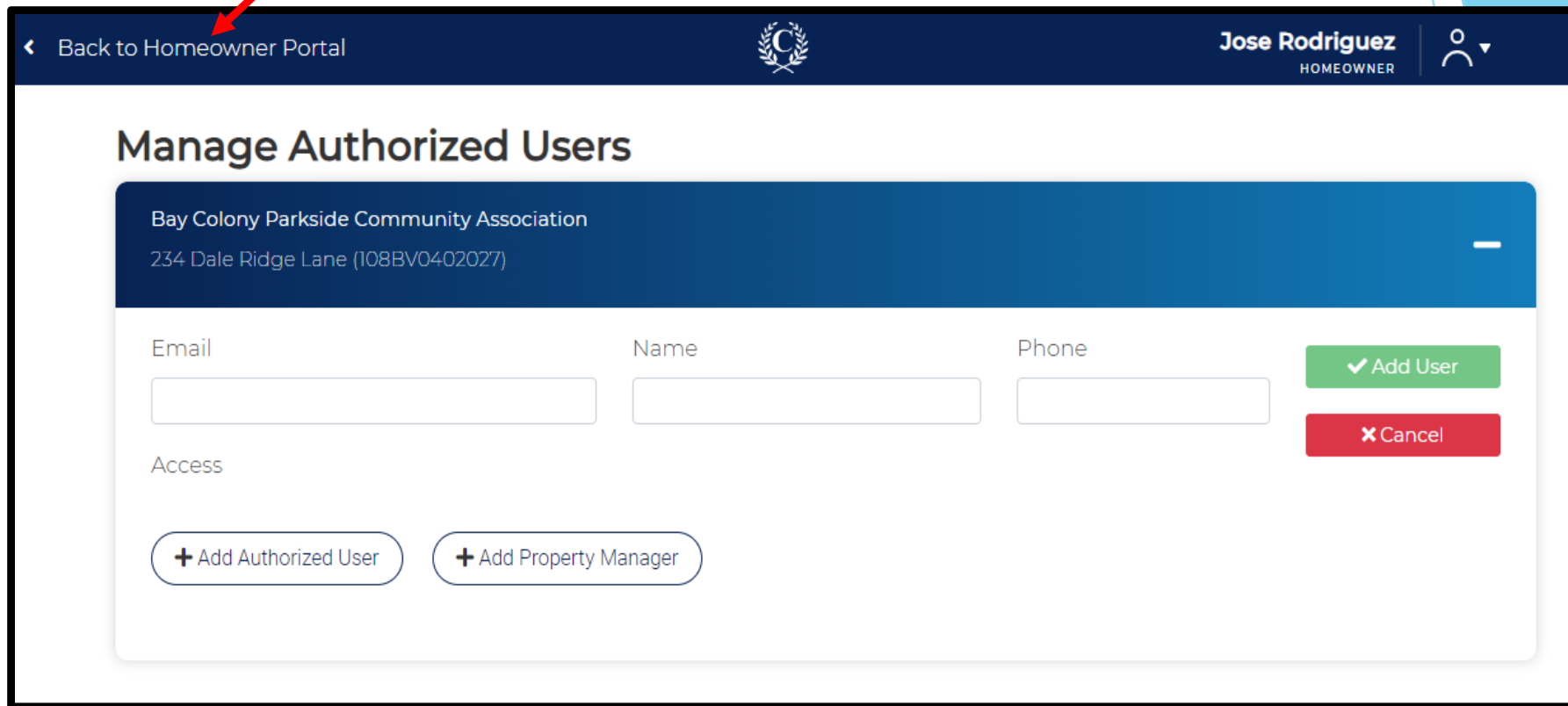
Access

- ☒ Property Manager
Property Managers have equivalent access to homeowners and can manage authorized users as well.

[+ Add Authorized User](#)[+ Add Property Manager](#)

Manage Authorized Users - Property Managers

- ▶ Click Back to Homeowner Portal to return to the Homeowner Dashboard.



The screenshot shows a web interface for managing authorized users. At the top, a dark blue header bar contains a back arrow and the text 'Back to Homeowner Portal' on the left, a circular logo with a 'C' in the center, and the user's name 'Jose Rodriguez' with the role 'HOMEOWNER' on the right. Below the header, the main content area has a title 'Manage Authorized Users'. Underneath the title is a blue box containing the text 'Bay Colony Parkside Community Association' and '234 Dale Ridge Lane (108BV0402027)'. Below this box are three input fields labeled 'Email', 'Name', and 'Phone'. To the right of these fields are two buttons: a green '✓ Add User' button and a red '✗ Cancel' button. At the bottom of the form, there are two buttons: '+ Add Authorized User' and '+ Add Property Manager'.

Back to Homeowner Portal

Jose Rodriguez
HOMEOWNER

Manage Authorized Users

Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

Email Name Phone

✓ Add User

✗ Cancel

Access


+ Add Authorized User + Add Property Manager

Exterior Modification Request Form


- ▶ Exterior Modification Request Form is the application for approval of architectural changes to your home.

Bay Colony Parkside Community Association


234 Dale Ridge Lane (108BV0402027)




Go To
Community Page




Manage
Authorized Users




Exterior
Modification
Request Form




Service Request
Form



Pool / Access
Request Form



FAQ



View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

Exterior Modification Request Form

- ▶ Your contact information will be prefilled. Confirm it is correct and click Review Governing Documents (Next). **If you rent, change the selection and additional fields will populate. Complete those fields before clicking Review Governing Documents (Next).*

3 - Applicant Information

23802 Songlark Valley Place

*First Name
Tara

*Last Name
Hoot

*Email Address
tara.hoot@gmail.com

*Phone Number
2813333333

*Do you own or rent your home?
☒ Own ☐ Rent

Select Address
(Back)

Review Governing Documents
(Next)

Exterior Modification Request Form

- ▶ After reviewing the documents, read the acceptance statement and check the box to confirm you agree to abide by the governing documents of the community. Click Select Application Type (Next).

4 - Governing Documents

Elyson Residential Association, Inc Governing Documents

Title	Link
Community Manual	Click Here
Master Covenant	Click Here
Development Area Declaration	Click Here
First Amendment to Development Area Declaration	Click Here

** Note - The Governing Documents can also be found on the Crest website, under your community.*

☐ I have read and agree to abide by the Architectural Guidelines and/or the conditions, covenants, and restrictions of Elyson Residential Association, Inc.

Modify Contact Info
(Back)

Select Application Type
(Next)

Exterior Modification Request Form

- ▶ Select the modification type for your project and click Application Details (Next).
- ▶ If you are applying for more than one modification, separate applications are required.

