



# **Homeowner Portal User Guide**

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[Service Request Form](#)

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[Assessments](#)

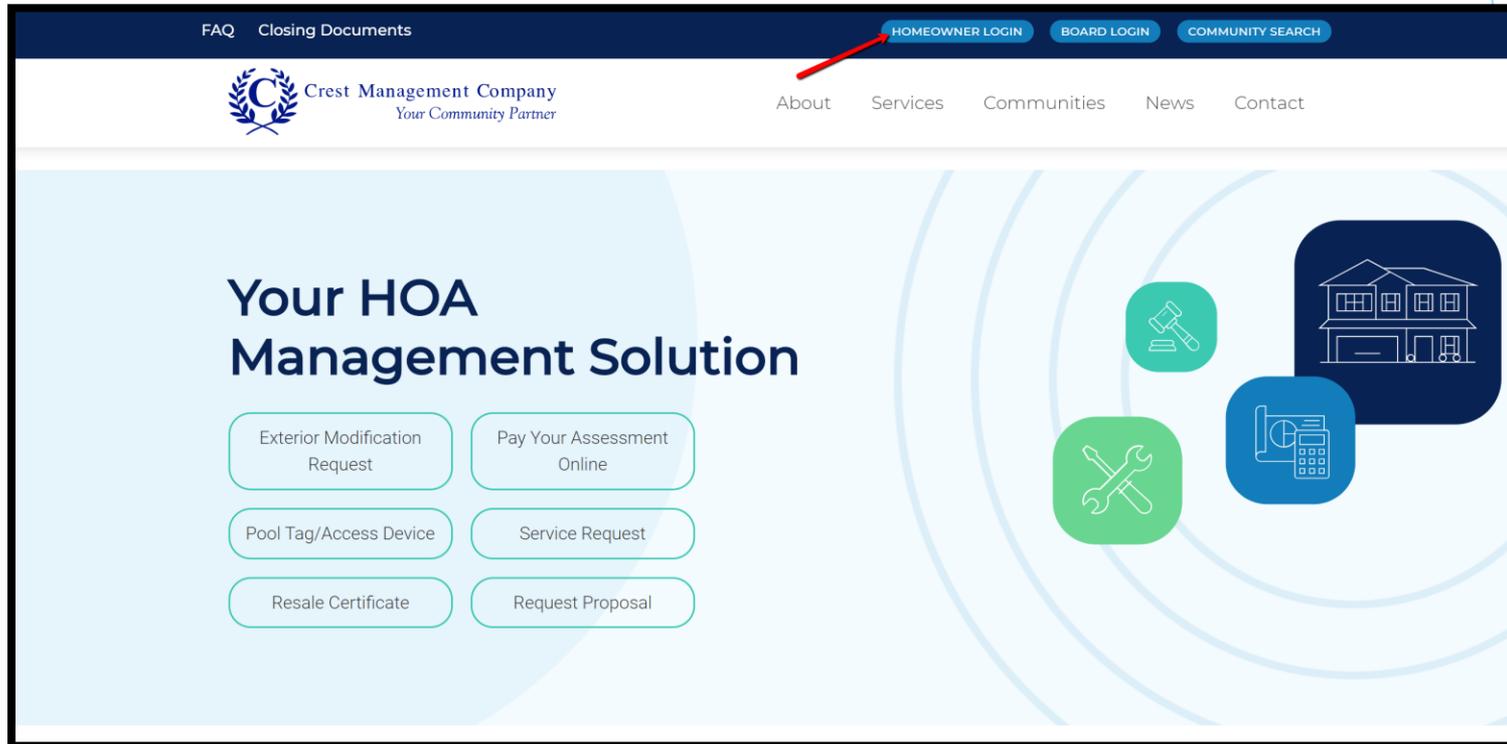
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[Open Violations](#)

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## Registering With a Temporary Password

- ▶ Go to [www.crest-management.com](http://www.crest-management.com) and click on Homeowner Login.



The screenshot displays the Crest Management Company website. At the top, there is a dark blue navigation bar with links for 'FAQ', 'Closing Documents', 'HOMEOWNER LOGIN' (highlighted with a red arrow), 'BOARD LOGIN', and 'COMMUNITY SEARCH'. Below this is a white header with the company logo and tagline 'Crest Management Company Your Community Partner' on the left, and a menu with 'About', 'Services', 'Communities', 'News', and 'Contact' on the right. The main content area features a large light blue background with the heading 'Your HOA Management Solution'. To the left of this heading are six rounded rectangular buttons: 'Exterior Modification Request', 'Pay Your Assessment Online', 'Pool Tag/Access Device', 'Service Request', 'Resale Certificate', and 'Request Proposal'. To the right are four circular icons: a green icon with a gavel, a blue icon with a house, a green icon with crossed wrench and screwdriver, and a blue icon with a calendar and calculator.

## 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.

Stay signed in?

[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

## 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

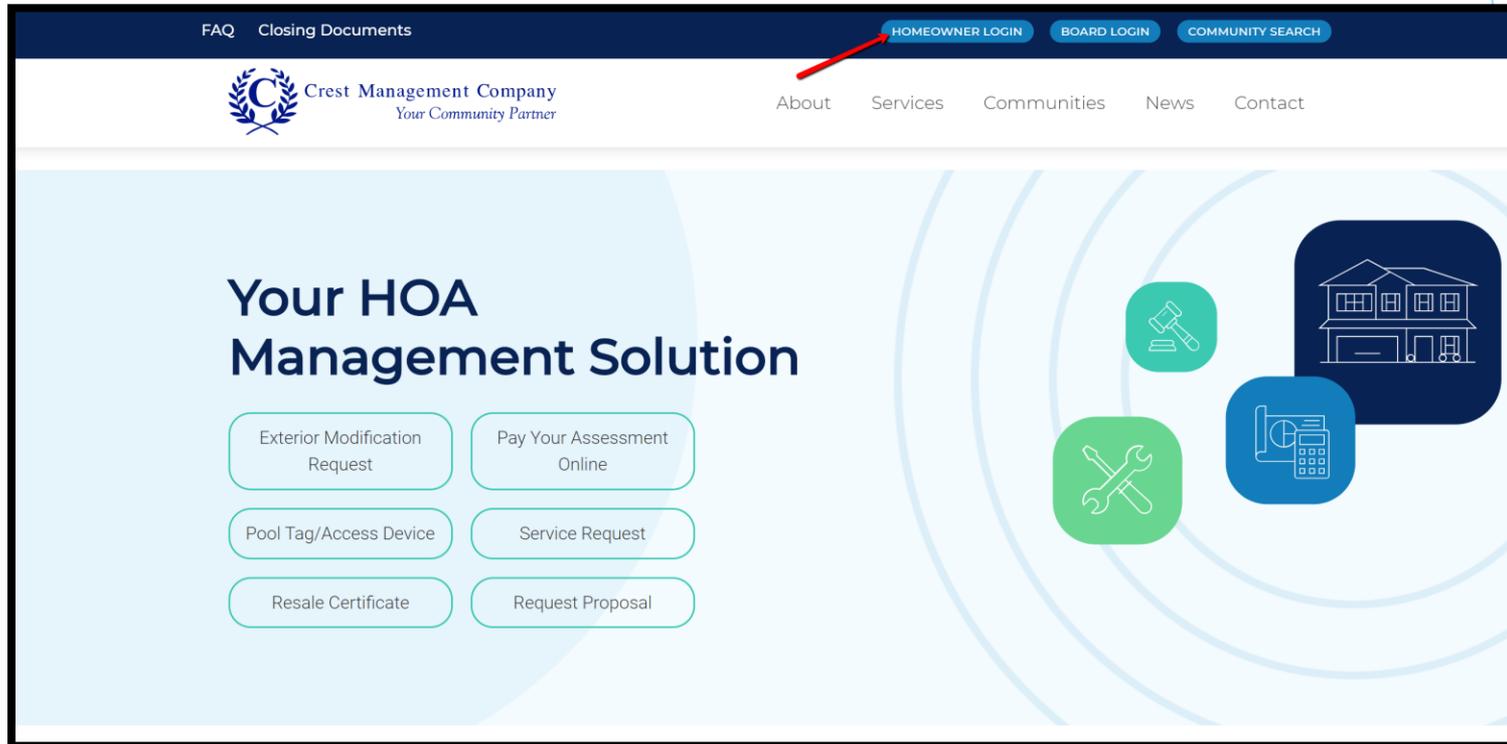
## ▶ Welcome to your Homeowner Dashboard!

The screenshot shows a web interface for a Homeowner Portal. At the top, there is a navigation bar with a 'Back to Home Page' link, a logo, the user name 'Jose Rodriguez HOMEOWNER', and a profile icon. Below the navigation bar, the main heading is 'Homeowner Portal' with a '+ Register another home' button. The user's address is listed as 'Bay Colony Parkside Community Association, 234 Dale Ridge Lane (108BV0402027)'. A row of seven icons provides quick access to various features: '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 displays a 'Current Balance' of '\$0.00' and the 'Account Number' '108BV0402027', with a 'Pay Now' button below.

Assessment	Exterior Modification Request	Open Violations
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>		

## Registering Without a Temporary Password

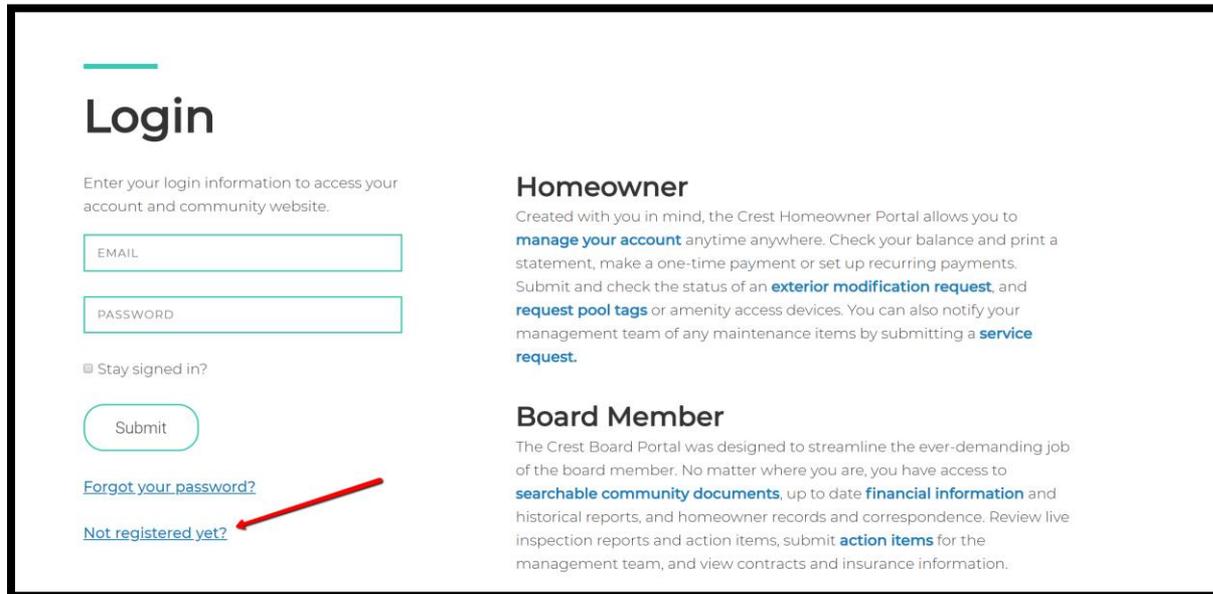
- ▶ Go to [www.crest-management.com](http://www.crest-management.com) and click on Homeowner Login.



