

# Homeowner Portal User Guide

Presented by:



Crest Management Company  
*Your Community Partner*

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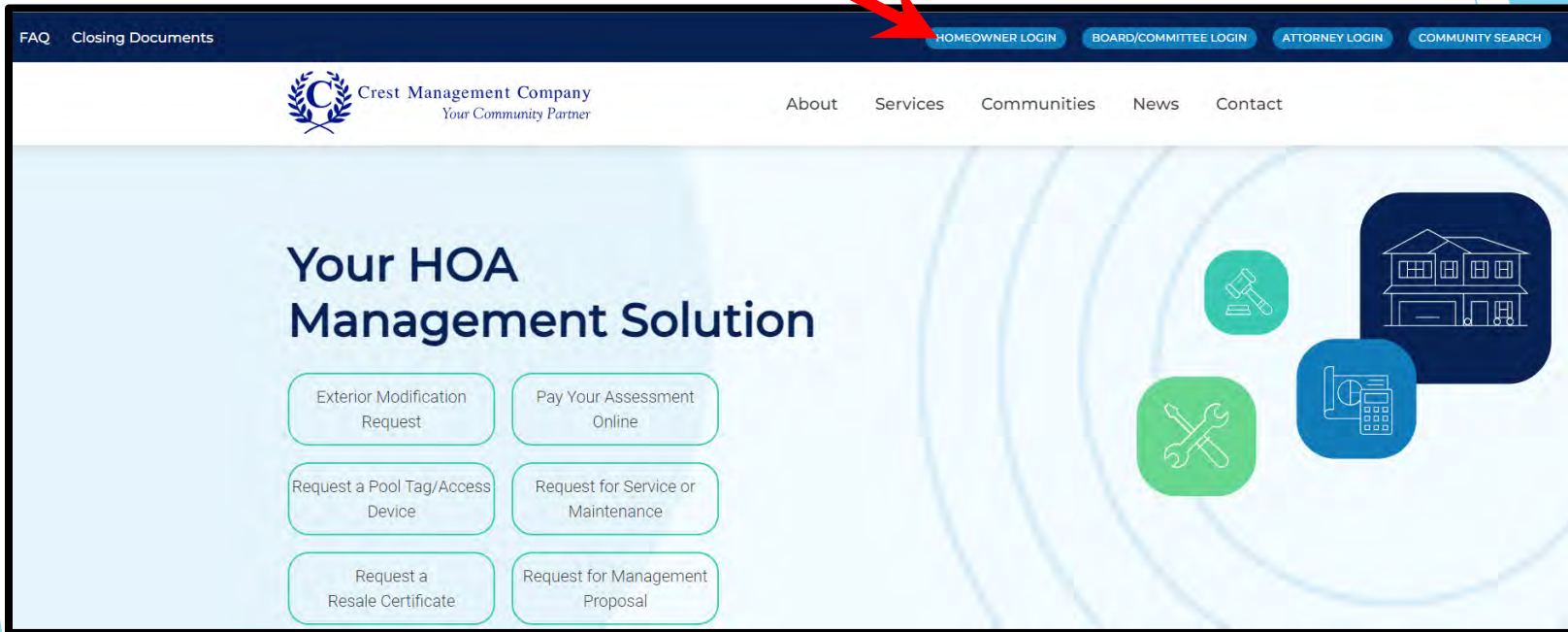
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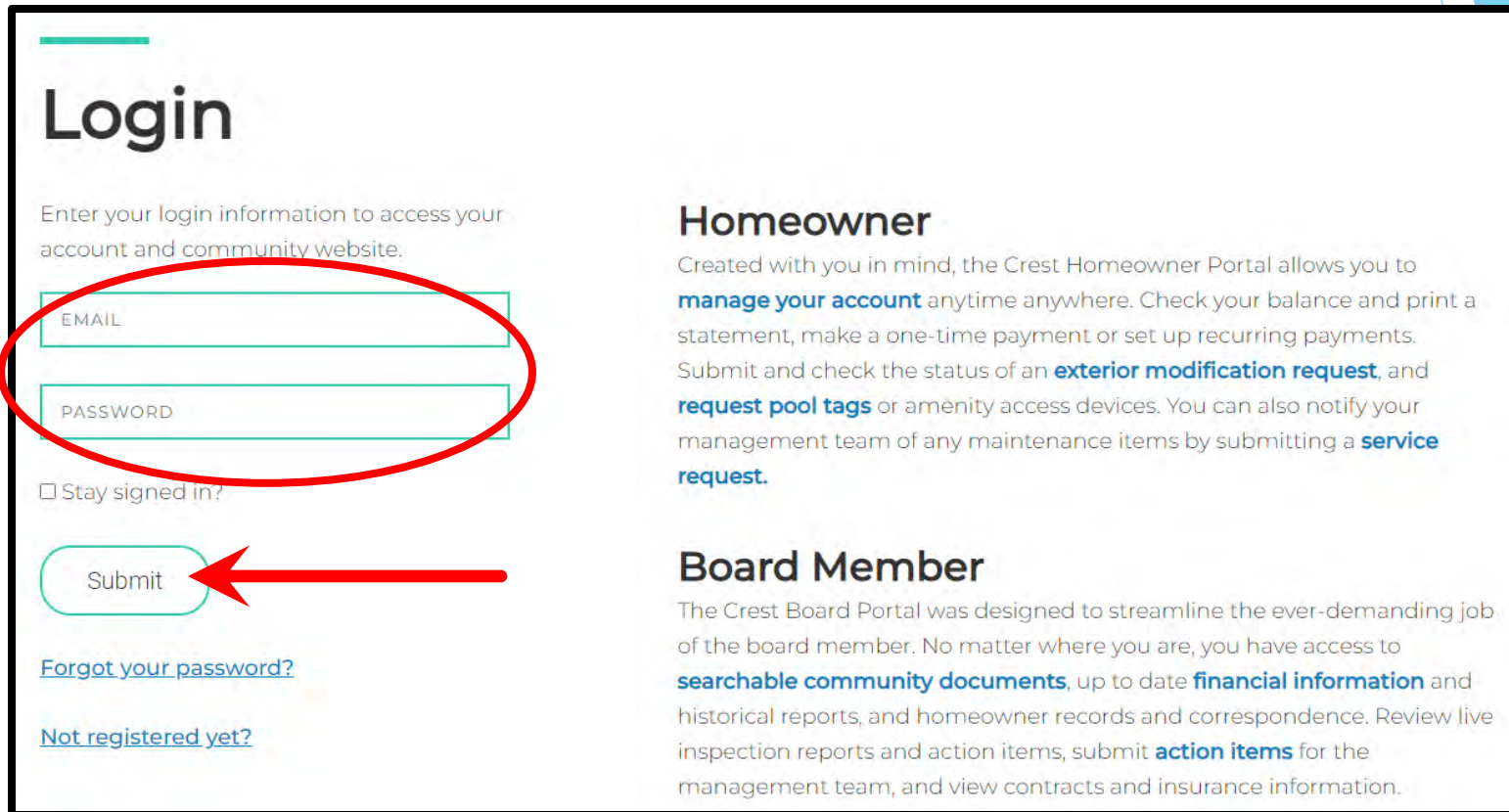
# Registering With a Temporary Password