5 - Select Application Type

If you are requesting approval for multiple modifications, please complete a separate form for each. When completing the form please provide all dimensions in the measurement of feet and inches.

<input type="radio"/> Arbor	<input type="radio"/> Basketball Goal – Permanent
<input type="radio"/> Basketball Goal – Portable	<input type="radio"/> Concrete Walkway
<input type="radio"/> Deck	<input type="radio"/> Driveway Extension
<input type="radio"/> Exterior Paint	<input type="radio"/> Fence Change
<input type="radio"/> Flag	<input type="radio"/> French Drains
<input type="radio"/> Front Door Replacement	<input type="radio"/> Front Door Stain
<input type="radio"/> Garage Door Replacement	<input type="radio"/> Garage Door Staining/Painting
<input type="radio"/> Gazebo	<input type="radio"/> Gutters
<input type="radio"/> Hot Tub	<input type="radio"/> Landscape Lights
<input type="radio"/> Landscaping/Trees	<input type="radio"/> New Home Construction
<input type="radio"/> Other	<input type="radio"/> Outdoor Kitchen
<input type="radio"/> Patio	<input type="radio"/> Patio Cover
<input type="radio"/> Patio Extension	<input type="radio"/> Paved Walkway
<input type="radio"/> Pergola	<input type="radio"/> Play Structure
<input type="radio"/> Pool	<input type="radio"/> Roof
<input type="radio"/> Room Addition	<input type="radio"/> Satellite Dish
<input type="radio"/> Shutters	<input type="radio"/> Solar Screens
<input type="radio"/> Sprinkler System	<input checked="" type="radio"/> Storage Shed/Building
<input type="radio"/> Storage Shed/Building - Prefabricated	<input type="radio"/> Storm Door
<input type="radio"/> Trampoline	<input type="radio"/> Window Replacement
<input type="radio"/> Yard art – statue, fountain, bird bath, patio furniture, decorative pots, decorative rocks, etc.	

Governing Documents

(Back)

Application Details

(Next)

Exterior Modification Request Form

- ▶ All fields are required, including attachments.
- ▶ Enter all information and select Review Application (Next).

6 - Storage Shed/Building

Project Details

*Proposed Start Date

07/26/2019

*Proposed End Date

07/31/2019

*Current Progress

Proposed Modification

*Who will be doing the work on the improvement

Myself

Application Details

*Length:

10

*Width:

10

*Height at highest peak:

10

Required Attachments

**Note - Only one file may be uploaded per input box for required attachments. If one file is uploaded per input box, the original file will be overwritten by the new file. If you have additional files to provide, use the other attachments input box. Also, Please do not use any special characters in the file name (such as comma, space, or any of the following: ?, !, @, #, \$, %, ^, &, ' , *).*

For best results, load files as a PDF.

1. Indicate location on copy of lot survey to include labeling distance from modification to each fence.

Remove Attachment

Comment

* - The maximum number of characters allowed is 244.

Change Application Type

(Back)

Review Application

(Next)

Homeowner Portal User Guide

Page 63

Exterior Modification Request Form

- ▶ Review your application to ensure all information is correct and that the required attachments are provided.
- ▶ If changes are needed, select Modify Application (Back).
- ▶ If everything is correct, select Acknowledgment (Next).

7 - Review Application

Contact Information
Tara Hoot
23802 Songlark Valley Place
Katy, TX 77493
2813333333
tara.hoot@gmail.com

Person doing work
Myself

Project details
Start Date 07/26/2019
End Date 07/31/2019
Length:: 10
Width:: 10
Height at highest peak:: 10

Attachments

Requirement	File Name
1. Indicate location on copy of lot survey to include labeling distance from modification to each fence.	Request Proposal 1.jpg
2. Provide a list of materials being used.	Legal Failed to get Documents.jpg
3. Provide pictures from manufacturer's website of paint and shingle sample	Adding User Buttons.PNG

Other Attachments:**File Name**

Other	Adding User Buttons.PNG
-------	-------------------------

Other Attachments:	File Name
Other	Adding User Buttons.PNG
Other	Adding User Buttons.PNG
Other	Adding User Buttons.PNG
Other	Find a Resident radio buttons.jpg
Other	Find a Resident radio buttons.jpg
Other	Find a Resident radio buttons.jpg

Modify Application
(Back)

Acknowledgment
(Next)

Exterior Modification Request Form

- ▶ Review the Terms and Conditions and check the two acknowledgment boxes to confirm you have fully read and agree.
- ▶ Select Submit Application (Next).

8 - Acknowledgment

Your request is not complete until you check the boxes below, and select the "Submit" button.

Please only click the "Submit Application" button once.

23802 Songlark Valley Place

Elyson Residential Association, Inc Terms & Conditions

I hereby acknowledge the following:

1. That I am the property owner of the above address and I am representing myself in true and accurate manner.
2. That I have included all required documents mandatory by my Association for my chosen modification type.
3. That I understand the review process will not commence until all required documents and deposits (if applicable) have been received.
4. That my application is not deemed approved until I receive official written approval notice from Crest Management on behalf of my Association.

☐ I have fully read and agree to the terms and conditions provided by Elyson Residential Association, Inc.

Crest Management Terms & Conditions

I certify that I am the owner of the property or an authorized user with permission from the owner. I declare that all information provided in this application is true and correct. I understand that my modification request is not complete, until all required documentation is received.

☒ I have fully read and agree to the terms and conditions provided by Crest Management.

Review Application
(Back)

Submit Application
(Next)

Exterior Modification Request Form

- ▶ You will see a confirmation message once your application has been submitted.
- ▶ You will also receive a confirmation email. If you do not receive the email, please contact your Crest Management team.

9 - Confirmation

Thank you, your request has been submitted.