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## 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.

### Temporary Password Request Form

Who is registering?

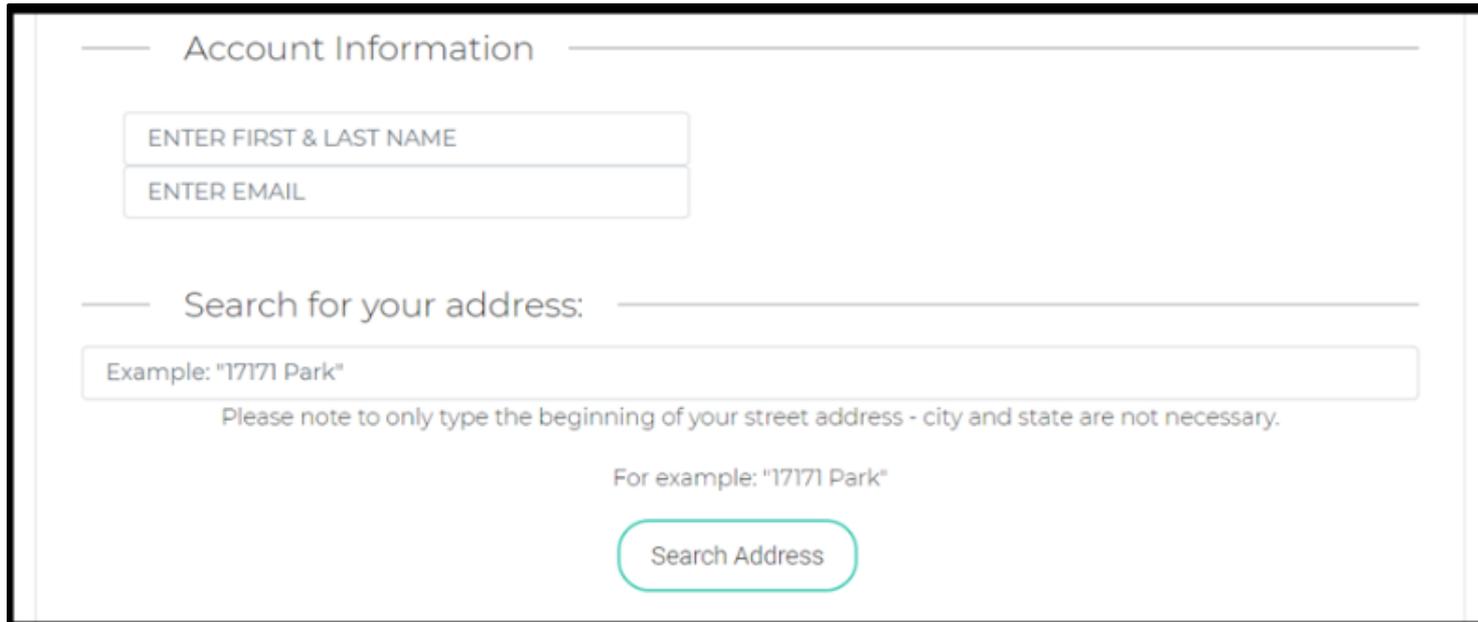
- If you are requesting access to the Homeowner Portal or if you are the administrator for your Title Company, register here.
- If you are a board member requiring board portal access, please contact your manager.
- If you are an employee of a Title Company or your company is already registered, please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

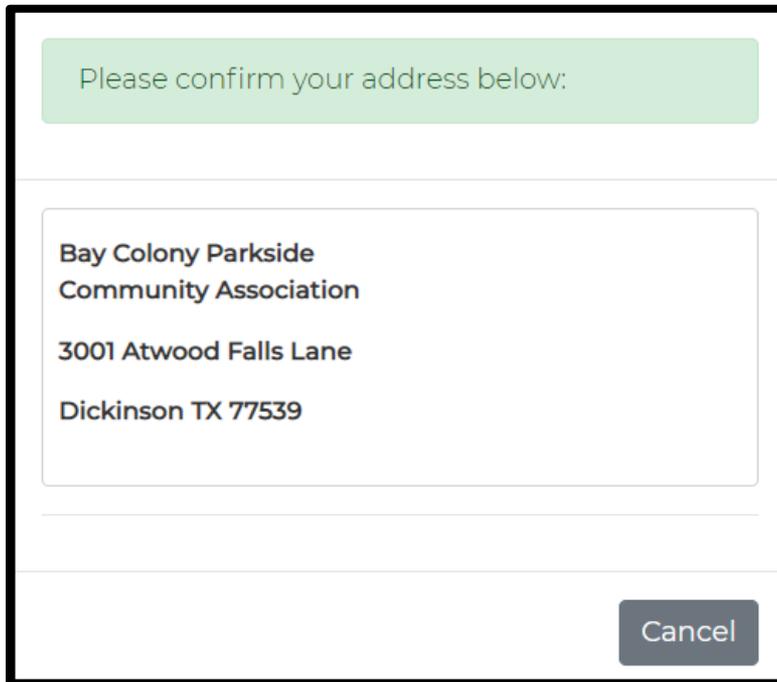


The screenshot shows a registration form with the following elements:

- Account Information** section with two input fields:
  - ENTER FIRST & LAST NAME
  - ENTER EMAIL
- Search for your address:** section with an input field containing the text "Example: '17171 Park'".
- A note below the input field: "Please note to only type the beginning of your street address - city and state are not necessary."
- An example text below the note: "For example: '17171 Park'"
- A green "Search Address" button.

## Registering Without a Temporary Password

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



Please confirm your address below:

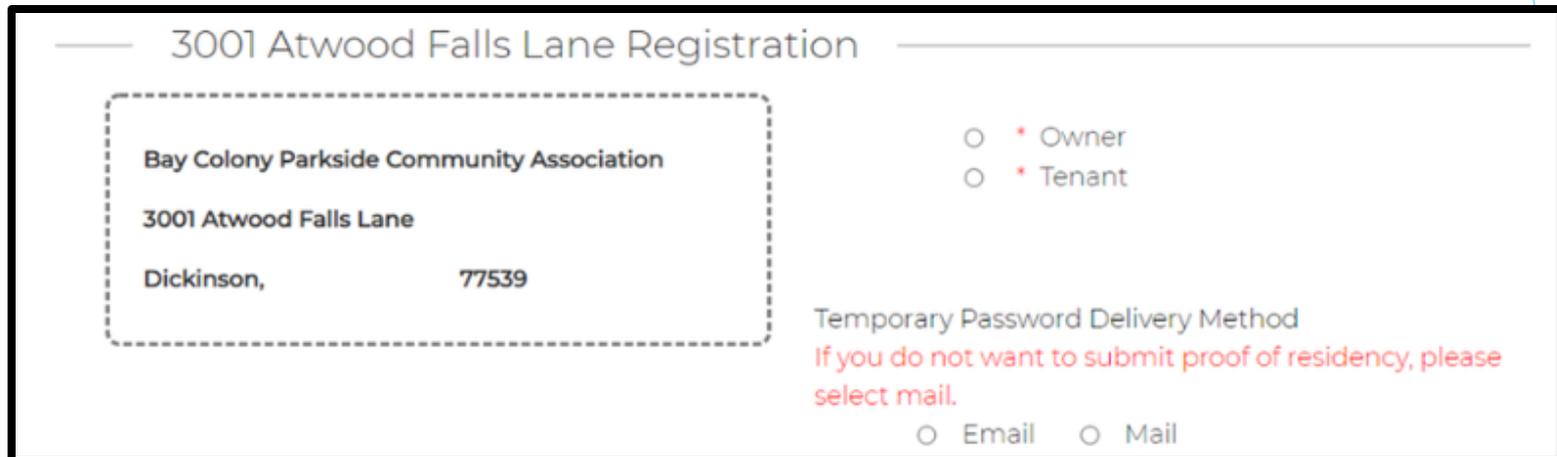
Bay Colony Parkside  
Community Association  
3001 Atwood Falls Lane  
Dickinson TX 77539