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

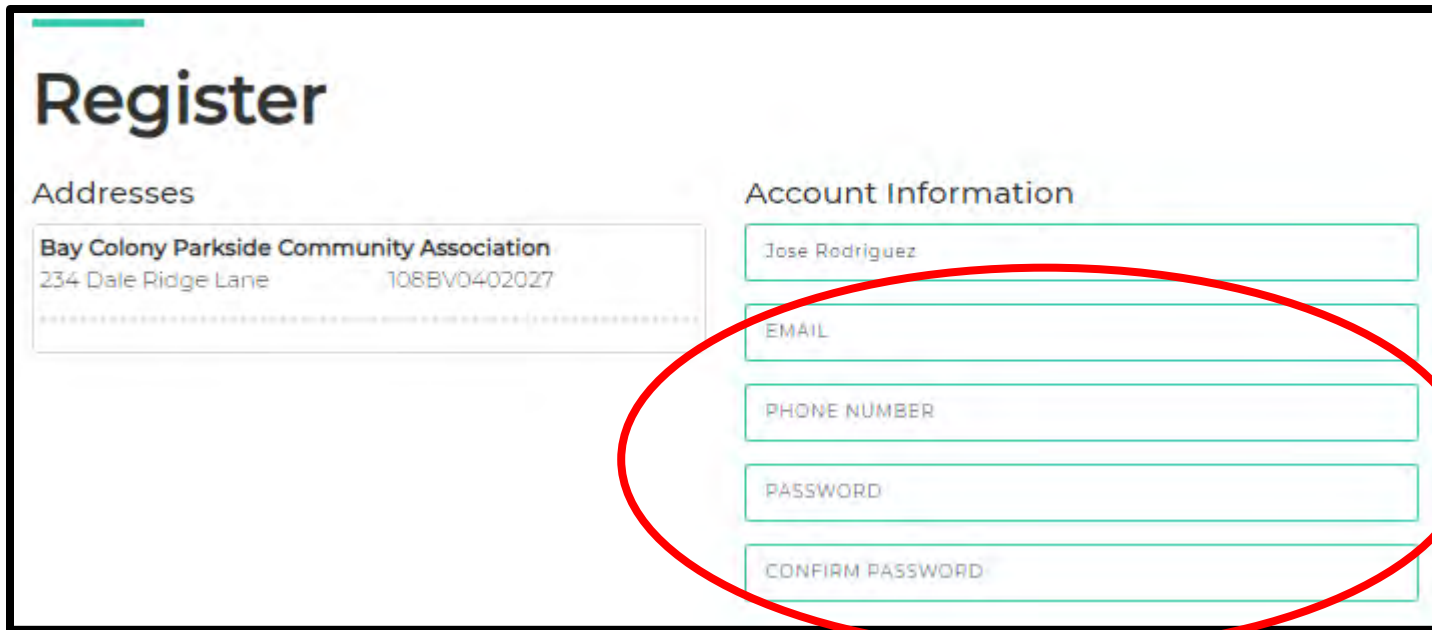
Created with you in mind, the Crest Homeowner Portal allows you to **manage your account** anytime anywhere. Check your balance and print a statement, make a one-time payment or set up recurring payments. Submit and check the status of an **exterior modification request**, and **request pool tags** or 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.
- Complete the remaining fields.



The screenshot shows a registration form with two main sections: 'Addresses' and 'Account Information'. The 'Addresses' section is prefilled with the following information:

**Bay Colony Parkside Community Association**  
234 Dale Ridge Lane      108BV0402027

The 'Account Information' section contains five input fields: 'Name', 'EMAIL', 'PHONE NUMBER', 'PASSWORD', and 'CONFIRM PASSWORD'. The 'Name' field is prefilled with 'Jose Rodriguez'. A red oval highlights the 'EMAIL', 'PHONE NUMBER', 'PASSWORD', and 'CONFIRM PASSWORD' fields, indicating they need to be completed by the user.

# 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 let you know 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.

- From the verification email, click the link to confirm your email address and access your account.

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

Board Meeting  
 Email Opt-In

Bay Colony Community Improvement Association

Board Meeting

joro@mailinator.com

CONFIRM PASSWORD

Complete Registration



# Registering With a Temporary Password

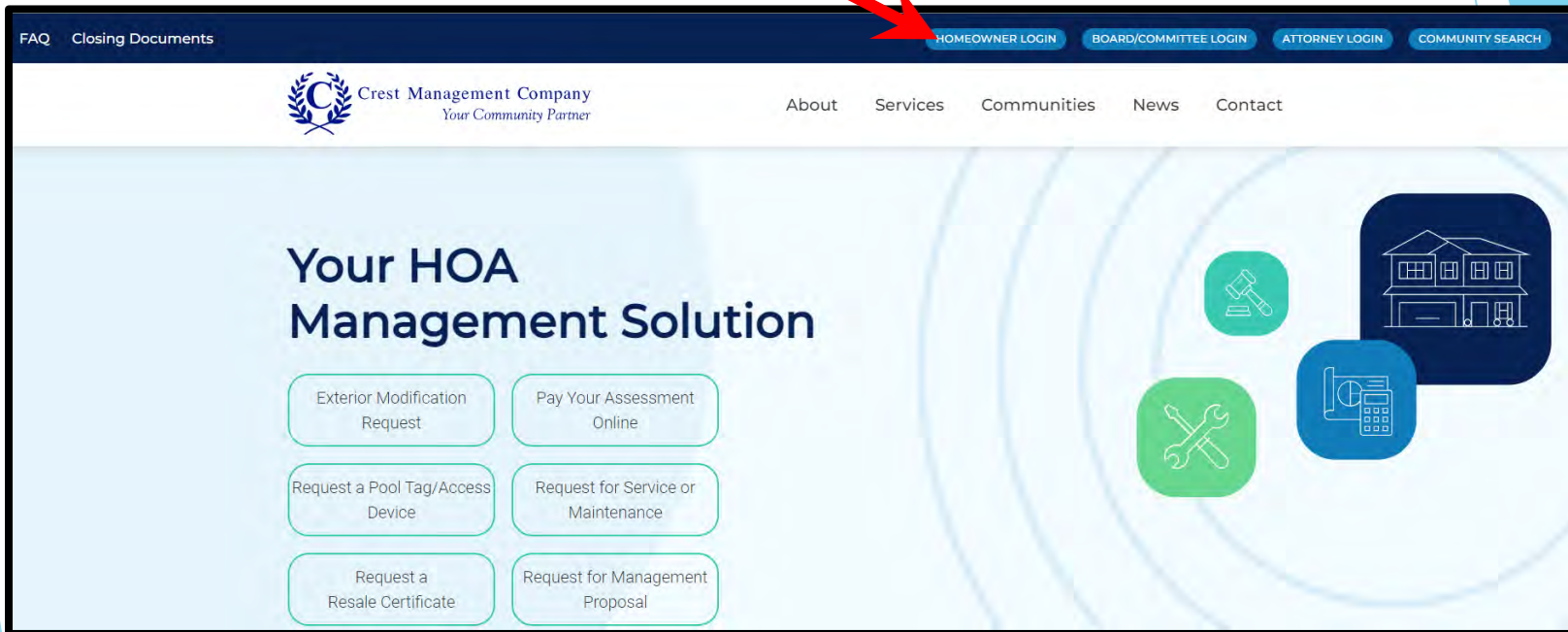
- Welcome to your Homeowner Dashboard!

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 this is the main header 'Homeowner Portal' with a '+ Register another home' button. The main content area is titled 'Bay Colony Parkside Community Association' with the address '234 Dale Ridge Lane (108BV0402027)'. 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' and the 'Account Number' '108BV0402027', with a 'Pay Now' button below. The other two columns are currently empty.