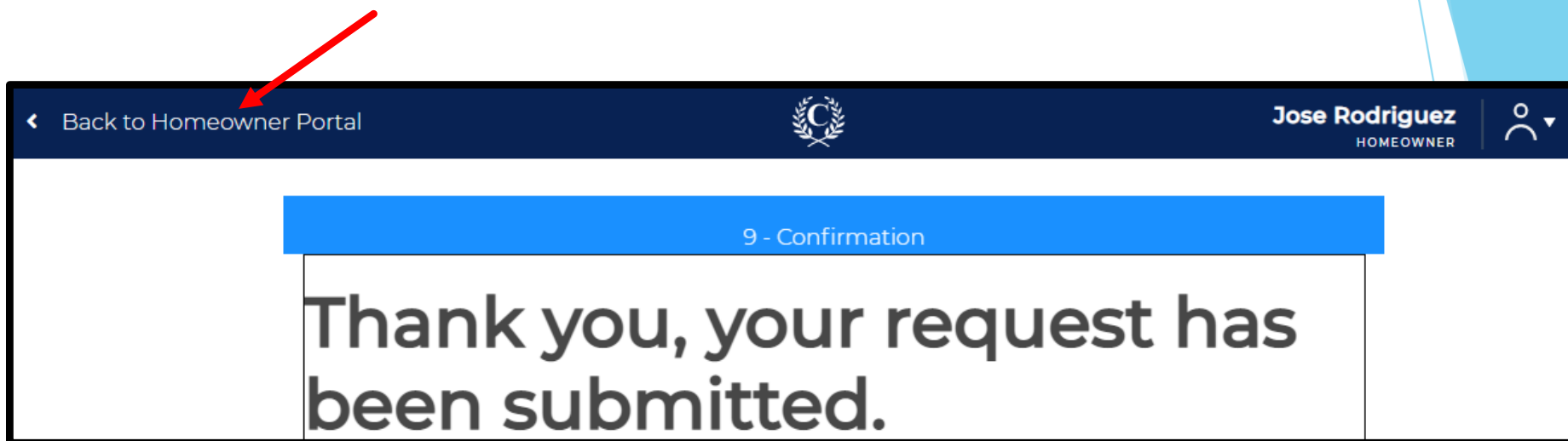
Thank you for submitting an Exterior Modification Request. Your application is currently being reviewed by your management team. Your application is considered **pending and not complete** until your management team verifies all required information and attachments have been received. Your team will contact you if any additional information or documentation is needed. You will receive an email indicating when the application is deemed complete and has been forwarded to the Committee for review.

For your records, please print this page containing your completed form.

You will receive a confirmation e-mail in the next few minutes. If you do not receive this e-mail please contact Crest Management at (281) 579-0761
Please add the address Do_Not_Reply@crest-management.com to your safe sender list, to avoid any delays in receiving your documents.

Exterior Modification Request Form

- ▶ Click Back to Homeowner Portal to return to your Homeowner Dashboard.



Service Request Form

- ▶ Submit a Service Request to notify the Crest Management Team of maintenance issues, deed restriction violations, change of address, or anything else.

Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

→
Go To
Community Page

Manage
Authorized Users

Exterior
Modification
Request Form

Service Request
Form

Pool / Access
Request Form

FAQ

View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

Service Request Form

- ▶ The Property Information and Requester Information will be prefilled.

Service Request

Property Information

* Denotes required fields

Please select your community:

Bay Colony Parkside Community Association

Requester Information

* First Name:

Jose

* Last Name:

Rodriguez

* Email:

joro@mailinator.com

Phone:

281-281-2811

* Requestor's Address:

234 Dale Ridge Lane

Service Request Form

- ▶ Select the type of request, enter the closest address, if applicable, provide details, and upload a photo, if desired.
- ▶ Click Submit.

Additional Information

* Please choose the type of request you are submitting:

Choose... ▼

Please list the address closest to the needed maintenance or repair:

Closest address to service loc

Please provide any additional information about the request:

Additional information

If you have a photo, you may upload it here. File uploads cannot exceed 2 GB:

Choose Files

No file chosen

Submit

Service Request Form

- ▶ Verify the information is correct and click Submit. If changes are necessary, click Make Corrections to go back.

Service Request

Please Review the information below:

Contact Information
Jose Rodriguez
joro@mailinator.com
234 Dale Ridge Lane

Request Information
Near Address: Miramar exit gate
Service Type: Gates
Additional Information:
The exit gate is stuck open as of 8:20 p.m. on 4/1/2021.

Attached Photos

Make CorrectionsSubmit

Service Request Form

- ▶ A confirmation message will appear letting you know your submission was successful. You will also receive a confirmation email.

Thank you!

Your request has been submitted for review. An Associate from Crest Management will contact you, if your application is incomplete.

For your records, please print this page containing your completed form.

Please Review the information below:

Contact Information

Jose Rodriguez
joro@mailinator.com
234 Dale Ridge Lane

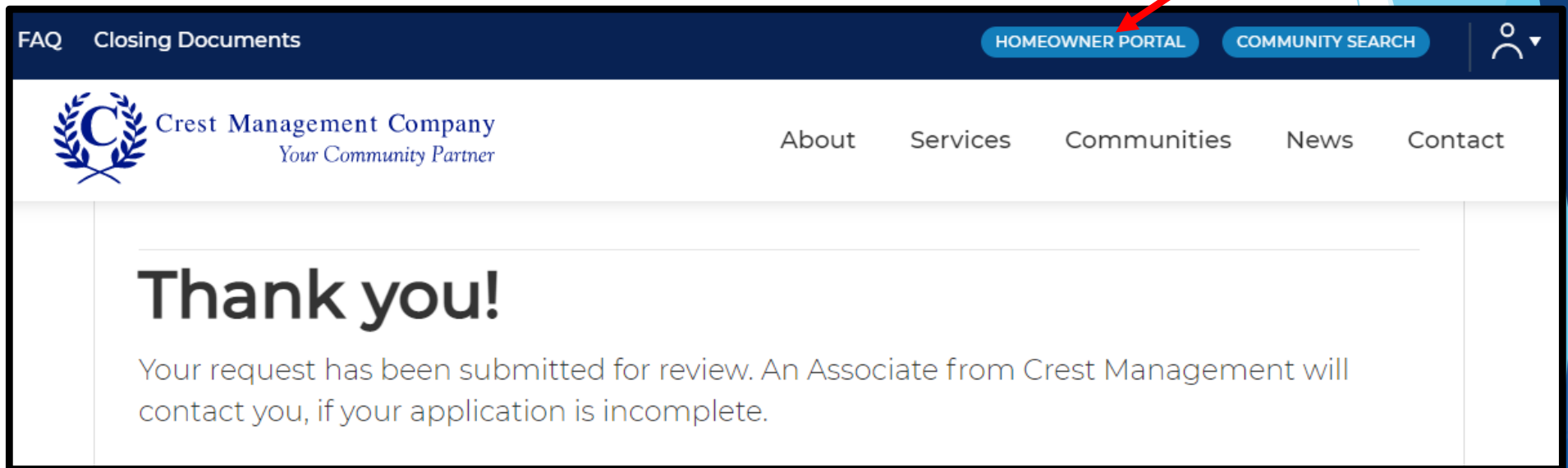
Request Information

Near Address: Miramar exit gate
Service Type: Gates
Additional Information:
The exit gate is stuck open as of 8:20 p.m. on 4/1/2021.