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

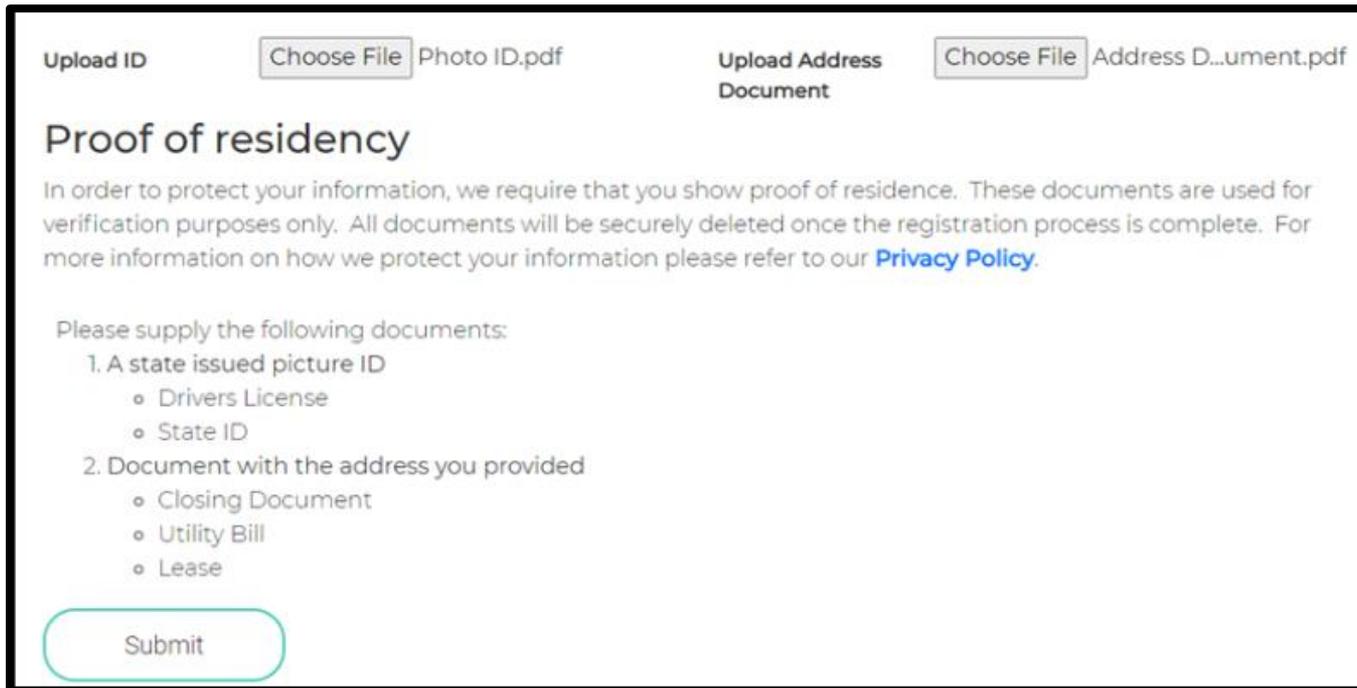
\* Owner  
 \* Tenant

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 registration form with two upload fields at the top. The first field is labeled 'Upload ID' and contains a 'Choose File' button followed by the text 'Photo ID.pdf'. The second field is labeled 'Upload Address Document' and contains a 'Choose File' button followed by the text 'Address D...ument.pdf'. Below these fields is a section titled 'Proof of residency' with a paragraph of text explaining the requirement. Underneath, there is a list of documents to be supplied, followed by a 'Submit' button.

Upload ID  Photo ID.pdf

Upload Address Document  Address D...ument.pdf

### Proof of residency

In order to protect your information, we require that you show proof of residence. These documents are used for verification purposes only. All documents will be securely deleted once the registration process is complete. For more information on how we protect your information please refer to our [Privacy Policy](#).

Please 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

## 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](mailto: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](mailto: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)**

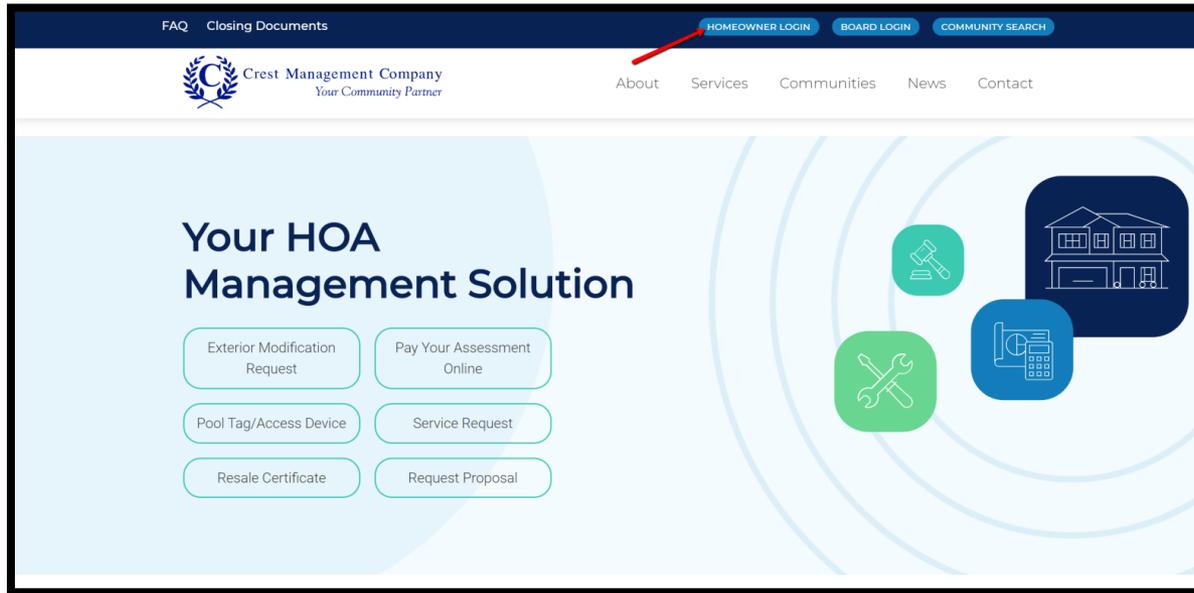
### **Bay Colony Parkside Community Association**

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](http://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. The title 'Login' is displayed in a large, bold font. Below the title is a subtitle: 'Enter your login information to access your account and community website.' There are two input fields: 'EMAIL' and 'PASSWORD'. Below the 'PASSWORD' field is a checkbox labeled 'Stay signed in?'. At the bottom of the form is a '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

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

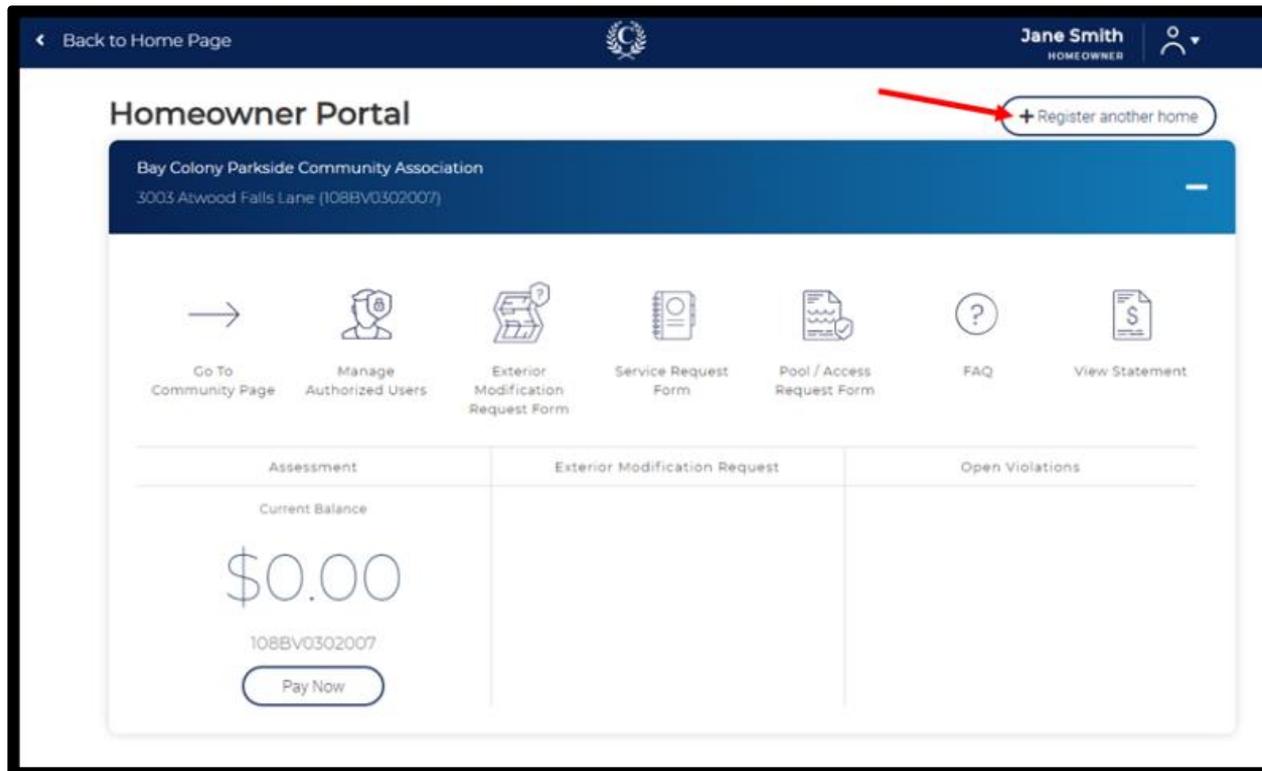
### ▶ Welcome to your Homeowner Dashboard!

The screenshot displays the Homeowner Portal interface. At the top, there is a navigation bar with a 'Back to Home Page' link, a logo, and the user's name 'Jane Smith HOME OWNER' with a profile icon. Below this is the 'Homeowner Portal' header with a '+ Register another home' button. The main content area features a blue banner for 'Bay Colony Parkside Community Association' with the address '3003 Atwood Falls Lane (108BV0302007)'. A row of seven icons provides quick access to various services: '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 property '108BV0302007' and a 'Pay Now' button.

Assessment	Exterior Modification Request	Open Violations
Current Balance <b>\$0.00</b> 108BV0302007 <a href="#">Pay Now</a>		

## 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.



## 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

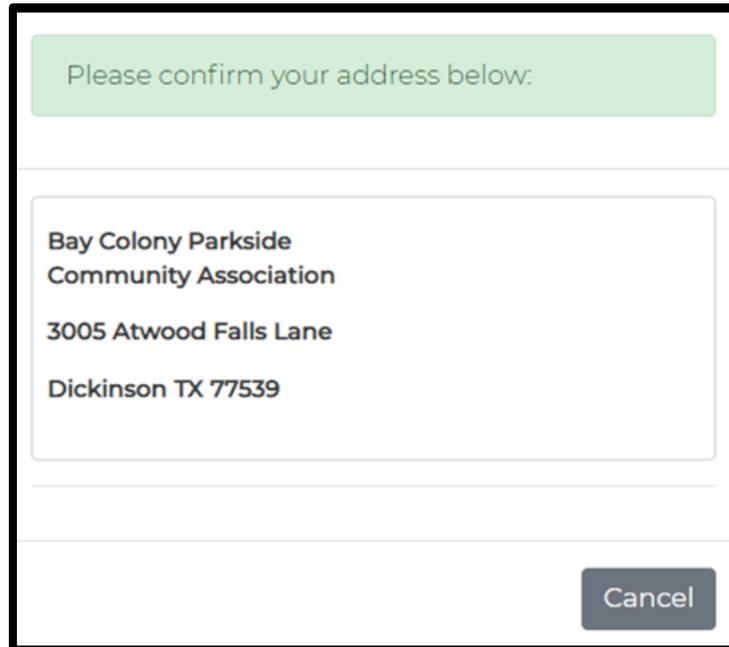
- ▶ Your name and email will be prefilled.
- ▶ Search for your address by typing only the number and street name. A list of matching options will appear. Select your address from the list rather than continuing to type.
- ▶ Click Search Address.

