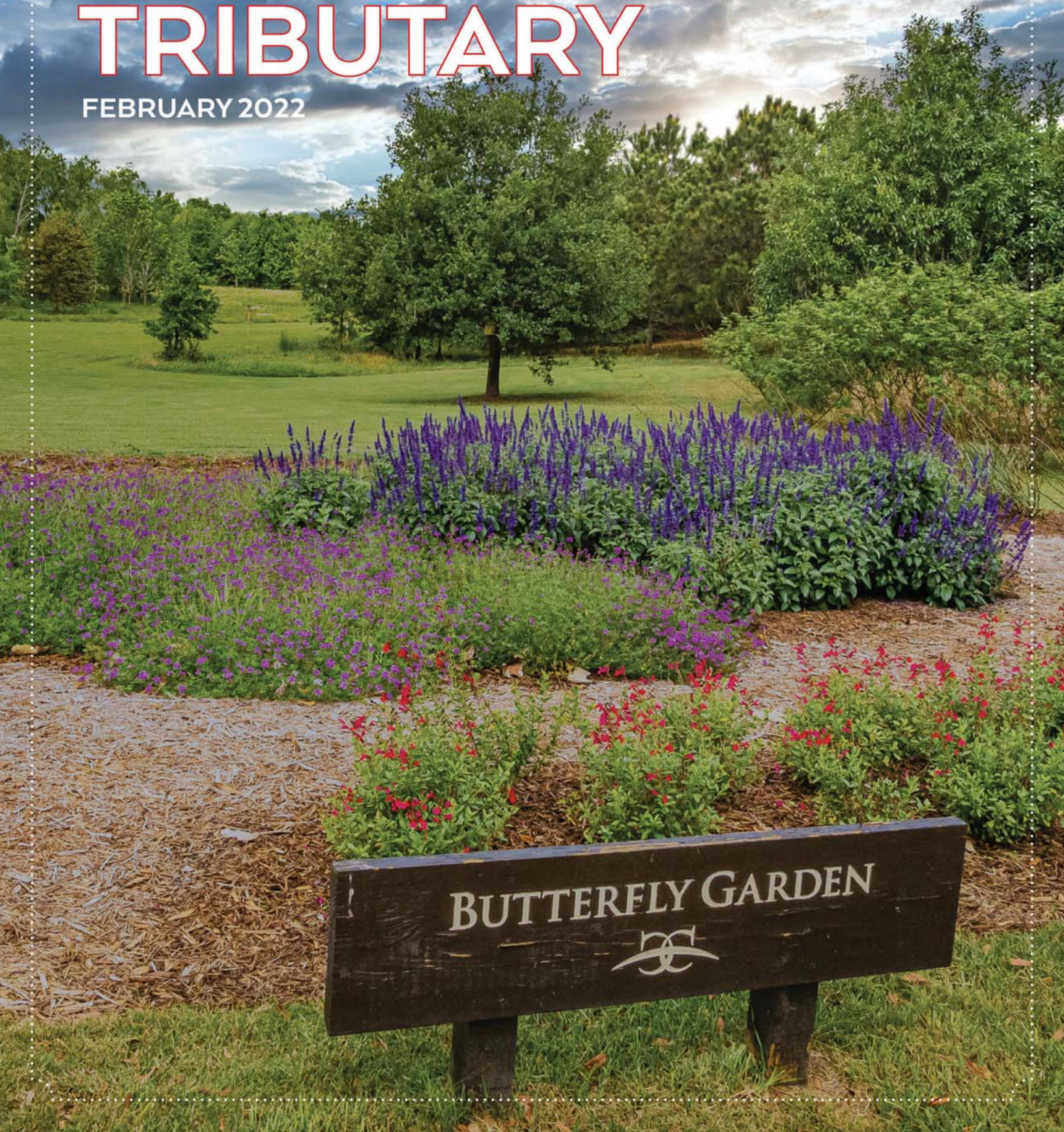




THE TRIBUTARY

FEBRUARY 2022



BUTTERFLY GARDEN



IMPORTANT NUMBERS

YOUR NEIGHBORHOOD

Cross Creek Ranch Welcome Center
281-344-9882

Cross Creek Ranch Fitness Center
281-344-0078

CCR App/Website:
www.mycctranch.com

Italian Maid Café
281-341-1587

Fulshear/Simonton Branch Library
281-346-1432

Homeowners Association

C.I.A. Services, Inc.