Attached Photos

Service Request Form


- ▶ Click Homeowner Portal to return to your Homeowner Dashboard.





Pool/Access Request Form


- ▶ Use the pool/access request form to obtain amenity access.
**If your community does not have amenities or handles access in another manner, you will be notified once you click on this.*


Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)



Go To
Community Page



Manage
Authorized Users


Exterior
Modification
Request Form


Service Request
Form


Pool / Access
Request Form


FAQ


View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

Pool/Access Request Form

- ▶ Begin typing the numerical portion of your address. A list of matching options will appear. If you do not see your address, begin typing the street name. The list will continue to reduce as you type. Once you see your address, click on it.
- ▶ Click Find Address

1 - Address Search

Type your address:

234 d|

234 Carey Ridge Court

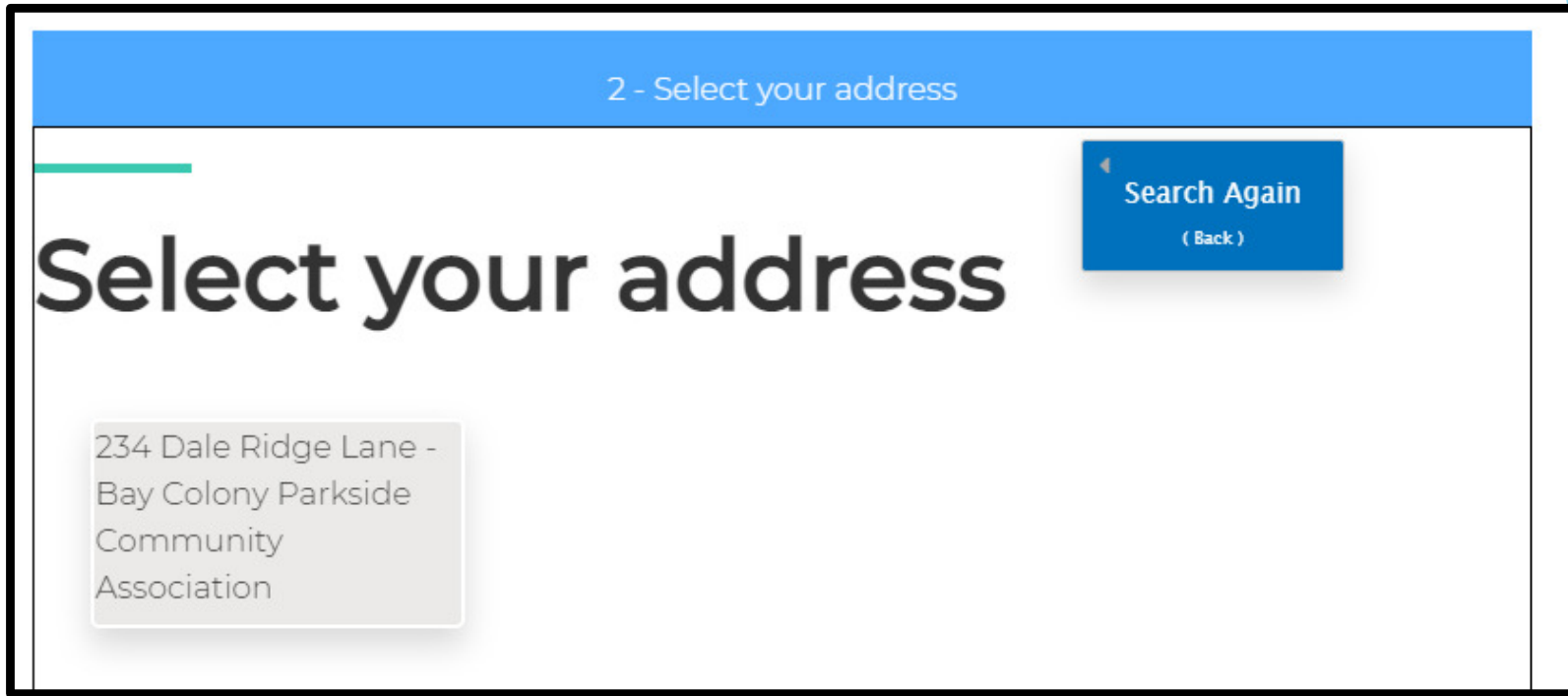
234 Rolling Brook Drive

234 Harbor Bend Lane

3234 Meadow Bay Drive

234 Dale Ridge Lane

- ▶ Click on your address to select it.



The screenshot shows a web form titled "2 - Select your address" in a blue header bar. Below the header, the main content area has a large heading "Select your address" on the left. To the right of the heading is a blue button labeled "Search Again" with "(Back)" in smaller text below it. Below the heading, there is a light gray rectangular box containing the text "234 Dale Ridge Lane - Bay Colony Parkside Community Association".

Pool/Access Request Form

- ▶ Complete all fields and click Select Device (Next). If rent is selected, additional fields will populate. Complete those fields before clicking Select Device (Next).

3 - Contact Info

234 Dale Ridge Lane

Enter First Name	Enter Last Name
Enter Phone Number	Enter Email

Do you own or rent the property?

☒ Own
☐ Rent

◀ Select Address
(Back)

Select Device
(Next)

- ▶ Check the box for the device you are requesting and click Device Info (Next).

The screenshot shows a web form titled "4 - Select Device". The main heading is "What are you requesting?". Below this, there is a checkbox labeled "Pool Tags". At the bottom left, there is a blue button with a left arrow, the text "Modify Contact Info", and "(Back)" below it. At the bottom right, there is a blue button with the text "Device Info" and "(Next)" below it.

4 - Select Device

What are you requesting?

☐ Pool Tags

◀ Modify Contact Info
(Back)

Device Info
(Next)

Pool/Access Request Form

- ▶ Review the Community Pool Tag Rules to determine how many tags you should request.
- ▶ Select whether you are requesting New Tags or Replacement Tags.
- ▶ Select the number of tags you are requesting.
- ▶ Complete all emergency contact fields.

5 - Device Info

Community Pool Tag Rules:

- Tag Fees: First 3 are free. Replacements are \$10 per tag.
- Make checks payable to: null
- Each household can obtain 3 tag(s). There may be 2 swimmer(s) per tag.
- Children under 12 do not require pool tags, and must be accompanied by an adult.