The screenshot shows a registration form with three main sections:

- Who is registering?**: A section with a heading and a list of instructions:
  - 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.Below the list are two radio button options:
  - Homeowner
  - Title Company
- Account Information**: A section with two input fields. The first field contains "Jane Smith" and the second field contains "jsmiths@mailinator.com".
- Search for your address:**: A section with a search input field containing "Example: '17171 Park'". Below the field is a note: "Please note to only type the beginning of your street address - city and state are not necessary." and an example: "For example: '17171 Park'". At the bottom of this section 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 interface showing a confirmation dialog box. The dialog box has a light green header with the text "Please confirm your address below:". Below the header is a white box containing the address: "Bay Colony Parkside", "Community Association", "3005 Atwood Falls Lane", and "Dickinson TX 77539". At the bottom right of the dialog box is a grey button labeled "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

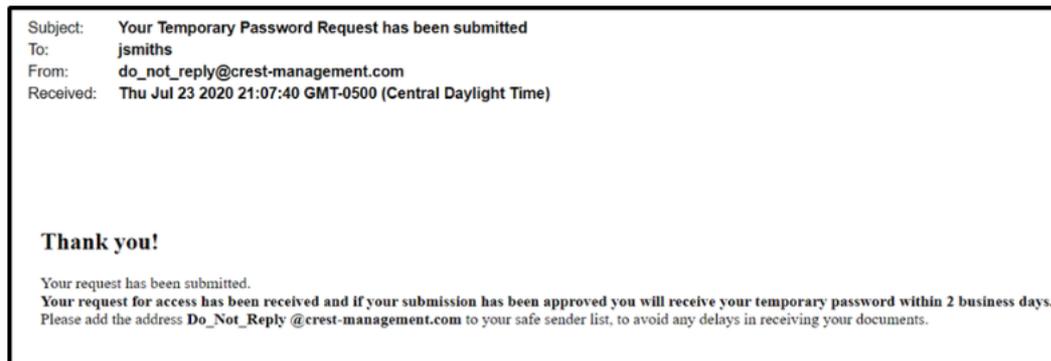
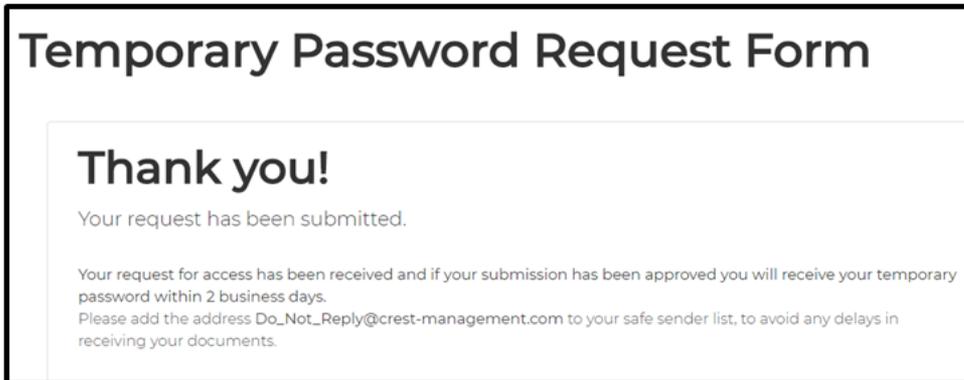
Association of Green Trails Phase II Homeowners Association  
215 Carey Ridge Court  
Houston, 77094

\* 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.



## Register Another Home

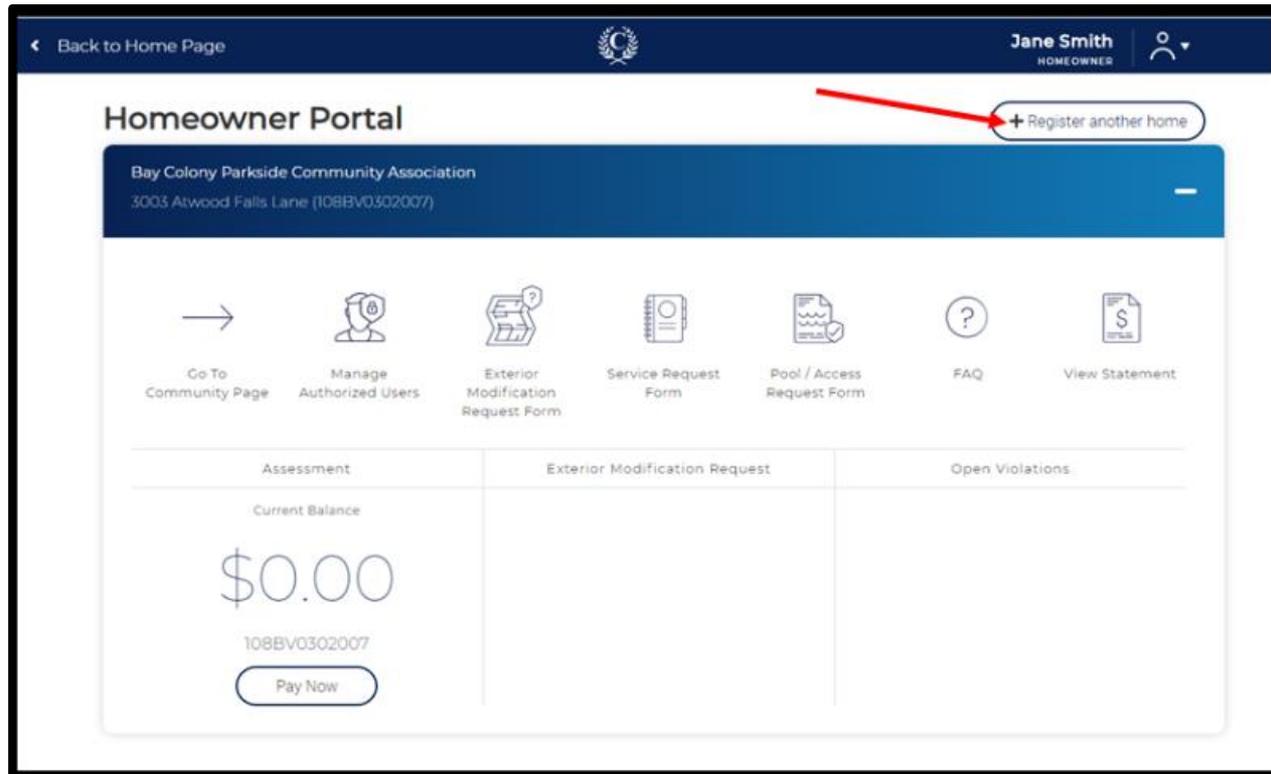
- ▶ Once your request has been processed, you will receive a temporary password by whichever method you selected.



- ▶ After receiving the temporary password by email or mail, go to [www.crest-management.com](http://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.

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

Back to Home Page Jane Smith HOMEOWNER

### Homeowner Portal

Find an address...

Bay Colony Parkside Community Association  
3003 Atwood Falls Lane (10BBV032007) +

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

+ Register another home

## Register Another Home

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

The screenshot shows a user interface for a homeowner portal. At the top, there is a navigation bar with a back arrow and the text "Back to Home Page" on the left, a logo in the center, and the user's name "Jane Smith" and "HOMEOWNER" on the right. Below the navigation bar, a blue header bar displays the name of the selected home, "Bay Colony Parkside Community Association", and its address, "3003 Atwood Falls Lane (108BV0302007)". The main content area features a row of seven icons with corresponding 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 row 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" and a "Pay Now" button. At the bottom, another blue header bar displays the name of another home, "Association of Green Trails Phase II Homeowners Association", and its address, "215 Carey Ridge Court (137PI401019)", with a plus sign icon on the right.

## 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

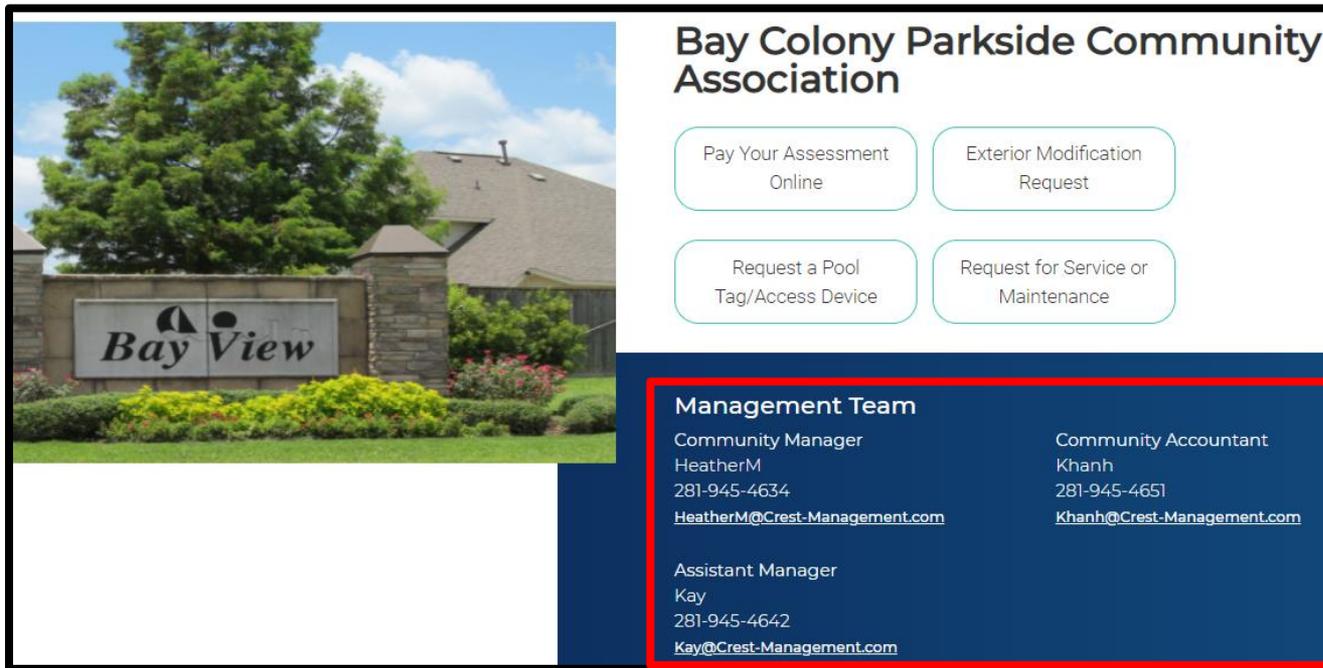
 Pool / Access Request Form

 FAQ

 View Statement

Assessment	Exterior Modification Request	Open Violations
Current Balance  \$0.00  Account Number 108BV0402027  <a href="#">Pay Now</a>		