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

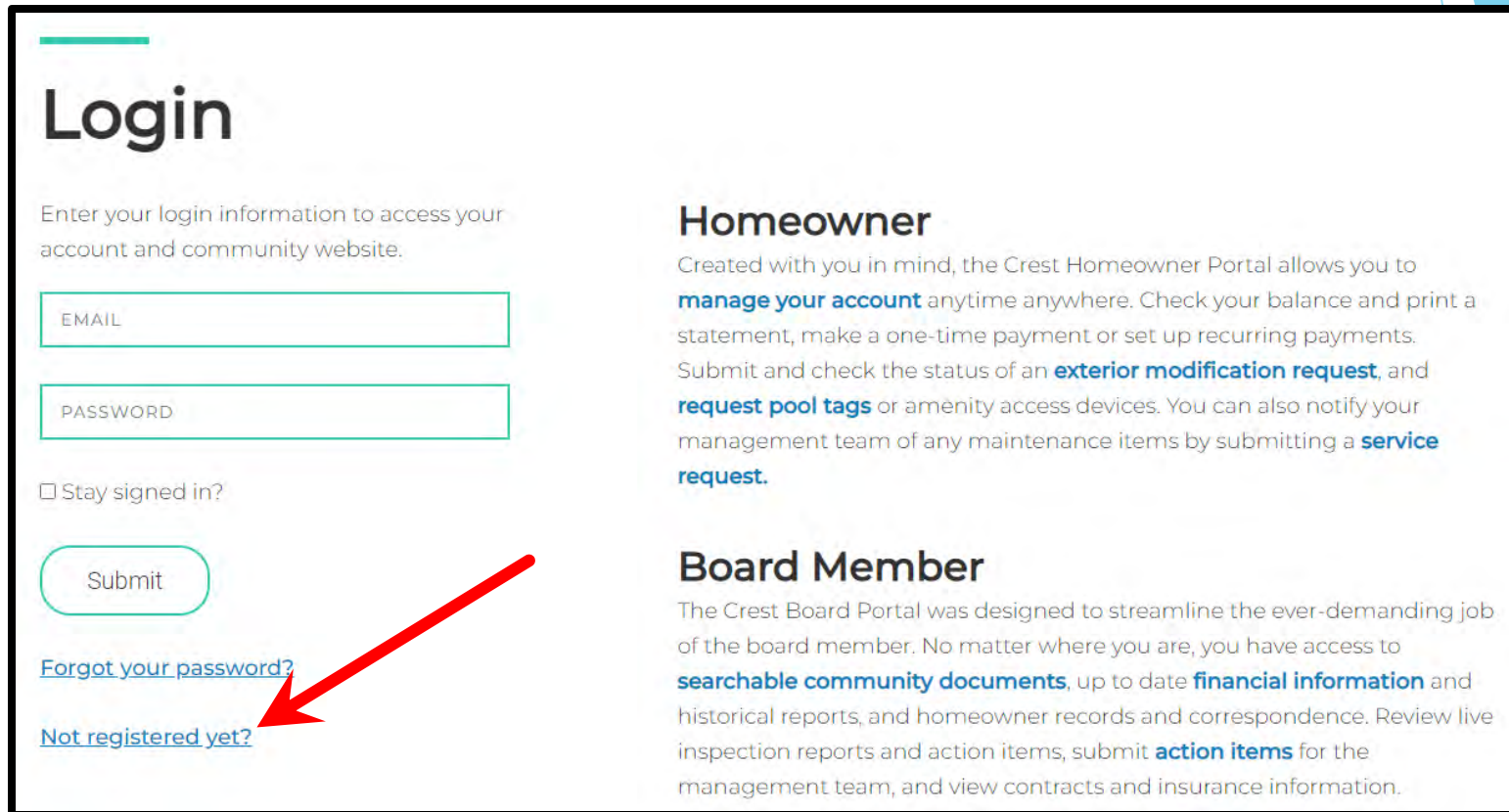
# Registering Without a Temporary Password

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



# Registering Without a Temporary Password

- Click Not Registered Yet?



The screenshot shows a login interface with the following elements:

- Login** header
- Instruction: "Enter your login information to access your account and community website."
- Input fields for "EMAIL" and "PASSWORD".
- Checkbox: "Stay signed in?"
- Submit button.
- Links: "[Forgot your password?](#)" and "[Not registered yet?](#)". A red arrow points to the "Not registered yet?" link.

**Homeowner**

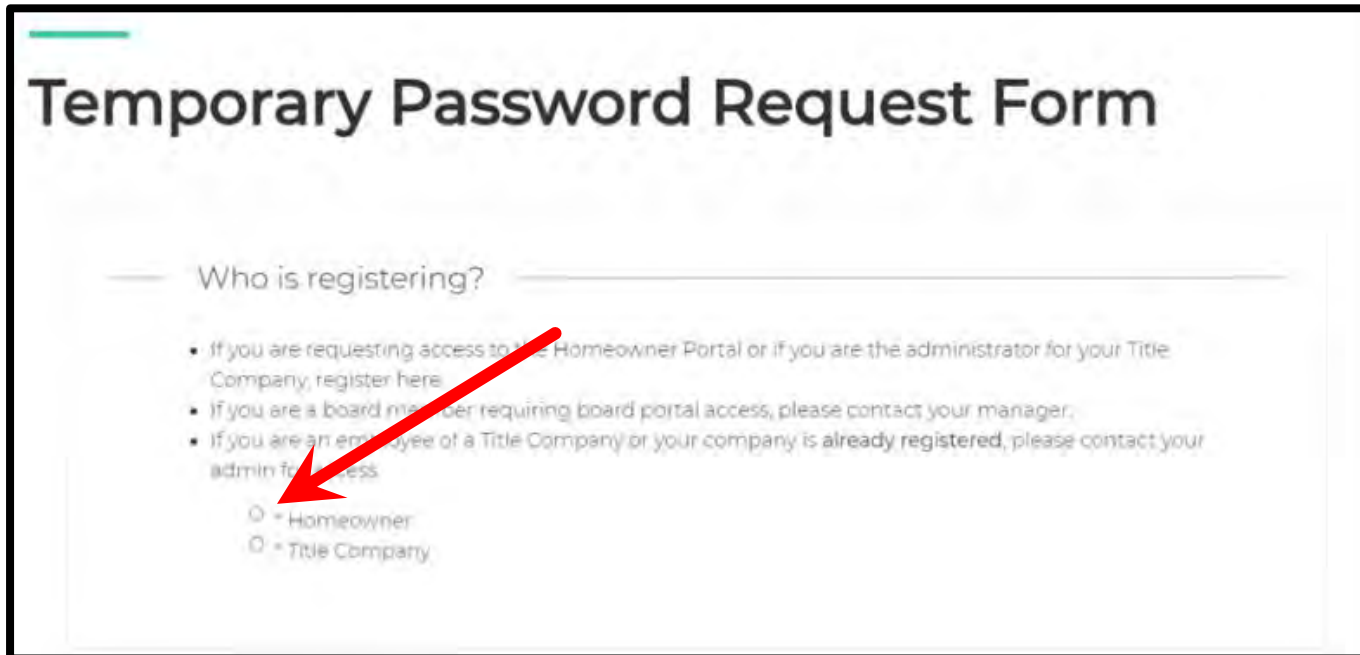
Created with you in mind, the Crest Homeowner Portal allows you to **manage your account** anytime anywhere. Check your balance and print a statement, make a one-time payment or set up recurring payments. Submit and check the status of an **exterior modification request**, and **request pool tags** or 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



The image shows a screenshot of a web form titled "Temporary Password Request Form". The form has a header section with the title and a sub-header "Who is registering?". Below this, there are three bullet points providing 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.", and "If you are an employee of a Title Company or your company is already registered, please contact your administrator for access". At the bottom of the form, there are two radio button options: "Homeowner" and "Title Company". A red arrow points to the "Homeowner" radio button.