CCRCA Management Team
- Renea V. Miksch, PCAM, LSM
Senior Manager
- Kristen R. Craig, CMCA, AMS
Community Manager
713-981-9000
customercare@ciaservices.com

Cross Creek Ranch Director of Fun
Will Porter - 281-341-8429
directoroffun@crosscreektexas.com

SERVICE PROVIDERS

Trash/Water - City of Fulshear
281-346-1796

Water - Inframark LLC
281-398-8211

Cable/Internet - AT&T U-Verse
att.com/u-verse
AT&T Call Center 1-877-910-0501

City of Fulshear
281-346-1796
www.fulsheartexas.gov

Fulshear-Katy Area Chamber of Commerce
832-600-3221

Fulshear Post Office - 281-533-9146

Fort Bend County Sheriff
281-341-4665

Fulshear Police Department
Non - Emergency: 281-346-2202

Fulshear Fire Department
281-346-2800

Animal Control - 281-342-1512

Emergency - 911

HOA CORNER

ANNUAL ASSESSMENTS (REMINDER):

As a reminder, the assessments became due on January 1st of this year. Every owner has an obligation to pay the annual assessment. Please note, if you have not received a statement, you must contact C.I.A. Services immediately to confirm your balance and ensure it is paid on time. The assessment balance must be paid by January 31st to avoid late fees.

COLLECTIONS POLICY: Finance charges are applied on the last day of each month. On February 1st, a \$40.00 late fee is applied to all unpaid accounts. If your account remains delinquent, a late fee of \$60.00 will be applied on March 1st. In April, an attorney will file a Notice of Lien Affidavit and a fee will be placed on delinquent accounts. In May, the Board will consider sending accounts to the Association's attorney to begin legal collections efforts. All costs incurred and legal fees will be charged back to the account.

PAYMENT PLANS: If you are unable to pay the full balance by the due date, please contact our office to set up a payment plan if your account will become delinquent. Interest will continue to accrue but the collection steps noted above will be suspended once the payment plan is accepted and payments are made in accordance with your approved payment plan. The Association's Payment Plan Policy is posted at www.ciaservices.com.

If you have any questions, please contact C.I.A. Services, Inc. at

CustomerCare@ciaservices.com or 713-344-0532.

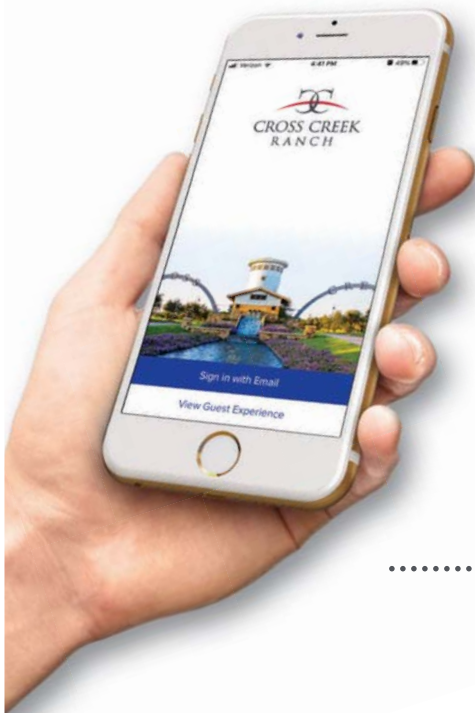
Thank you,

CCRCA Management Team

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- 1 Monthly Newsletter
- 2 Email Updates
- 3 My Cross Creek Ranch App



Download the official
community app for access
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MyCCRanch.com

Questions?

Contact C.I.A. SERVICES: 713-344-0532

customer@ciaservices.com | www.CIAServices.com

To receive the mailed newsletter or emails, please reach out
to Will Porter, at DirectorofFun@CrossCreekTexas.com.