- ▶ 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 <a href="mailto:HeatherM@Crest-Management.com">HeatherM@Crest-Management.com</a>	Community Accountant Khanh 281-945-4651 <a href="mailto:Khanh@Crest-Management.com">Khanh@Crest-Management.com</a>
Assistant Manager Kay 281-945-4642 <a href="mailto:Kay@Crest-Management.com">Kay@Crest-Management.com</a>	

# Community Page

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

<a href="#">Management Team</a>	<a href="#">Meetings and Forms</a>	<a href="#">Governing Documents</a>	<a href="#">Financial Records</a>	<a href="#">Community Services</a>	<a href="#">Community Calendar</a>	<a href="#">Community News</a>
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## Riata Ranch Homeowners Association

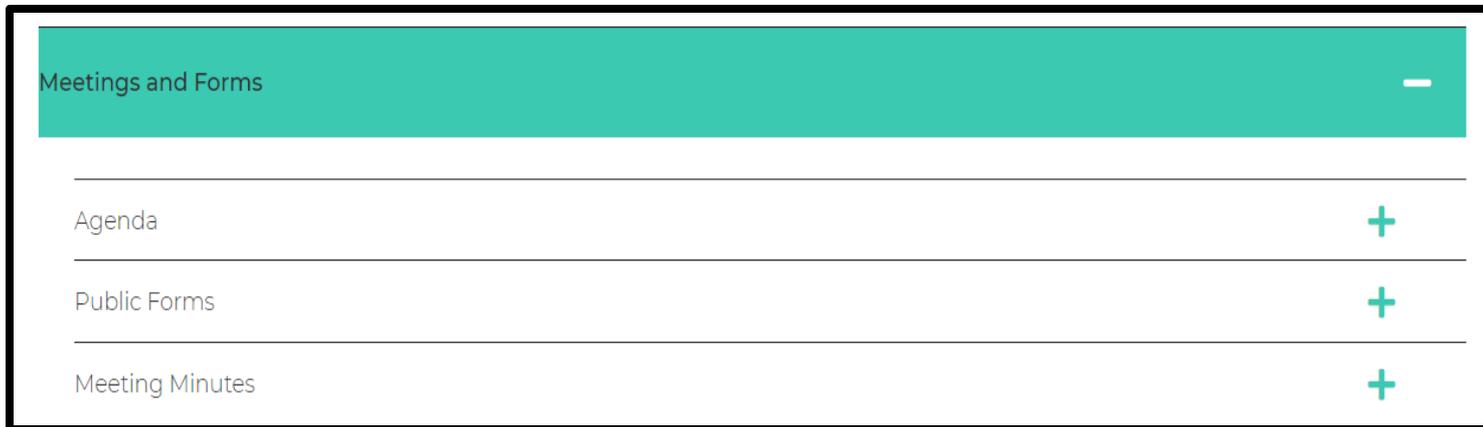
- [Pay Your Assessment Online](#)
- [Exterior Modification Request](#)
- [Request a Pool Tag/Access Device](#)
- [Request for Service or Maintenance](#)

### Management Team

<b>Community Manager</b> DebbieS 281-945-4673 <a href="mailto:DebbieS@Crest-Management.com">DebbieS@Crest-Management.com</a>	<b>Community Accountant</b> Cheryl 281-945-4652 <a href="mailto:Cheryl@Crest-Management.com">Cheryl@Crest-Management.com</a>
<b>Assistant Manager</b> Deanne 281-945-4631 <a href="mailto:deanne@crest-management.com">deanne@crest-management.com</a>	

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.

The screenshot displays a web page titled "Services to Association" with a teal header. The page content is organized into several sections:

- COMMUNITY SITE:** Features a globe icon, the text "Lake Forest of Kelliwood Homeowners Association", and a "Visit Website" button.
- ASSESSMENTS FOR 2021:** Features a document icon with a dollar sign, the text "ASSESSMENTS FOR 2021", and a "See Details" link.
- Trash:** Features a red trash bin icon, the text "Trash", "Best Trash", "281-313-2378", "Trash days Monday & Thursday. Recycling on Monday. Heavy Trash Monday & Thursday. Paid through assessments.", and a "Visit Website" button.
- Utility District:** Features the "SiEnviro" logo, the text "Utility District Nottingham Country MUD", "832-490-1600", and a "Visit Website" button.
- US Postal Service:** Features the USPS logo, the text "Please select a Category...", "US Postal Service", "800-275-8777", "Local Post Office 20180 PARK ROW DR KATY, TX 77449-9998 (281) 647-0673", and a "Visit Website" button.

## Community Page

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

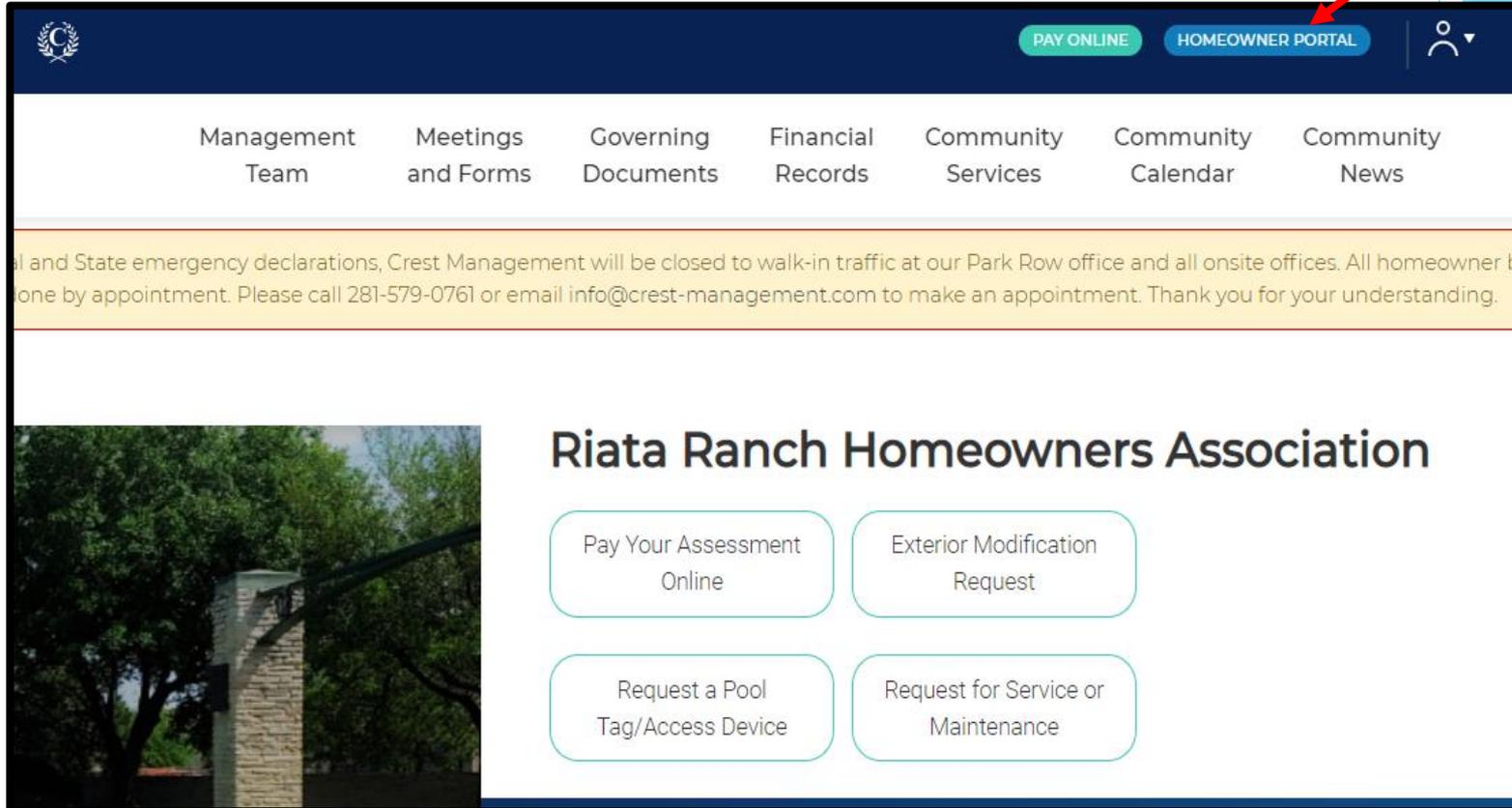
The image shows a screenshot of a community calendar for the month of April. The calendar is presented in a grid format with days of the week as columns and dates as rows. A small green dot is visible on Tuesday, April 13th, and a larger green circle highlights Wednesday, April 14th, indicating a community event or meeting. The interface includes a title 'April', a 'today' button, and navigation arrows.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

- ▶ 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
<a href="#">REMINDER: Pick Up Dog Waste</a>	12/2/2020 5:07:06 PM
<a href="#">Current Board of Directors</a>	12/15/2020 4:31:11 PM
<a href="#">Dealing with Freeze Damage on Plants</a>	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.