## Temporary Password Request Form

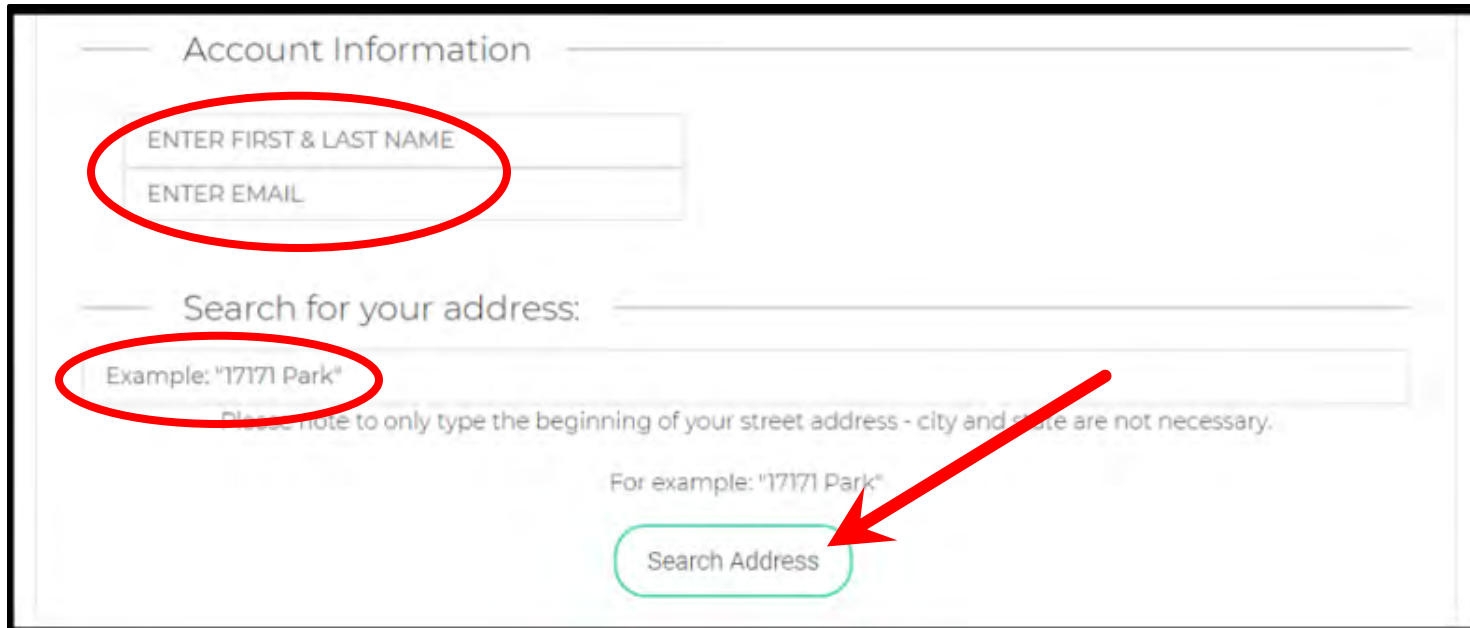
Who is registering?

- 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 administrator for access

Homeowner  
 Title Company

# Registering Without a Temporary Password

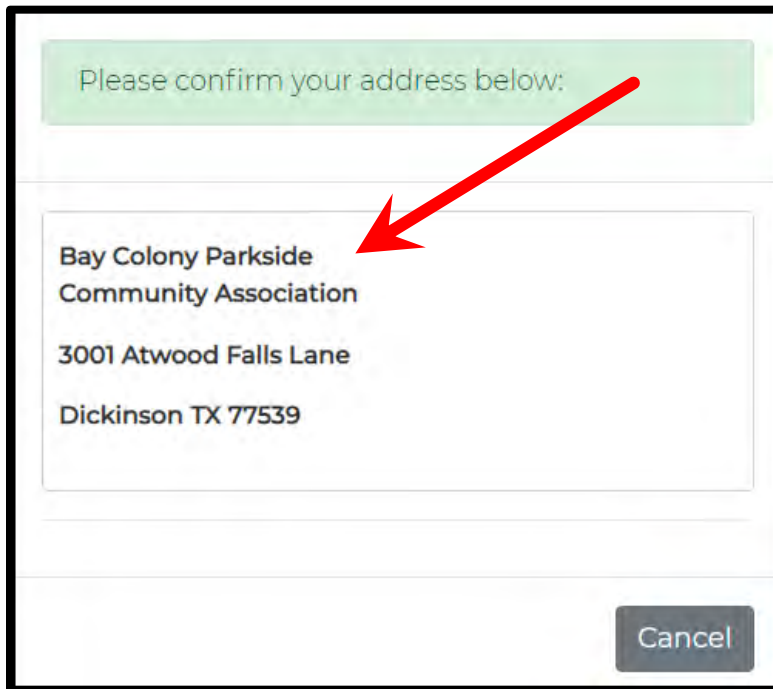
- Enter your name and email.
- Search for your address by typing only the number and street name. A list of matching options will appear. Select your address from the list rather than continuing to type.
- Click Search Address



The screenshot shows a registration form with two main sections. The first section, titled "Account Information", contains two input fields: "ENTER FIRST & LAST NAME" and "ENTER EMAIL". Both fields are circled in red. The second section, titled "Search for your address:", contains a text input field with the placeholder text "Example: '17171 Park'". This field is also circled in red. Below the input field, there 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", which is highlighted with a green border and a red arrow pointing to it.

# 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

A red arrow points from the top right of the address box to the text 'Bay Colony Parkside Community Association'.

- If you own more than one home, you can continue to search for each address to 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

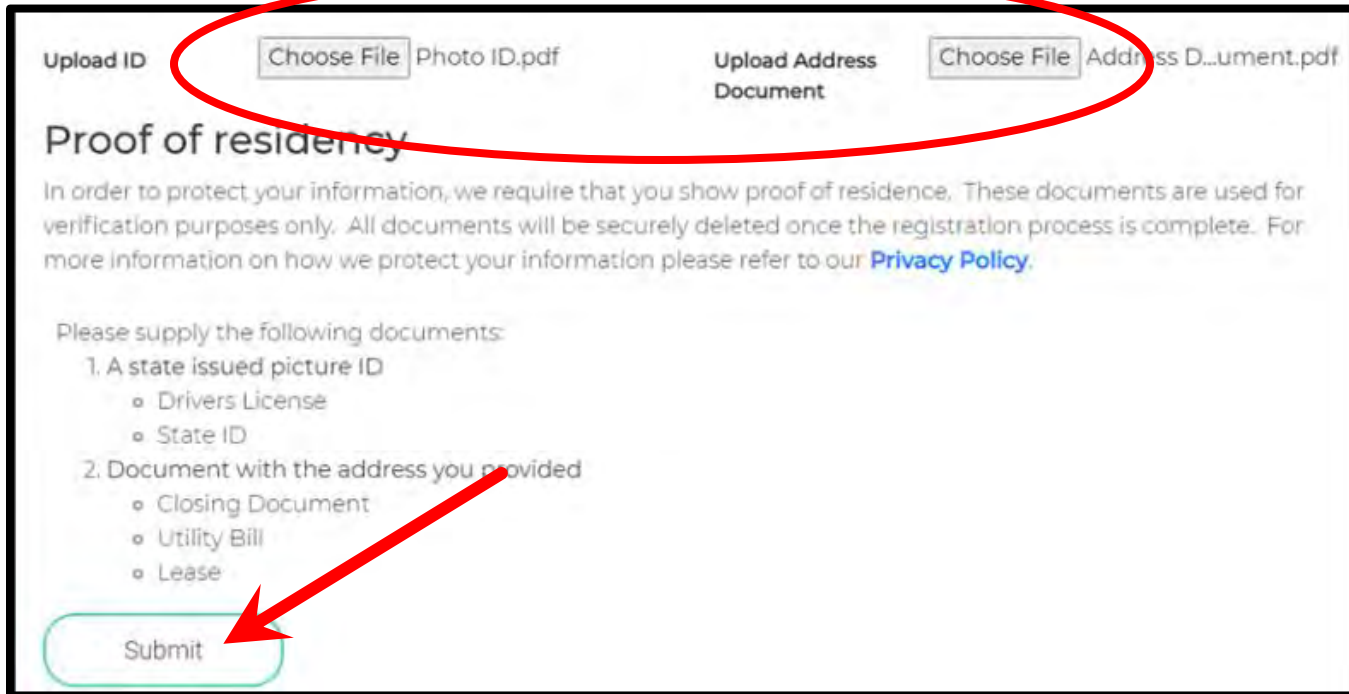
Owner  
 Tenant

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: "Upload ID" and "Upload Address Document". Both fields have a "Choose File" button and a filename: "Photo ID.pdf" and "Address D...ument.pdf" respectively. A red circle highlights these two fields. Below them is a section titled "Proof of residency" with a paragraph of text and a link to "Privacy Policy". Underneath, it says "Please supply the following documents:" followed by a list: "1. A state issued picture ID" (with sub-items "Drivers License" and "State ID") and "2. Document with the address you provided" (with sub-items "Closing Document", "Utility Bill", and "Lease"). At the bottom left, there is a "Submit" button with a red arrow pointing to it.