Tag Request Type

☒ New Tag Request

☐ Replacement Tag Request

How many pool tags are being requested?

▼

Emergency Contact Information

*

*

*

Pool/Access Request Form

- ▶ Select either Mail Device or Pick Up In Office. There is a \$20.00 charge to pick up in office.
- ▶ Click the blue button in the lower right to move to the next step. The wording on this button will vary per community based on whether there is a waiver, an associated charge, etc.

* Please choose one of the following

☒ Mail Device ☐ Pick Up in Office

Due to the current coronavirus pandemic and Federal and State emergency declarations, Crest Management will be closed to walk-in traffic at our Park Row office and all onsite offices. Because of this, "Pick Up in Office" is not available for your pool tags. Thank you for your understanding.

[◀ Select Devices \(Back \)](#)

[Verify Information \(Next \)](#)

Pool/Access Request Form

- ▶ If your community has a waiver, review the waiver and terms and conditions. Check the box to confirm you agree and click Verify Information (Next).

Terms and Conditions

IN CONSIDERATION FOR ADMITTING ME AND MY DEPENDENTS, RELATIVES, OR OTHER GUESTS INTO THE ASSOCIATION'S COMMUNITY POOL, I HEREBY RELEASE AND INDEMNIFY THE ASSOCIATION, THE ASSOCIATION'S POOL CONTRACTOR, AND CREST MANAGEMENT CO., FROM ANY LIABILITY FOR ANY CLAIM ASSERTED BY OR THROUGH ME OR ANY OF MY DEPENDANTS EVEN IN THOSE INSTANCES IN WHICH SUCH CLAIM ARISES IN WHOLE OR IN PART FROM THE NEGLIGENCE OF THE ASSOCIATION, THE ASSOCIATION'S POOL CONTRACTOR AND CREST MANAGEMENT CO.

* ☒ I have fully read and agree to the rules and terms

Update Device Info
(Back)

Verify Information
(Next)

Pool/Access Request Form

- ▶ If payment is required, complete all fields and click Verify Information (Next).

7 - Choose Payment Method

The total amount due for your device is 40.00

Payment logos: PayPal, Mastercard, VISA, Discover, American Express

Norton secured by Symantec

ABOUT SSL CERTIFICATES

John Doe

19403 Maywood Falls Circle Houston

TX Enter Billing Zip

Select Card Type: Mastercard

Credit Card Number

Exp. Month

Exp. Year ex. 2012

CVV

Update Device Info (Back)

Verify Information (Next)

Pool/Access Request Form

- ▶ Review all information for accuracy and click Submit. If corrections are needed, click Device Information (Back) and go back as many pages as needed to make corrections.

8 - Confirm Device Info

Your request is not complete until you select the "Submit" button below

Contact Information

Jose Rodriguez
234 Dale Ridge Lane
Dickinson, TX 77539
281-281-2811
joro@mailinator.com

Pool Tag Request Information

Applicant Name: Jose Rodriguez
Relationship: Resident Owner / Renter
Applicant Age: 32

Emergency Contact Info

Martha Rodriguez
713-713-7133
Spouse
Total: 0.00

Device Information
(Back)

Submit

- ▶ A confirmation message will appear letting you know your submission was successful. You will also receive a confirmation email.

9 - Submission Confirmation

Thank you, your request has been submitted

An Associate from Crest Management will contact you if your application is incomplete.

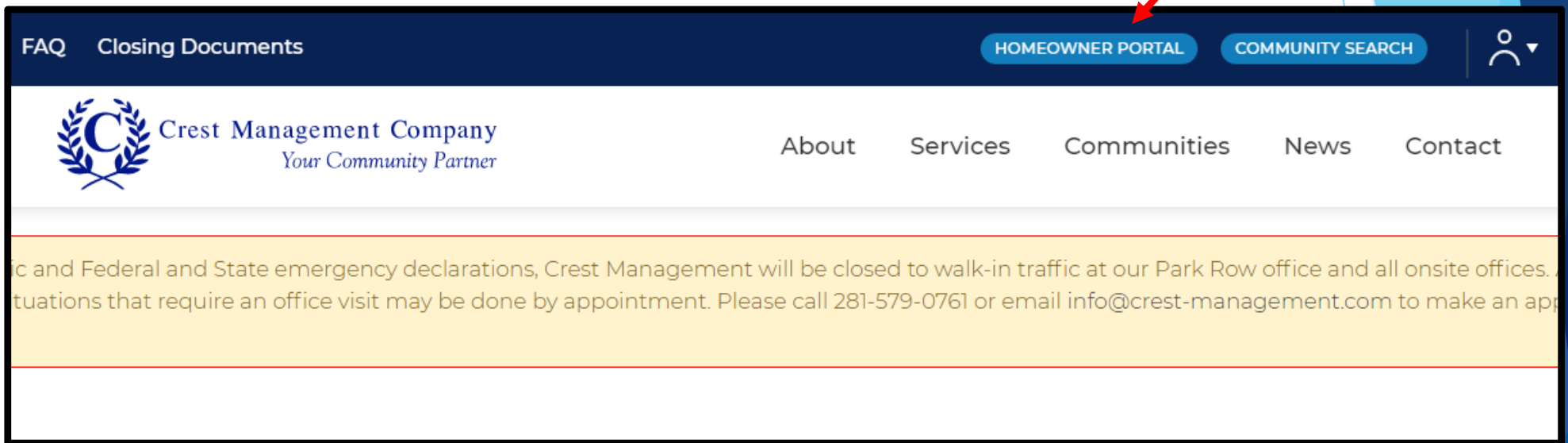
For your records, please print this page containing your completed form.

You will receive a confirmation e-mail in the next few minutes. If you do not receive this e-mail please contact Crest Management at (281) 579-0761

Please add the address Do_Not_Reply@crest-management.com to your safe sender list, to avoid any delays in receiving your documents.

Pool/Access Request Form

- ▶ Click Homeowner Portal to return to your Homeowner Dashboard.





FAQ


- ▶ Check out the Frequently Asked Questions for answers on tons of topics.


Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)


→
Go To
Community Page



Manage
Authorized Users


Exterior
Modification
Request Form


Service Request
Form


Pool / Access
Request Form


FAQ


View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

FAQ

- ▶ Click the category name or + to expand the list of questions.

FAQs

Your Questions Answered!

Here is a list of commonly asked questions to help you! Just click on one of the questions below to see the answer.

Homeowners Association Basics

Crest Management

Board of Directors

Accounting/Assessments

Exterior Modification Requests

Deed Restrictions

Board Meetings

Website/Homeowner Portal

General Information



FAQ

- ▶ Click Homeowner Portal to return to your Homeowner Dashboard.