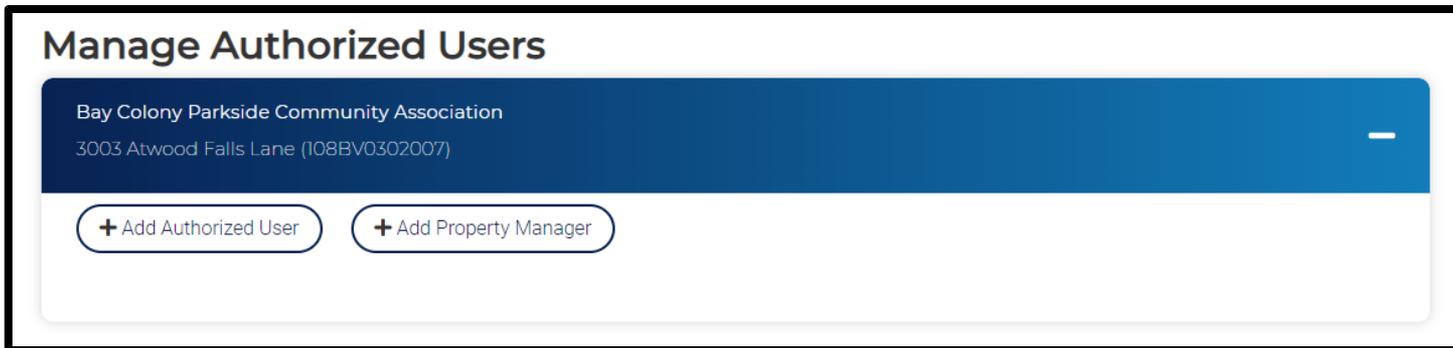
Bay Colony Parkside Community Association  
3003 Atwood Falls Lane (108BV0302007)

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
Current Balance <b>\$0.00</b> 108BV0302007 <a href="#">Pay Now</a>		

## 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.



The screenshot shows a user interface for managing authorized users. At the top, the title "Manage Authorized Users" is displayed. Below the title, a dark blue header bar contains the property name "Bay Colony Parkside Community Association" and the address "3003 Atwood Falls Lane (108BV0302007)". A white minus sign is visible on the right side of this header bar. Below the header bar, there are two buttons: "+ Add Authorized User" and "+ 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

Access

## 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

### Manage Authorized Users

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

Email	Name	Phone	
saltsoul@mailinator.com	Jonie Smith	281-281-2811	<input type="button" value="Edit User"/>

Access

<input type="checkbox"/> View Balance	<input type="checkbox"/> Submit EMR	<input type="checkbox"/> Submit Access Device
<input type="checkbox"/> View Exterior Modifications	<input type="checkbox"/> View Open Violations	<input type="checkbox"/> View Closed Violations
<input type="checkbox"/> View Account Number		

## 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	<a href="#">✎ Edit User</a>
Access			<a href="#">✖ Delete User</a>
<input type="checkbox"/> View Balance	<input type="checkbox"/> Submit EMR	<input checked="" type="checkbox"/> Submit Access Device	<a href="#">🔑 Reset Password</a>
<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 (108BV0302007)

Email	Name	Phone	
saltsoul@mailinator.com	Jonie Smith	281-281-2811	<a href="#">Edit User</a>

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, there is a dark blue navigation bar with a back arrow and the text 'Back to Homeowner Portal' on the left, a logo in the center, and the user's name 'Jose Rodriguez HOMEOWNER' and a profile icon on the right. Below the navigation bar, the page title 'Manage Authorized Users' is displayed. The main content area features a dark blue header for the community: 'Bay Colony Parkside Community Association' and '234 Dale Ridge Lane (108BV0402027)'. Below this, there 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'.

## 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.

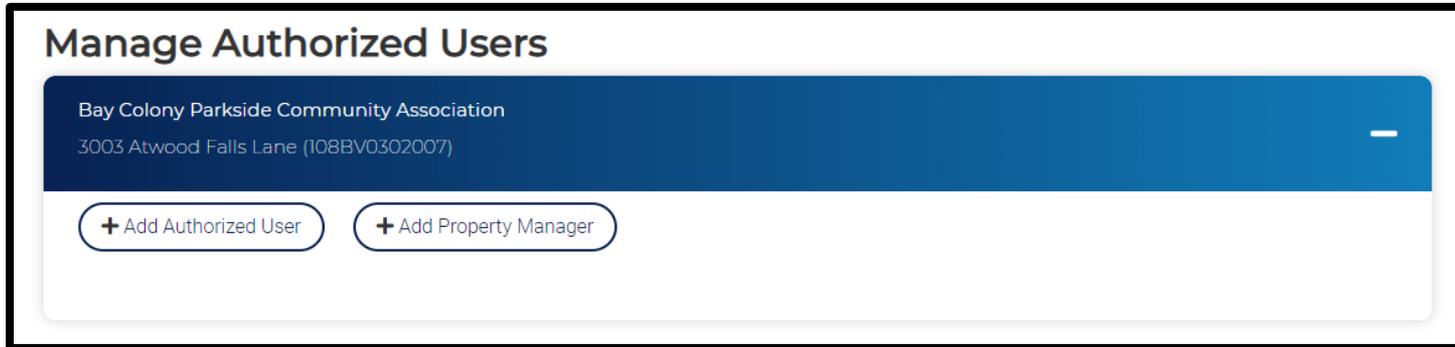
Bay Colony Parkside Community Association  
3003 Atwood Falls Lane (108BV0302007)

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
Current Balance <b>\$0.00</b> 108BV0302007 <a href="#">Pay Now</a>		

## 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.



The screenshot shows a web interface titled "Manage Authorized Users". At the top, there is a dark blue header bar with the text "Bay Colony Parkside Community Association" and "3003 Atwood Falls Lane (108BEV0302007)". Below the header, there are two buttons: "+ Add Authorized User" and "+ Add Property Manager".

## Manage Authorized Users - Property Managers

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

**Manage Authorized Users**

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

Email  Name  Phone

Access

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

- ▶ 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.

**Add Property Manager** ✕

Name: AI Prop Mgmt  
Email: alpm@mailinator.com  
Phone: 832-832-8322  
Access:  
3003 Atwood Falls Lane

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

3003 Atwood Falls Lane

- ▶ 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	<a href="#">✎ Edit User</a>
Access			<a href="#">✕ Delete User</a>
<input checked="" type="checkbox"/> Property Manager Property Managers have equivalent access to homeowners and can manage authorized users as well.			

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

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

The screenshot shows a web interface for managing authorized users. At the top, there is a dark blue navigation bar with a left arrow, the text 'Back to Homeowner Portal', a circular logo with a 'C', the name 'Jose Rodriguez' with 'HOMEOWNER' below it, and a user profile icon. Below the navigation bar is the main content area with the title 'Manage Authorized Users'. A dark blue header bar contains the text 'Bay Colony Parkside Community Association' and '234 Dale Ridge Lane (108BV0402027)'. The main form area has three input fields labeled 'Email', 'Name', and 'Phone'. To the right of these fields are two buttons: a green 'Add User' button with a checkmark and a red 'Cancel' button with an 'X'. Below the input fields is the 'Access' section, which contains two buttons: '+ Add Authorized User' and '+ 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
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>		

## 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	<a href="#">Click Here</a>
Master Covenant	<a href="#">Click Here</a>
Development Area Declaration	<a href="#">Click Here</a>
First Amendment to Development Area Declaration	<a href="#">Click Here</a>

*\* 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.

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

[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:

\*Proposed End Date:

\*Current Progress:

\*Who will be doing the work on the improvement:

#### Application Details

\*Length:

\*Width:

\*Height at highest peak:

#### 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 commas, spaces, 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.

#### Comment

\* - The maximum number of characters allowed is 244.

## 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:**

Other	File Name
	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](#) [Submit Application](#)

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

## 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.

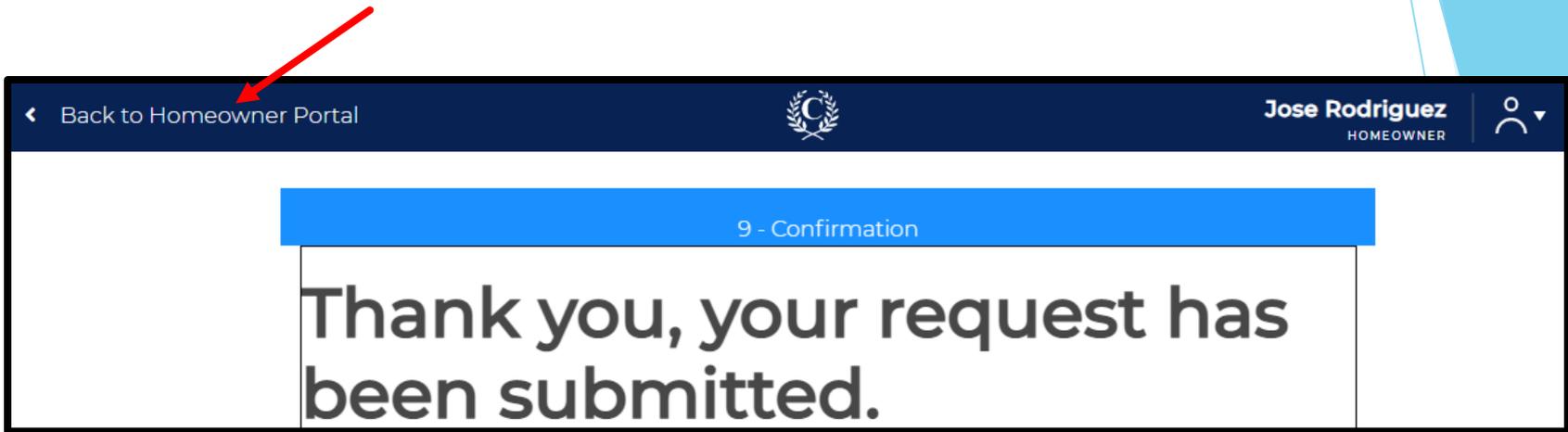
Thank you for submitting an Exterior Modification Request. Your application is currently being reviewed by your management team. Your application is considered **pending and not complete** until your management team verifies all required information and attachments have been received. Your team will 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](mailto: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
Current Balance  \$0.00  Account Number 108BV0402027  <a href="#">Pay Now</a>		

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

The screenshot shows a web form titled "Service Request". It is divided into two main sections: "Property Information" and "Requester Information".

**Property Information:**

- A note: "\* Denotes required fields"
- Label: "Please select your community:"
- Dropdown menu: "Bay Colony Parkside Community Association" (with a downward arrow)

**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:

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

Please provide any additional information about the request:

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

No file chosen

- ▶ 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 Corrections](#) [Submit](#)

## 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

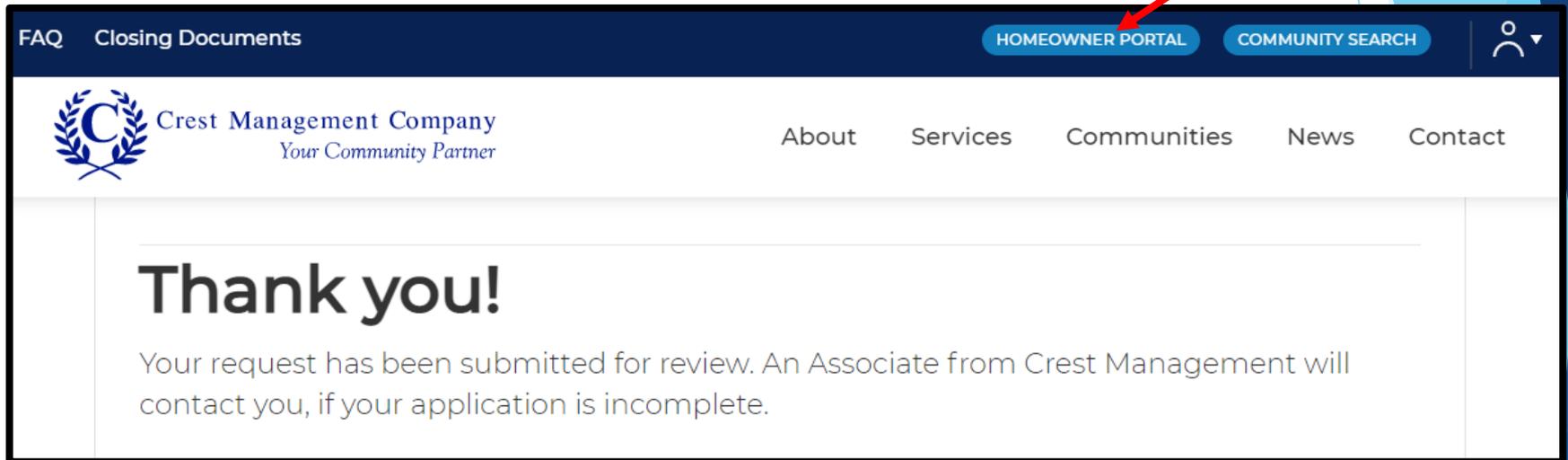
#### **Request Information**

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.