# Registering Without a Temporary Password

- You will see a confirmation message once your request has been submitted. You will also receive a confirmation email.
- Please add [Do Not Reply@crest-management.com](mailto:Do_Not_Reply@crest-management.com) to your safe sender list to avoid delays. 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.

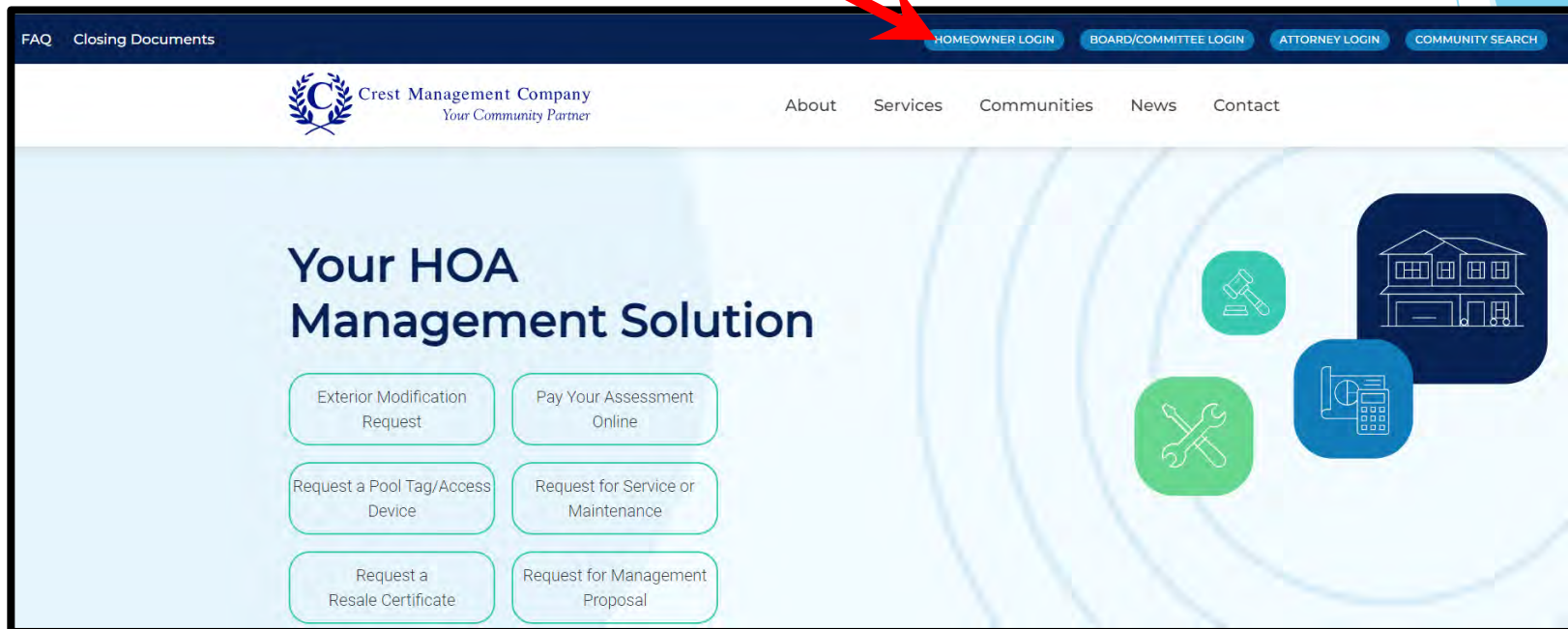
# Registering Without a Temporary Password

- You will receive an email once your request has been processed.



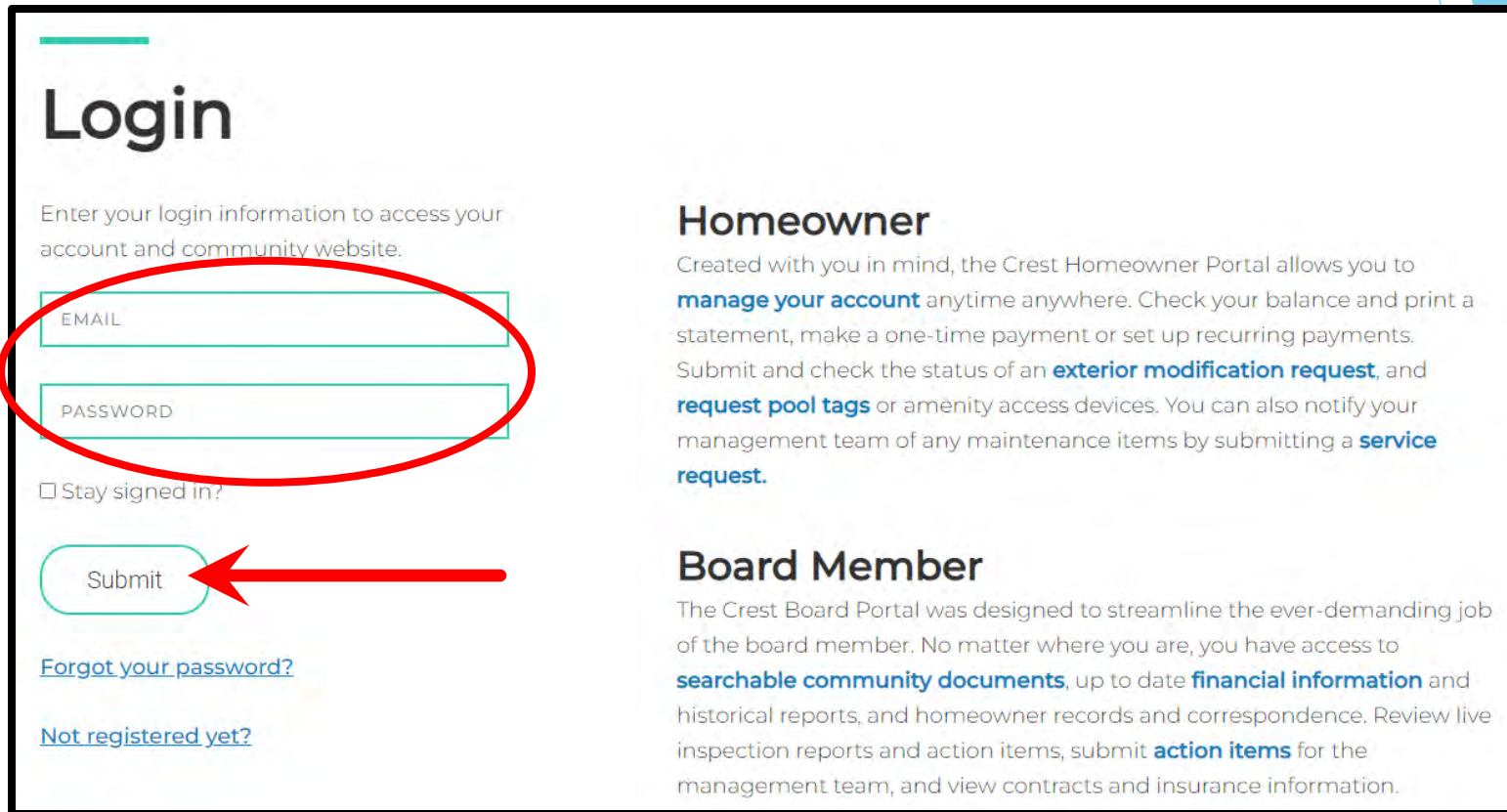
# Registering Without a Temporary Password