View Statement

- Click View Statement to download your current statement. Locate the download to open it.

**Payments can take a few days to post and could still be pending and not reflected if made within the past few days. If your account is at the attorney, you will not be able to download a statement.*

Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

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View Statement

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<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>		

Assessment/Pay Now

- ▶ The Assessment section shows your current balance and account number. Click Pay Now to make a payment.

Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

→
Go To
Community Page

Manage
Authorized Users

Exterior
Modification
Request Form

Service Request
Form

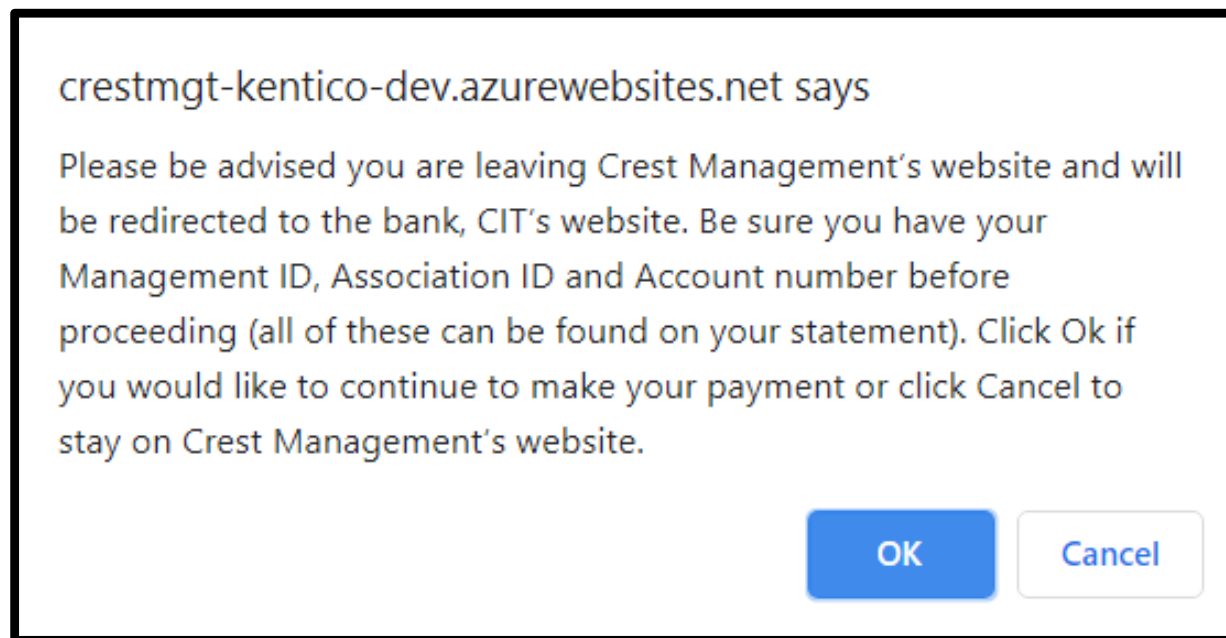
Pool / Access
Request Form

FAQ

View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance \$0.00 Account Number 108BV0402027 Pay Now</div>		

- ▶ A pop-up box will appear advising you are leaving the Crest Management website and going to the bank's website. Click Ok.



Assessment/Pay Now

- ▶ On the bank's website, the Terms and Conditions will appear first. Review and click Yes to continue.

Agree to Terms and Conditions

C-PropertyPay Online and Mobile Payment Terms and Conditions of Service

This Agreement ("Agreement") contains the terms and conditions of use of CIT Bank, a division of First-Citizens Bank & Trust Company's Community Association Banking online and mobile payment service, which enables you to make a payment via a digital platform, whether through a website from a desktop computer or laptop, or a mobile device ("Payment Service"). This applies to your consent and election to make association dues payments, assessments and otherwise transact business via Community Association Banking's Payment Service, including C-PropertyPay. This is an Agreement between you and CIT Bank, a division of First-Citizens Bank & Trust Company's Community Association Banking division (hereinafter referred to as "CIT Bank, a division of First-Citizens Bank & Trust Company."). You consent to be bound by the following terms and conditions and acknowledge receipt and understanding of these terms and conditions as a requirement of use of the Payment Service.

The words "we," "us," and "our" refer to CIT Bank, a division of First-Citizens Bank and Trust Company. and its

Assessment/Pay Now

- ▶ Enter your first and last name. All other information will already be filled in according to your Crest profile.
- ▶ Select Pay by eCheck (\$1.95 fee) or Pay by Card (2.95% fee) to continue. **These options only appear once all required fields have been completed.*

Property Pay is now part of CIT

Pay Now - Confirm Property

[Sign Up](#)

First Name *

Last Name *

Email Address *

Phone Number *

joro@mailinator.com

USA (+1) ▼ (281) 281-2811

Pay by eCheck

Pay by Card

- Confirm your address is listed correctly and click OK to proceed.

Confirm Property IDs

This is the address associated with the Property IDs entered.

Address Line 1: 234 DALE RIDGE LANE
City: DICKINSON
State: TX
Postal Code: 77539

Please select OK, to accept the address or cancel to re-enter the Property IDs.

For questions regarding the address found, please contact your management company.

[Contact CREST CAPITAL MANAGEMENT COMPANY](#)

[Cancel](#)

Assessment/Pay Now

- ▶ Enter your eCheck or Card details and type your payment amount. The convenience fee will be calculated.
- ▶ Check the box to agree to the payment and click Next. **Next will only appear once all required fields have been completed.*

Payment Details


Payment Amount *

685.00

×

Payment Date *

04/09/2021



Payment Summary

Payment Amount	\$685.00
Convenience Fee	\$1.95
Total Amount	\$686.95

☒ I agree to pay the total amount including any fees as shown above.

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Back](#)[Next](#)

* Indicates required field

- ▶ Review the payment details and click Submit Payment to proceed or Edit to make changes.

Review and Submit Payment

You are authorizing a payment to be made on 04/09/2021 from your bank account ending in 0918 for the amount of

\$686.95

[Edit](#)

Property Address

234 DALE RIDGE LANE
DICKINSON, TX 77539

[Edit](#)

[Cancel](#) [Submit Payment](#)

A confirmation email will be sent to email address joro@mailinator.com.


- ▶ When the transaction is complete, a confirmation message will appear. You will also receive an email.
- ▶ Close the window to return to your Homeowner Dashboard.