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MONDAY & WEDNESDAY • 6:15pm

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HIIT

TUESDAY • 11:00am

MOVEMENT & MOBILITY

THURSDAY • 11:00am

SCULPT AND TONE

THURSDAY • 6:00pm

YOGA

TUESDAY • 7:00pm
FRIDAY • 9:45am

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MONDAY • 9:00am
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*Residents/Staff inside the weight room are NOT permitted to grant access. Please check with the Fitness Center regularly for updates. 3/21

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CROSS CREEK
RANCH

HOW TO ACCESS *Amenities*

The new Cross Creek Ranch Amenity Access and Gate Entry System is live now!
This will allow you to access amenities with your smartphone or key fob.

Your mobile credential app is not linked to the My Cross Creek Ranch App, but through an app called "Conekt".



Step 1: REQUEST ACCESS ONLINE

Once you complete the Amenity Access form online, (either through CIA Services website or the CCR app) you will receive an email confirmation that your request has been received. A separate email will be sent with your amenity access information with instructions on how to proceed. **TIP: Check your spam folder for the email.**

Or visit www.CIAServices.com

Find My Community // Cross Creek Ranch // Ask, Request, Submit // **Request a Device**

NOTE: While you await your confirmation for amenity access, make sure to request your **Resident Login on the CCR app**. It can be found in the app store or Google Play Store. You can also access the web version of the app by visiting www.MyCCRanch.com.

Scan Me!



CONEKT

Step 2: GET THE APP

(Skip this step if you requested only a key fob)

When you receive your amenity access information email you will use your 16 digit code or QR code within the attachment to upload your mobile credential to the **CONEKT** app.

Note: once you upload your mobile credential, your mobile device is active! If you did not request a mobile credential, you are not required to download this app. If you requested a key fob please allow time for the postal service to deliver your device.

Scan Me!



Step 3: ACCESS YOUR AMENITIES

You will be able to use your smartphone (once you have downloaded and connected your credentials to the **CONEKT** app) or key fob to scan in with the device reader.

Questions? Contact C.I.A. Services

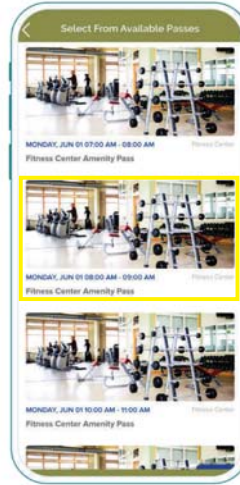
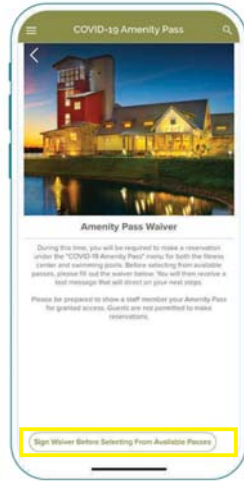
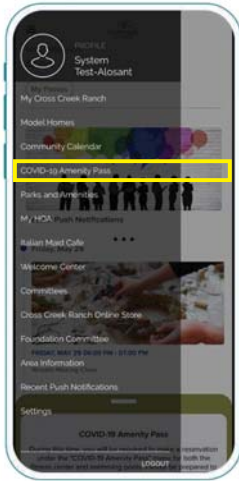
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CROSS CREEK
RANCH

Amenity Pass

Once you have a Resident Login on the CCR app, here is how it works.



STEP 1:

In your community app, go to COVID-19 Amenity Pass. You will be prompted to sign the waiver and release - after you confirm your email you will be redirected to step 2.

STEP 2:

View the available timeslots for the desired amenity and select the timeslot card that you wish to schedule. Once you've identified the correct timeslot, request your pass and indicate the number of individuals in your party.

Once you have completed this process, you will receive an email confirmation, push notification, and your amenity passes will be available to you on the home feed of the app.

HOW TO USE YOUR PASS

- 1 10 minutes prior to the beginning of your start time, you will receive a push notification reminder* to your device.
- 2 10 mins prior to your end time, you will receive a push notification asking you to prepare to leave the amenity.
- 3 At the expiration of your amenity pass, please exit the amenity in preparation for the next group of residents.



Thank you!