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



# Registering Without 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**

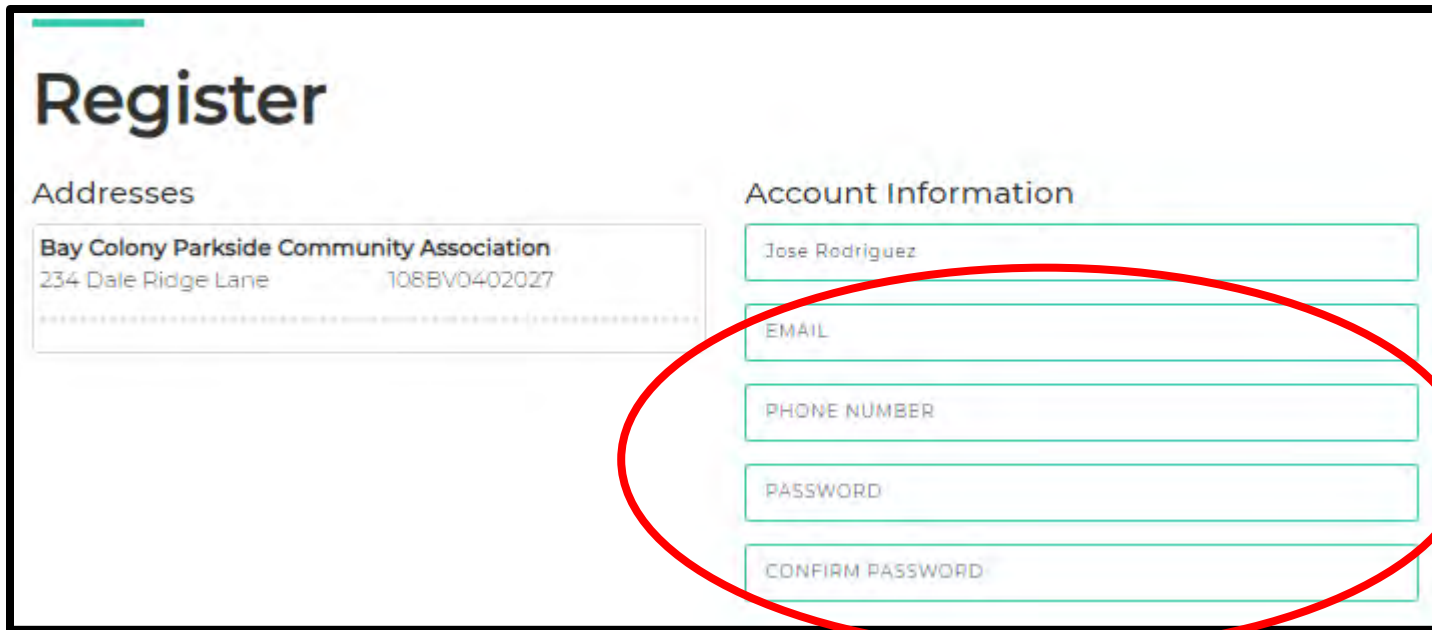
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# Registering Without a Temporary Password

- Your name and address will be prefilled.
- Complete the remaining fields.



The screenshot shows a registration form with two main sections: 'Addresses' and 'Account Information'. The 'Addresses' section contains a pre-filled entry for 'Bay Colony Parkside Community Association' with the address '234 Dale Ridge Lane' and zip code '1088V0402027'. The 'Account Information' section contains five input fields: 'Name' (pre-filled with 'Jose Rodriguez'), 'EMAIL', 'PHONE NUMBER', 'PASSWORD', and 'CONFIRM PASSWORD'. A red circle highlights the 'EMAIL', 'PHONE NUMBER', 'PASSWORD', and 'CONFIRM PASSWORD' fields, indicating they are the ones to be completed by the user.

## Register

**Addresses**

**Bay Colony Parkside Community Association**  
234 Dale Ridge Lane 1088V0402027

**Account Information**

Jose Rodriguez

EMAIL

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 let you know 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.

- From the verification email, click the link to confirm your email address and access your account.

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.  
*(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 Without a Temporary Password

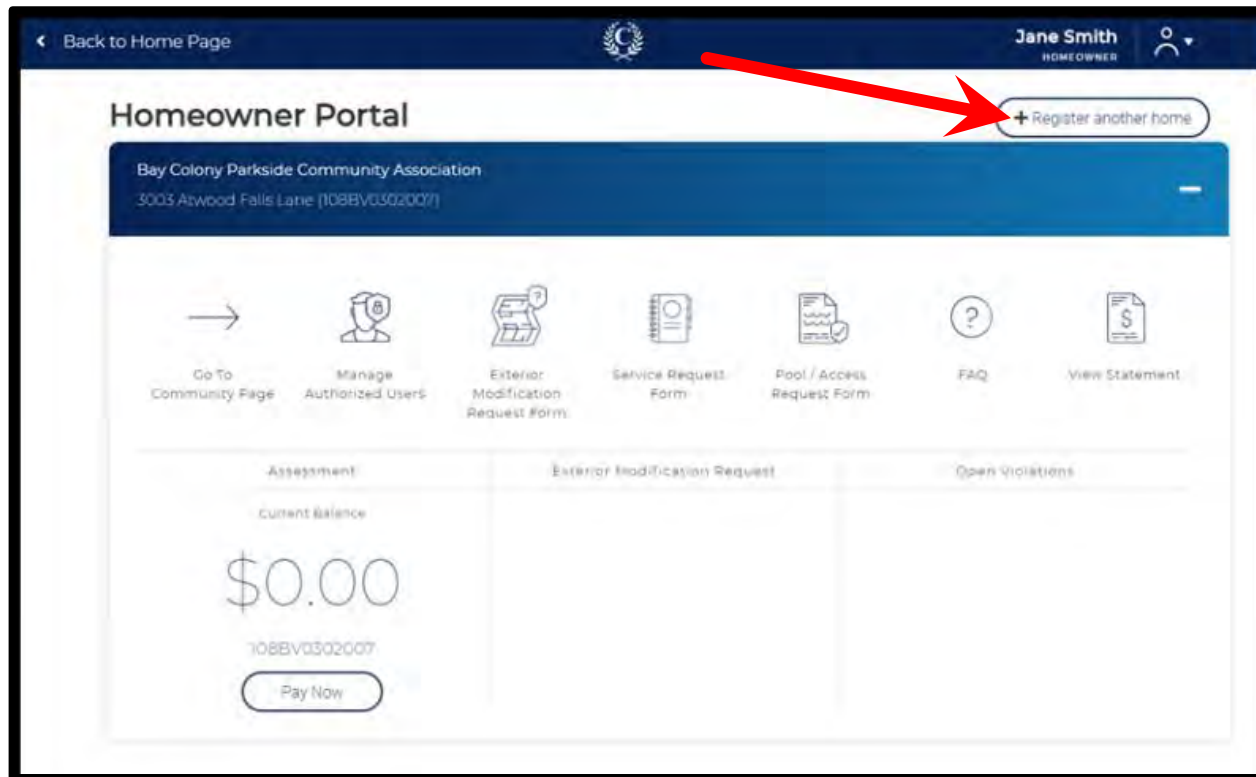
- Welcome to your Homeowner Dashboard!