Payment Confirmation

Thank you

Your payment for \$686.95 was processed.

A confirmation has been sent to joro@mailinator.com.
You may also print this confirmation for your records.



Confirmation #200531568

[Print](#) [OK](#)

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Cancel Payment](#)

Exterior Modification Request History

- ▶ The Exterior Modification Request (EMR) section shows all approved, denied, and pending EMRs for your property. This is snapshot data, it is not clickable.

Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

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Assessment

Current Balance

\$0.00

Account Number
108BV0402027

Pay Now

Exterior Modification Request

Fence Change	02/22/2019 <i>Approved</i>
Trampoline	04/08/2021 <i>Pending Submitted</i>

Open Violations

Do not park on the lawn	04/09/2021
-------------------------	------------

Open Violations

- ▶ The Open Violations section will show deed restriction violations currently noted on the property. This does not depict historical data and is not clickable.

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234 Dale Ridge Lane (108BV0402027)

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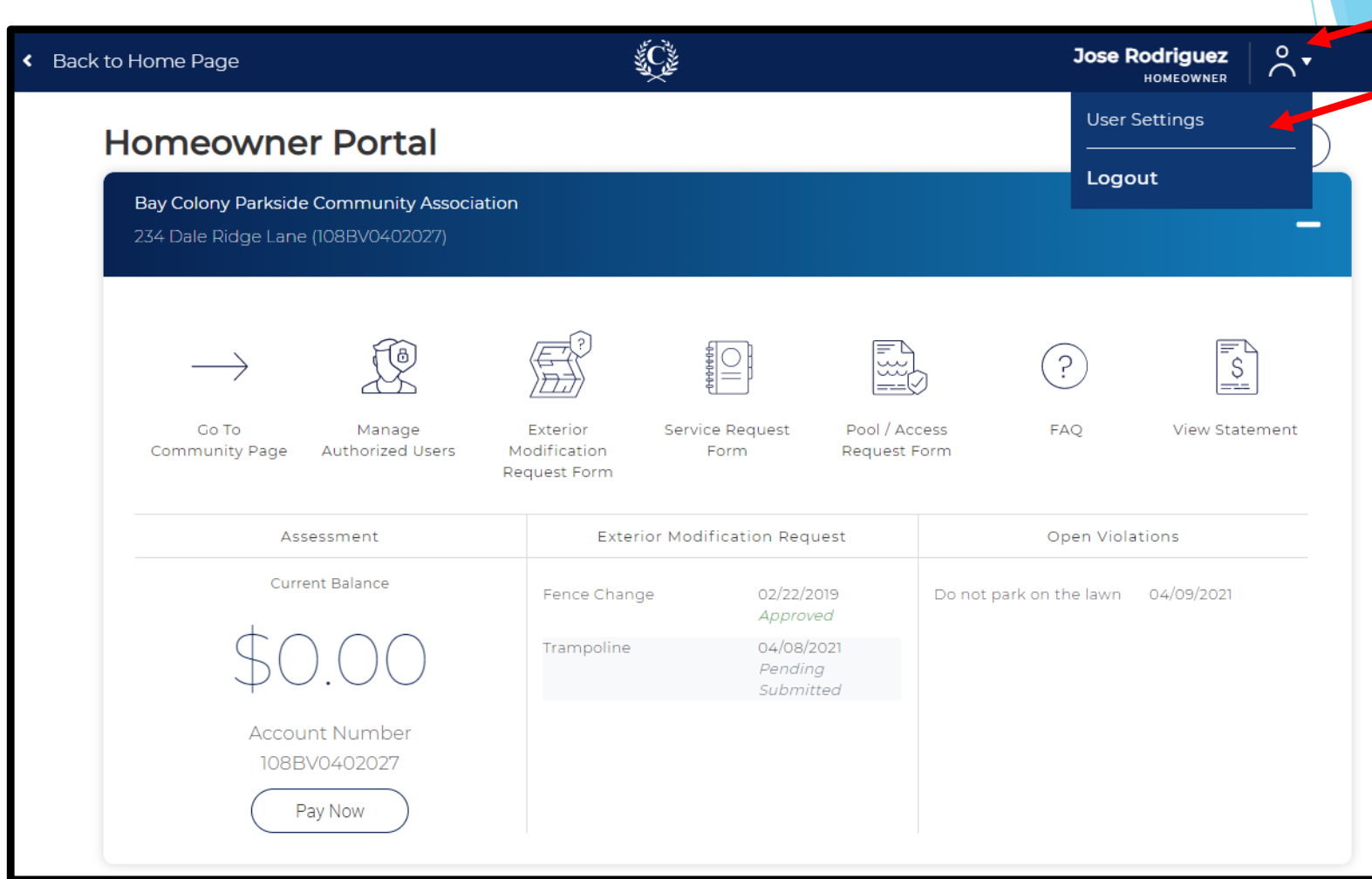
FAQ

View Statement

Assessment	Exterior Modification Request	Open Violations
<div>Current Balance</div> <div>\$0.00</div> <div>Account Number 108BV0402027</div> <div>Pay Now</div>	<div>Fence Change02/22/2019 Approved</div> <div>Trampoline04/08/2021 Pending Submitted</div>	<div>Do not park on the lawn04/09/2021</div>

User Settings

- Click the person icon by your name then select User Settings.



The screenshot shows the Homeowner Portal for the Bay Colony Parkside Community Association. The user, Jose Rodriguez, is logged in as a HOMEOWNER. A dropdown menu is open, showing 'User Settings' and 'Logout'. Red arrows point to the user profile icon and the 'User Settings' option.

Homeowner Portal
Bay Colony Parkside Community Association
234 Dale Ridge Lane (108BV0402027)

User Profile: Jose Rodriguez, HOMEOWNER

Navigation Links:

- Go To Community Page
- Manage Authorized Users
- Exterior Modification Request Form
- Service Request Form
- Pool / Access Request Form
- FAQ
- View Statement

Assessment	Exterior Modification Request	Open Violations						
<p>Current Balance</p> <p>\$0.00</p> <p>Account Number 108BV0402027</p> <p>Pay Now</p>	<table border="1"><tbody><tr><td>Fence Change</td><td>02/22/2019 <i>Approved</i></td></tr><tr><td>Trampoline</td><td>04/08/2021 <i>Pending Submitted</i></td></tr></tbody></table>	Fence Change	02/22/2019 <i>Approved</i>	Trampoline	04/08/2021 <i>Pending Submitted</i>	<table border="1"><tbody><tr><td>Do not park on the lawn</td><td>04/09/2021</td></tr></tbody></table>	Do not park on the lawn	04/09/2021
Fence Change	02/22/2019 <i>Approved</i>							
Trampoline	04/08/2021 <i>Pending Submitted</i>							
Do not park on the lawn	04/09/2021							

User Settings

- ▶ Update your profile, password, and notification selections as desired. Be sure to click the corresponding Update button below each section updated to save the changes.
- ▶ Subscribed Notifications refers to email notifications. **The available category options varies by community.*

Profile Information

Jose Rodriguez

joro@mailinator.com

Changing your Email will require you to log back in.