The screenshot displays the Crest Management Company website interface. At the top, a dark blue navigation bar contains links for 'FAQ' and 'Closing Documents' on the left, and 'HOMEOWNER PORTAL' and 'COMMUNITY SEARCH' on the right. A red arrow points to the 'HOMEOWNER PORTAL' button. Below the navigation bar is a white header section with the Crest Management Company logo and tagline 'Your Community Partner' on the left, and a menu with 'About', 'Services', 'Communities', 'News', and 'Contact' on the right. The main content area features a large 'Thank you!' heading, followed by the text: 'Your request has been submitted for review. An Associate from Crest Management will contact you, if your application is incomplete.'

## Pool/Access Request Form

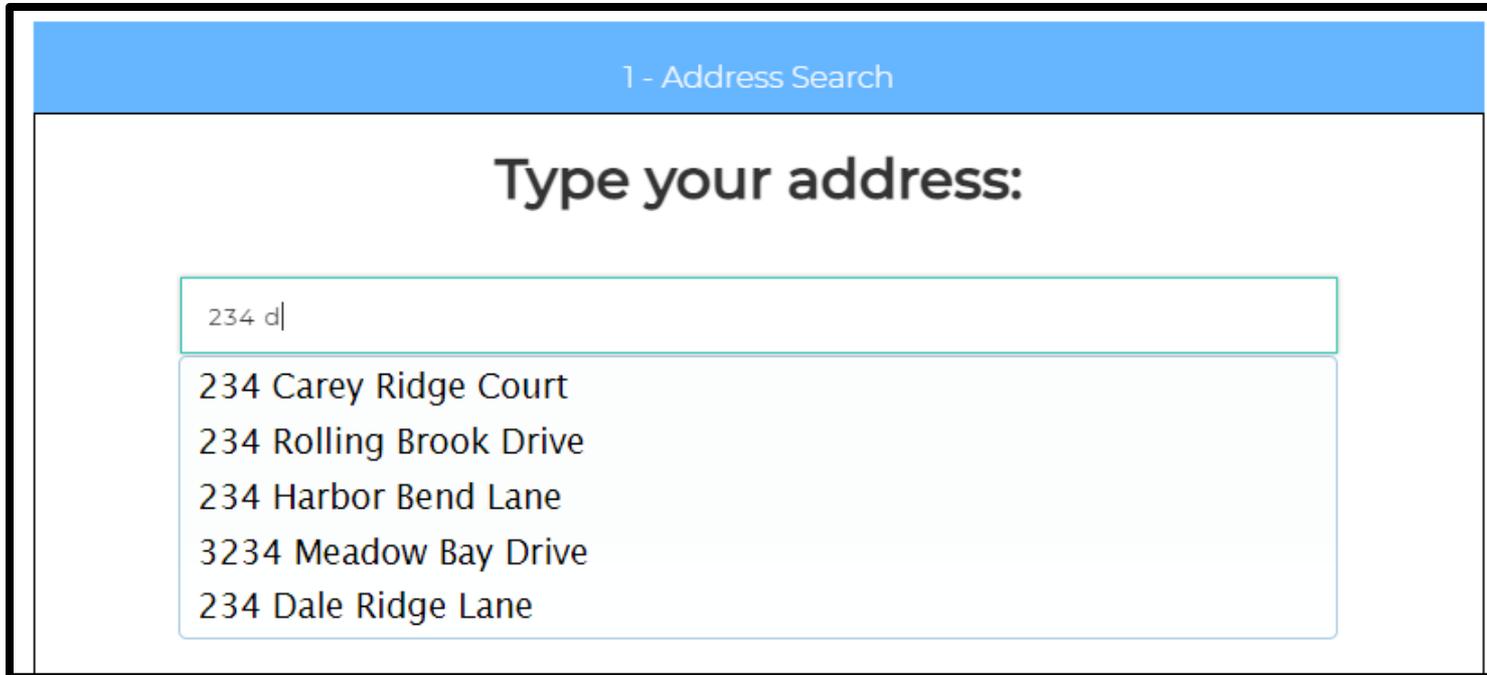
- ▶ Use the pool/access request form to obtain amenity access.  
*\*If your community does not have amenities or handles access in another manner, you will be notified once you click on this.*

The screenshot displays the Homeowner Portal for the Bay Colony Parkside Community Association. The header includes the association name and address: 234 Dale Ridge Lane (108BV0402027). Below the header is a navigation menu with seven icons and their corresponding labels: Go To Community Page, Manage Authorized Users, Exterior Modification Request Form, Service Request Form, Pool / Access Request Form (highlighted with a red box), FAQ, and View Statement. Below the navigation menu 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
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>		

## 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.

2 - Select your address

# Select your address

Search Again  
( Back )

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

<input type="text" value="Enter First Name"/>	<input type="text" value="Enter Last Name"/>
<input type="text" value="Enter Phone Number"/>	<input type="text" value="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).

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

PayPal VISA DISCOVER

Norton  
powered 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.

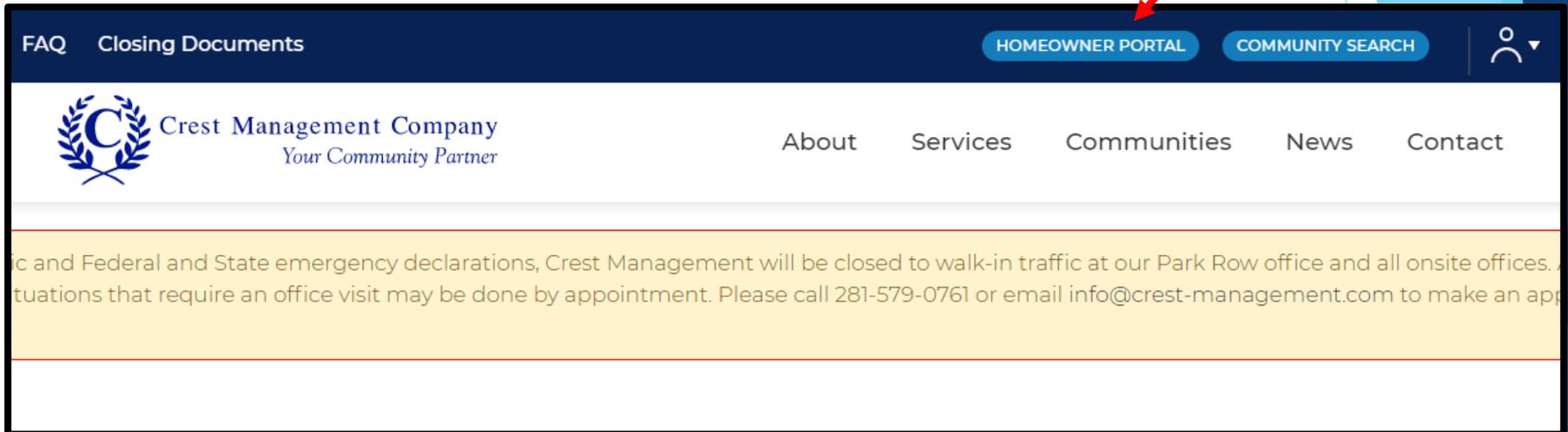
For your records, please print this page containing your completed form.

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](mailto: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
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>		

## 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.*

The screenshot displays the user interface for the Bay Colony Parkside Community Association. At the top, the association's name and address are listed: "Bay Colony Parkside Community Association" and "234 Dale Ridge Lane (108BV0402027)". Below this is a navigation menu with seven icons and their corresponding labels: "Go To Community Page", "Manage Authorized Users", "Exterior Modification Request Form", "Service Request Form", "Pool / Access Request Form", "FAQ", and "View Statement". The "View Statement" button is highlighted with a red rectangular box. Below the navigation menu is a table with three columns: "Assessment", "Exterior Modification Request", and "Open Violations". The "Assessment" column contains the text "Current Balance" and a large "\$0.00" display. Below the balance is the "Account Number" 108BV0402027 and a "Pay Now" button.

Assessment	Exterior Modification Request	Open Violations
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>		

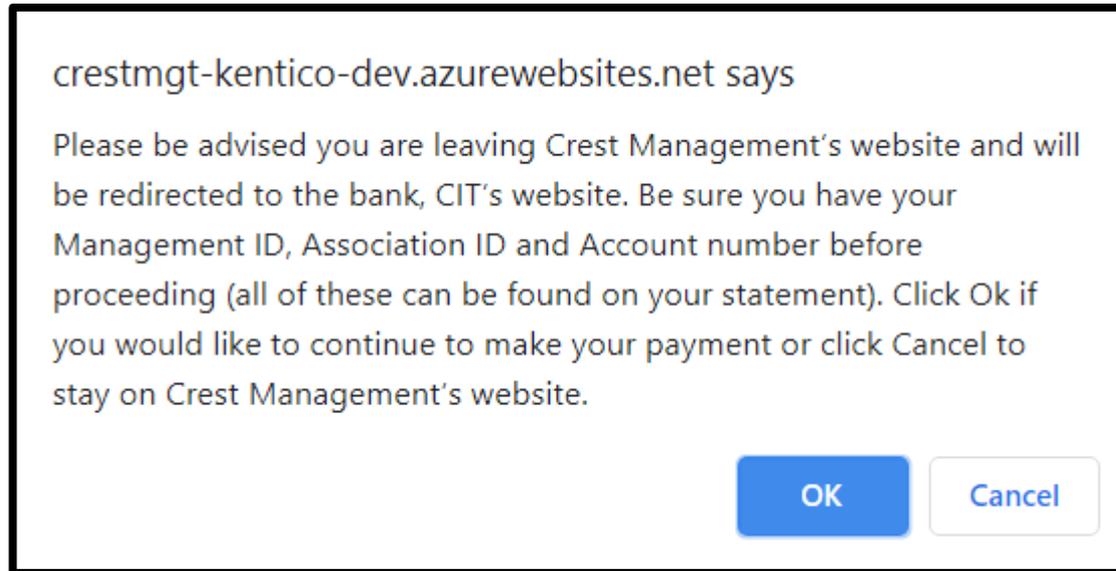
- ▶ The Assessment section shows your current balance and account number. Click Pay Now to make a payment.