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, and the user's name 'Jane Smith' with the role 'HOMEOWNER'. 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 summary 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>		

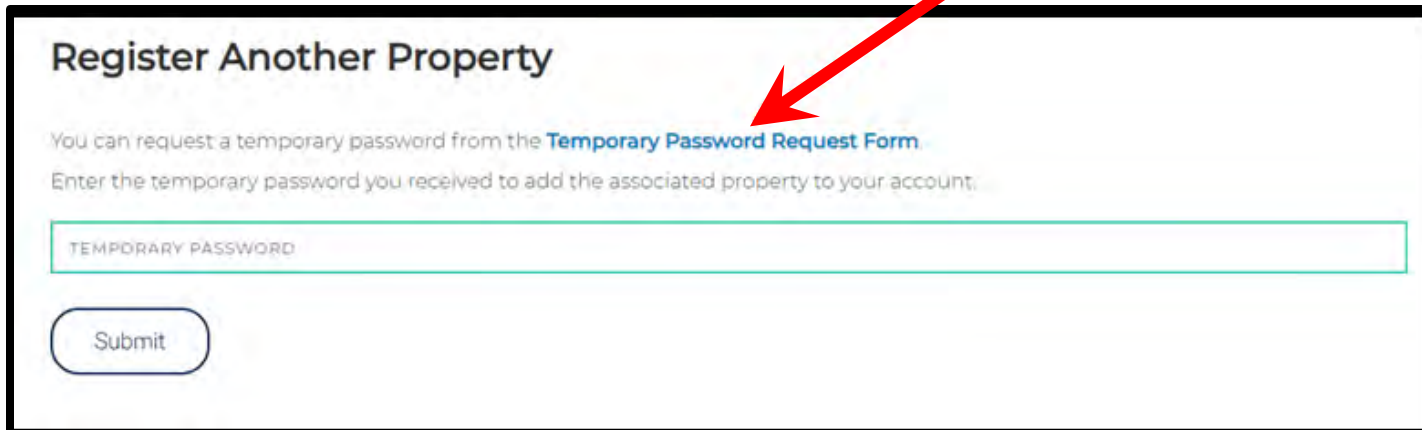
# Registering Another Home

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



# Registering 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:

Submit

# Registering Another Home

- Select Homeowner
- Enter your name and 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.
- Click Search Address

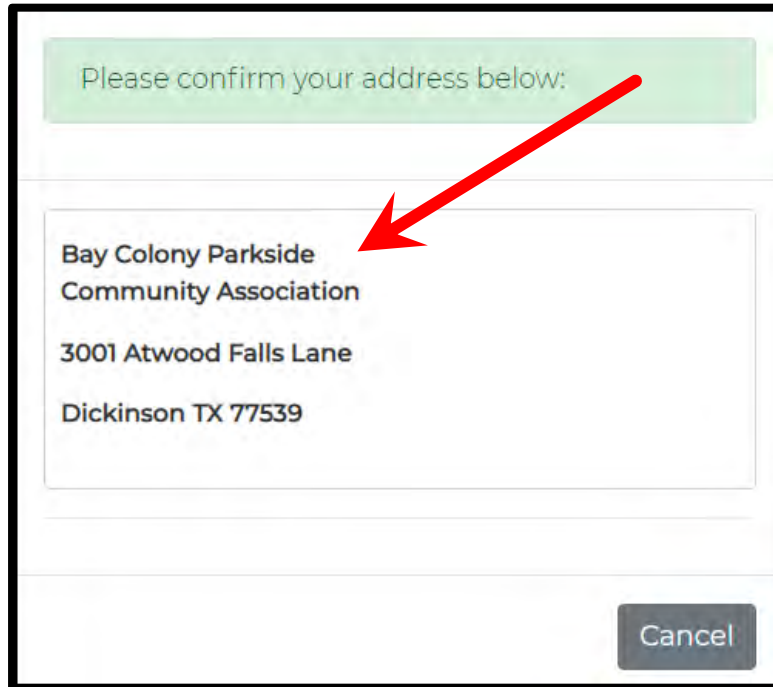
The screenshot shows a registration form with the following sections:

- 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 administrator for access.
  - Homeowner
  - Title Company
- Account Information**
  - Name: Jane Smith
  - Email: jsmiths@mailinator.com
- Search for your address:**
  - Input field: Example: "17171 Park"
  - Text below: Please note to only type the beginning of your street address - city and state are not necessary.
  - Text below: For example: "17171 Park"
  - Search button: Search Address

Red annotations include a circle around the Homeowner radio button, a circle around the name and email fields, a circle around the address search input field, and a circle around the Search Address button. Red arrows point from the top-left and bottom-right corners of the form area towards the Homeowner radio button and the Search Address button, respectively.

# Registering Another Home

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



The screenshot shows a mobile application interface for confirming an address. At the top, a light green banner contains the text "Please confirm your address below:". Below this is a white rectangular box with a thin border containing the address: "Bay Colony Parkside Community Association", "3001 Atwood Falls Lane", and "Dickinson TX 77539". A red arrow points from the top right of the address box towards the top left of the green banner. At the bottom right of the white box is a grey button with the text "Cancel".

- The search bar will remain open, and you can continue to add additional properties.

# Registering 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.

The screenshot shows a registration form for two addresses. Each address has a dashed box containing the address details and two radio button options for 'Owner' and 'Tenant'. Below each address, there is a section for 'Temporary Password Delivery Method' with radio buttons for 'Email' and 'Mail'. Red arrows point to the 'Owner' and 'Tenant' options for both addresses, and to the 'Email' and 'Mail' options for both addresses. The text 'If you do not want to submit proof of residency, please select mail.' is visible in red below the delivery method options.

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

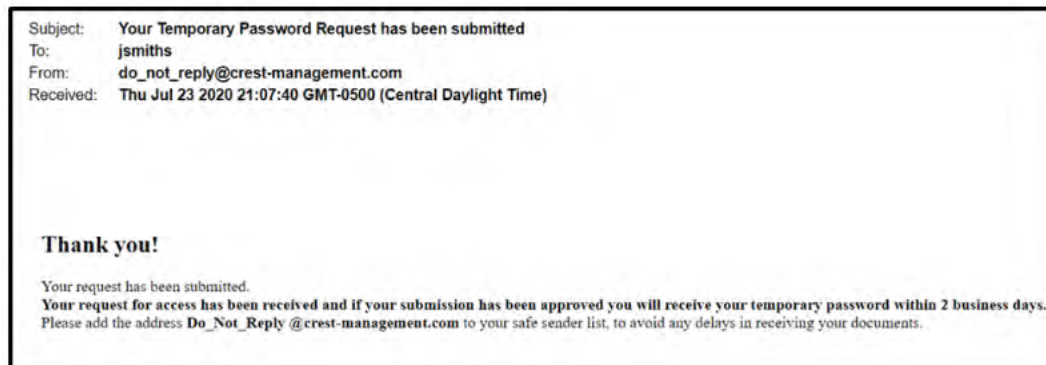
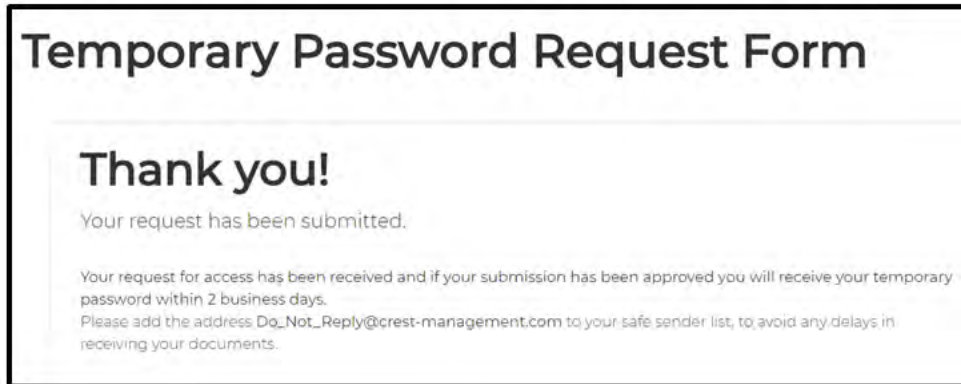
Association of Green Trails Phase II Homeowners Association  
215 Carey Ridge Court  
Houston, 77094