Don't want to use the app? Visit www.MyCCRanch.com

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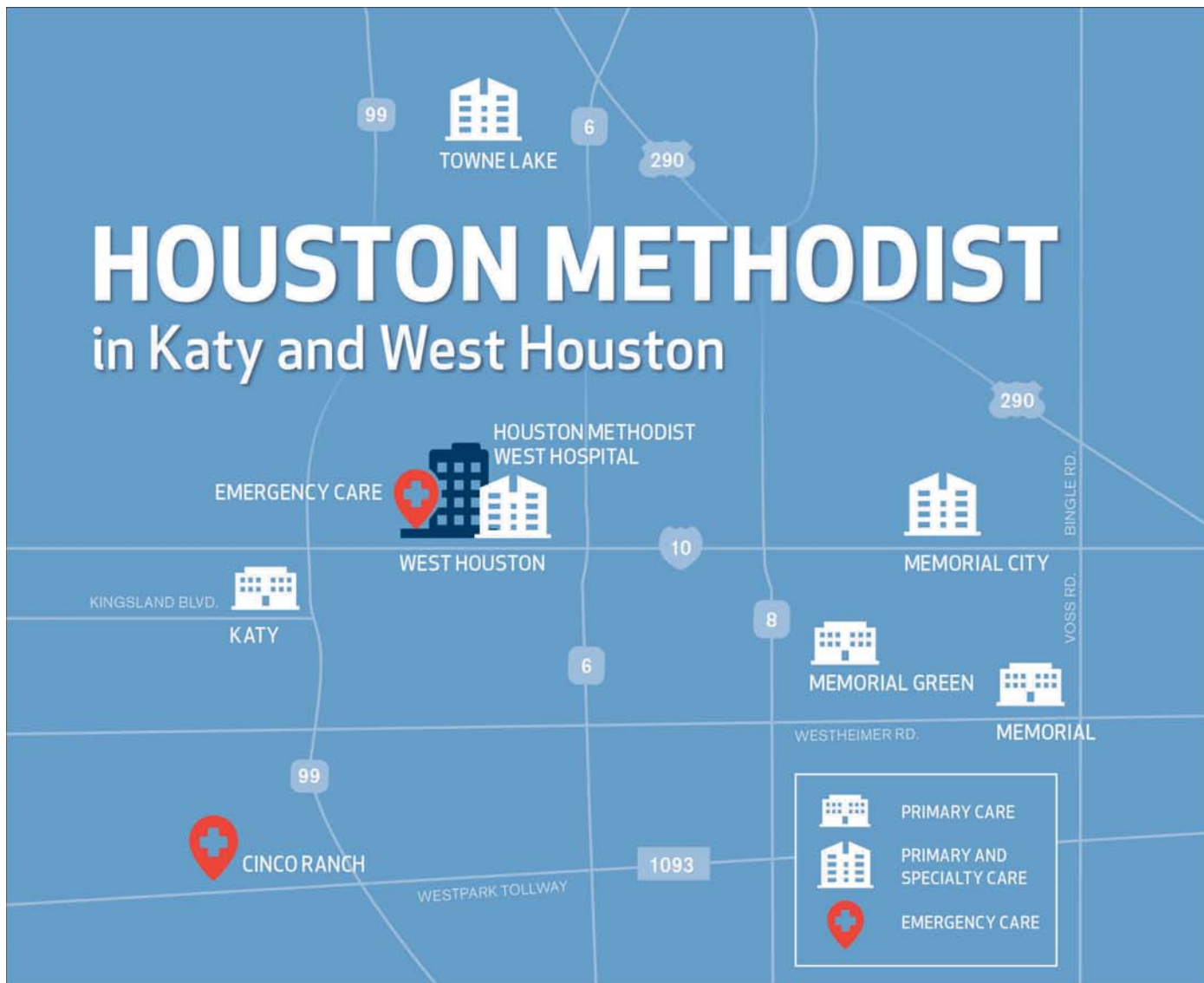
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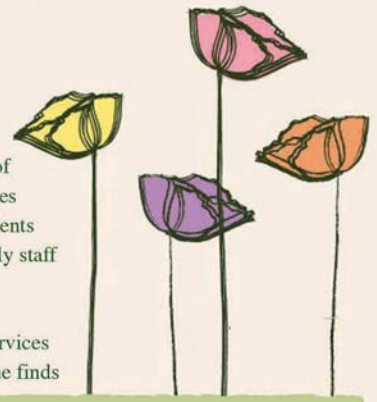
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Apart from receiving eblasts, the community app is a great source of community information, HOA forms, contacting your committees, community event photos and MORE!!