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
<p>Current Balance</p> <p><b>\$0.00</b></p> <p>Account Number 108BV0402027</p> <p><a href="#">Pay Now</a></p>		

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



- ▶ 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

- ▶ 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 \*

- ▶ 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 \*  \*

Payment Date \*  

---

### Payment Summary

Payment Amount	\$685.00
Convenience Fee	\$1.95
<b>Total Amount</b>	<b>\$686.95</b>

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](#)

\* 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

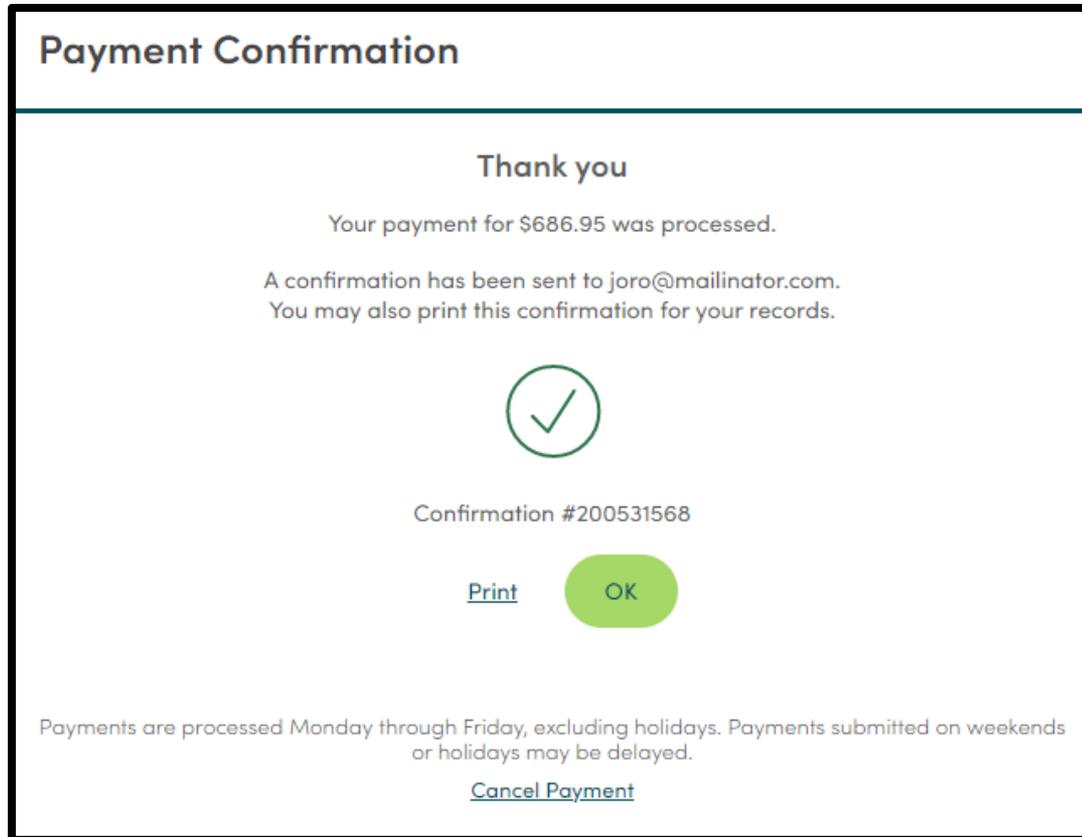
234 DALE RIDGE LANE  
DICKINSON, TX 77539

[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.



## 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)

→                        

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				
Current Balance  \$0.00  Account Number 108BV0402027  <a href="#">Pay Now</a>	<table><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>	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>					

## 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.

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
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>	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

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

Back to Home Page

Jose Rodriguez  
HOMEOWNER

Homeowner Portal

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
Current Balance <b>\$0.00</b> Account Number 108BV0402027 <a href="#">Pay Now</a>	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

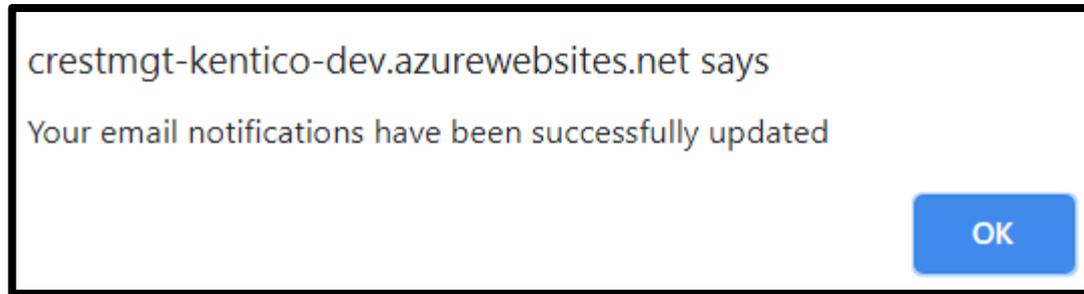
- ▶ Update your profile, password, and notification selections as desired. Be sure to click the corresponding Update button below each section updated to save the changes.
- ▶ Subscribed Notifications refers to email notifications. *\*The available category options varies by community.*

The screenshot displays the 'User Settings' interface, which is divided into three main sections:

- Profile Information:** This section contains three input fields for 'Name' (Jose Rodriguez), 'Email' (joro@mailinator.com), and 'Phone' (281-281-2811). Below the email field is a note: 'Changing your Email will require you to log back in.' An 'Update Profile' button is located at the bottom of this section.
- Change Password:** This section features three input fields for 'OLD PASSWORD', 'NEW PASSWORD', and 'RE-ENTER PASSWORD'. An 'Update Password' button is positioned below these fields.
- Subscribed Notifications:** This section is titled 'Subscribed Notifications' and includes a sub-section 'Mail Choices'. It lists the community 'Bay Colony Parkside Community Association' and provides a list of notification categories with checkboxes: 'Board Meeting', 'Community Events', 'Emergency Alerts', 'Community Updates', 'Lost/Found', and 'Email Opt-In\*'. A note at the bottom states: '\*Email Opt-in allows for communications, EMR letters, Violation letters to be sent by email only.' An 'Update Email Choices' button is located at the bottom of this section.

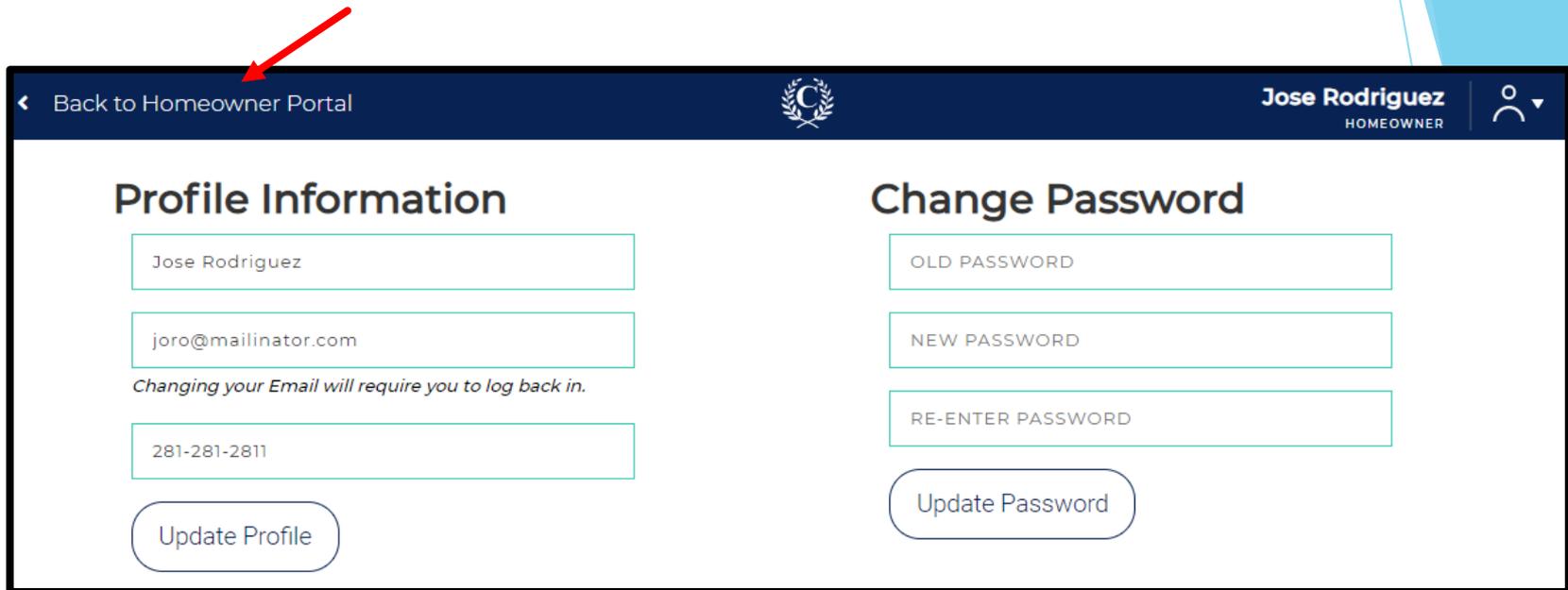
## User Settings

- ▶ 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 in the Homeowner Portal. The top navigation bar is dark blue and contains a back arrow, the text 'Back to Homeowner Portal', the Homeowner Portal logo (a 'C' in a laurel wreath), the user's name 'Jose Rodriguez' and role 'HOMEOWNER', and a 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 sections:

- Profile Information:** Contains three input fields for 'Name' (Jose Rodriguez), 'Email' (joro@mailinator.com), and 'Phone' (281-281-2811). Below the email field is the text: *Changing your Email will require you to log back in.* At the bottom of this section is an 'Update Profile' button.
- Change Password:** Contains three input fields for 'OLD PASSWORD', 'NEW PASSWORD', and 'RE-ENTER PASSWORD'. At the bottom of this section is an 'Update Password' button.