281-281-2811

Update Profile

Change Password

OLD PASSWORD

NEW PASSWORD

RE-ENTER PASSWORD

Update Password

Subscribed Notifications

Mail Choices

Bay Colony Parkside Community Association

☐ Board Meeting

☐ Community Events

☐ Emergency Alerts

☐ Community Updates

☐ Lost/Found

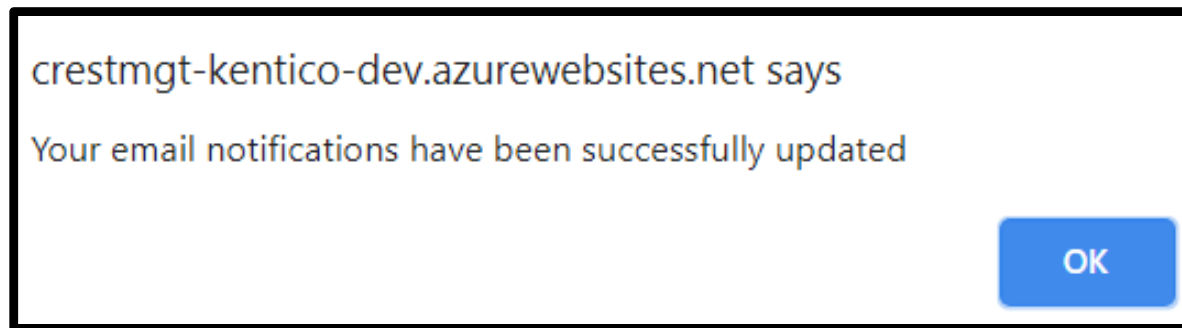
☐ Email Opt-In*

*Email Opt-in allows for communications, EMR letters, Violation letters to be sent by email only.

Update Email Choices

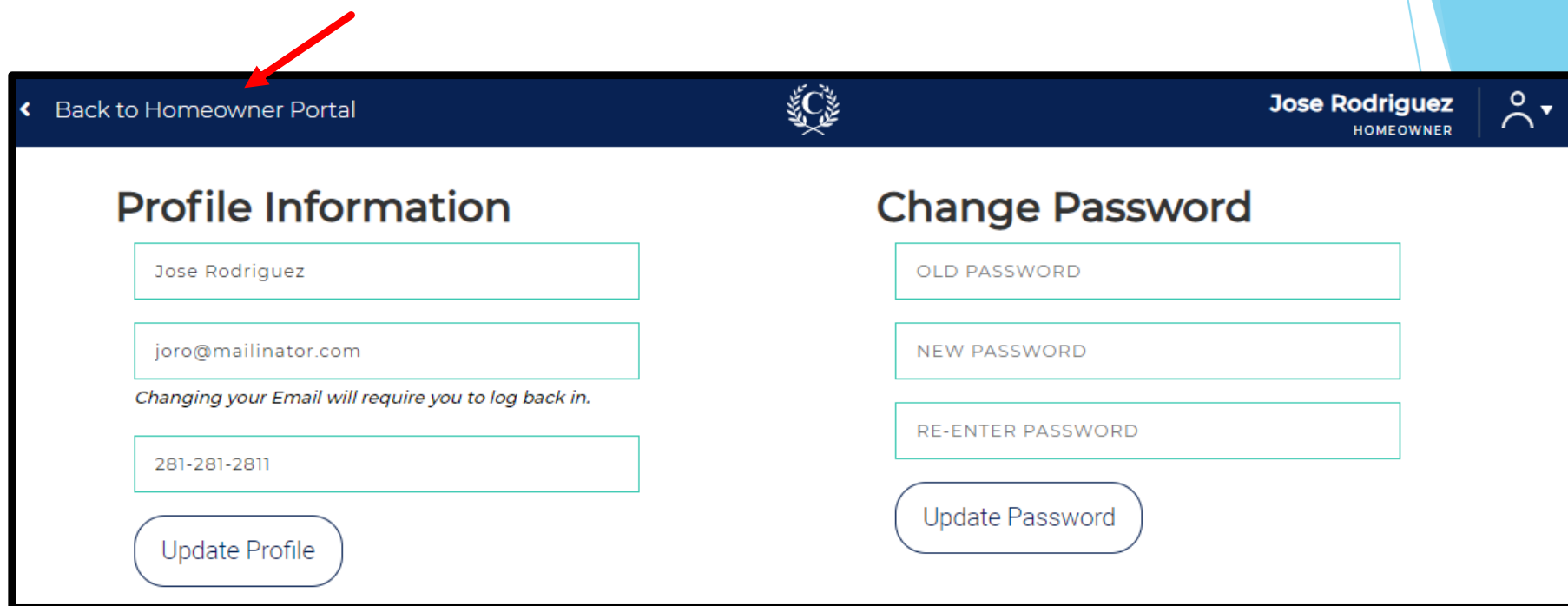
User Settings

- ▶ A confirmation box will appear each time information is updated. Click OK to continue.



User Settings

- ▶ Click Back to Homeowner Portal to return to your Homeowner Dashboard.



The screenshot shows the 'User Settings' page of the Homeowner Portal. The top navigation bar is dark blue and contains a back arrow, the text 'Back to Homeowner Portal', a logo with a 'C' inside a laurel wreath, the user's name 'Jose Rodriguez' with the title 'HOMEOWNER' below it, and a user profile icon with a dropdown arrow. A red arrow points to the 'Back to Homeowner Portal' link.

The main content area is divided into two columns:

- Profile Information:** Contains three text input fields with the values 'Jose Rodriguez', 'joro@mailinator.com', and '281-281-2811'. Below the email field is a note: 'Changing your Email will require you to log back in.' At the bottom of this column is a rounded button labeled 'Update Profile'.
- Change Password:** Contains three text input fields labeled 'OLD PASSWORD', 'NEW PASSWORD', and 'RE-ENTER PASSWORD'. At the bottom of this column is a rounded button labeled 'Update Password'.