\* Owner  
 \* Tenant

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

# Registering Another Home

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

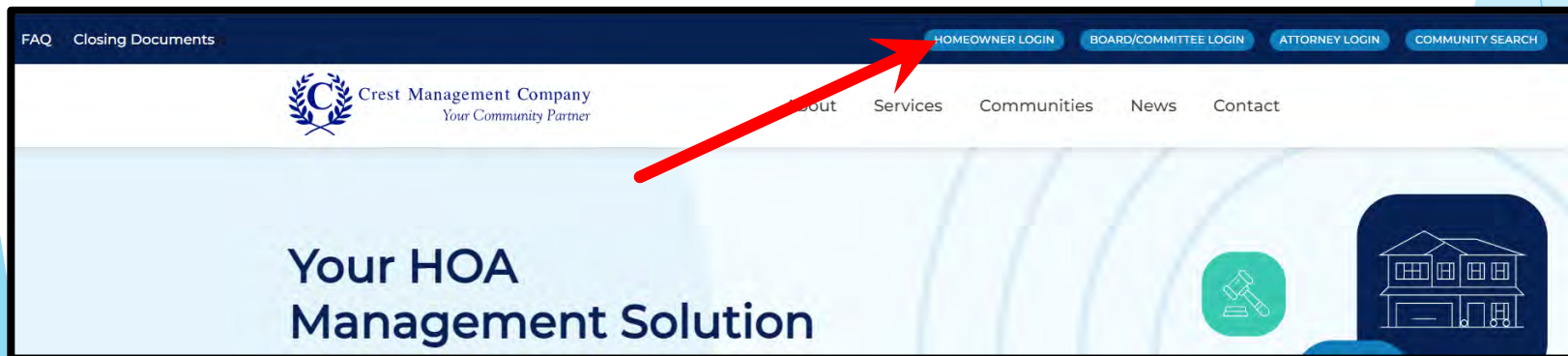


# Registering Another Home

- You will receive an email once your request has been processed.



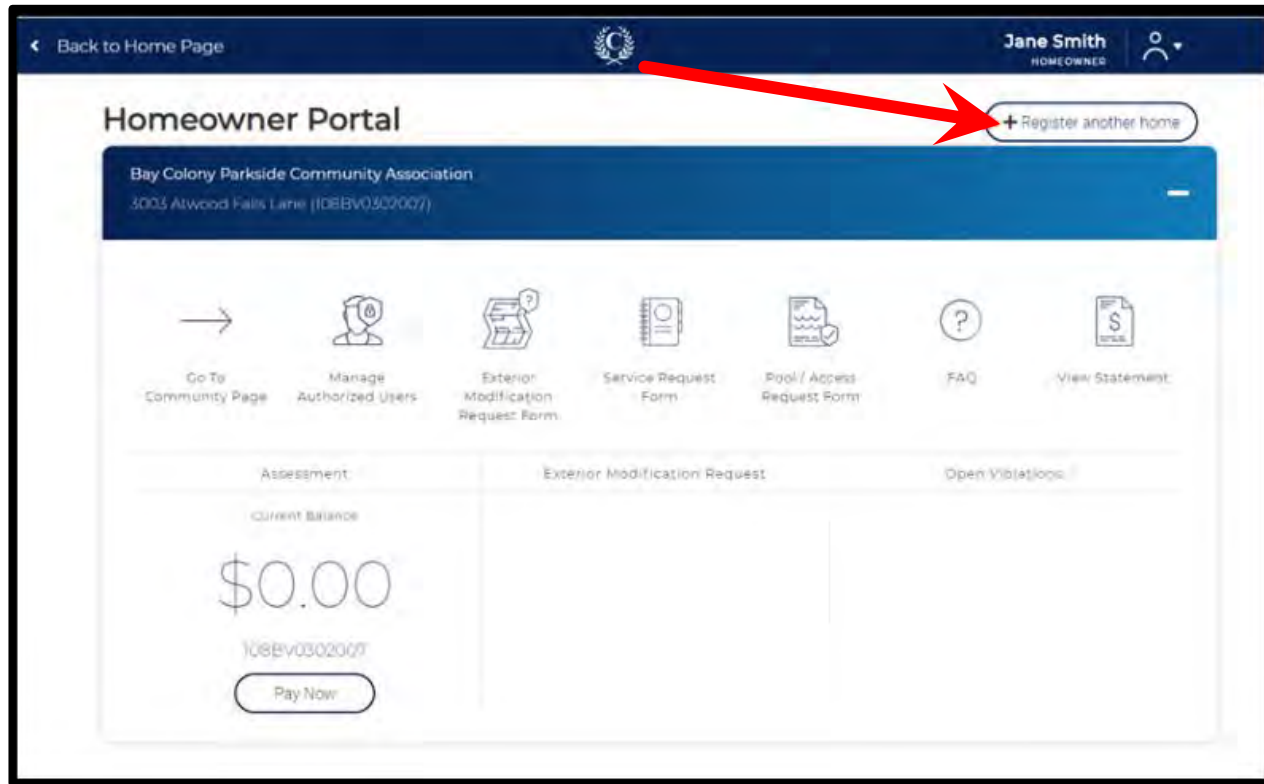
- After receiving the temporary password by email or mail, go to [www.crest-management.com](http://www.crest-management.com) and log in to your account.





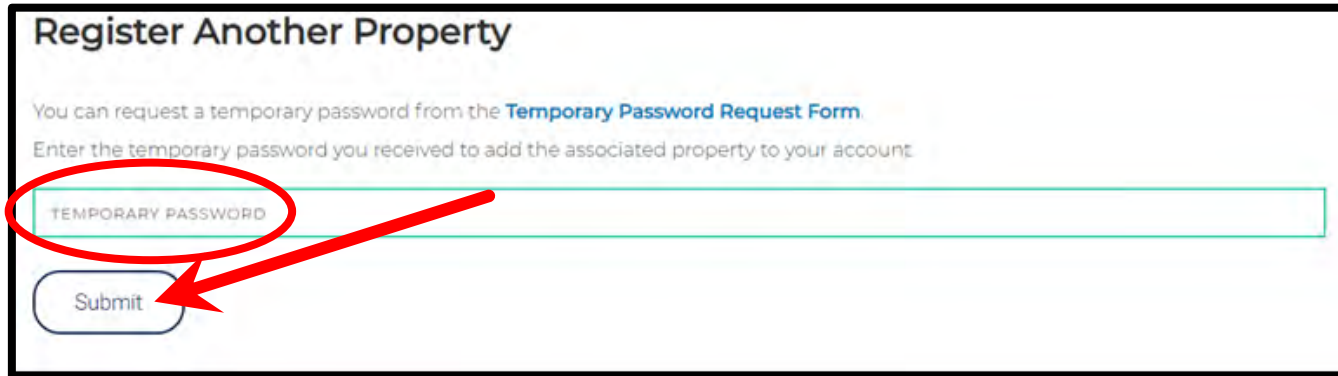
# Registering Another Home

- From your dashboard, click on Register Another Home.



# Registering Another Home

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



**Register Another Property**

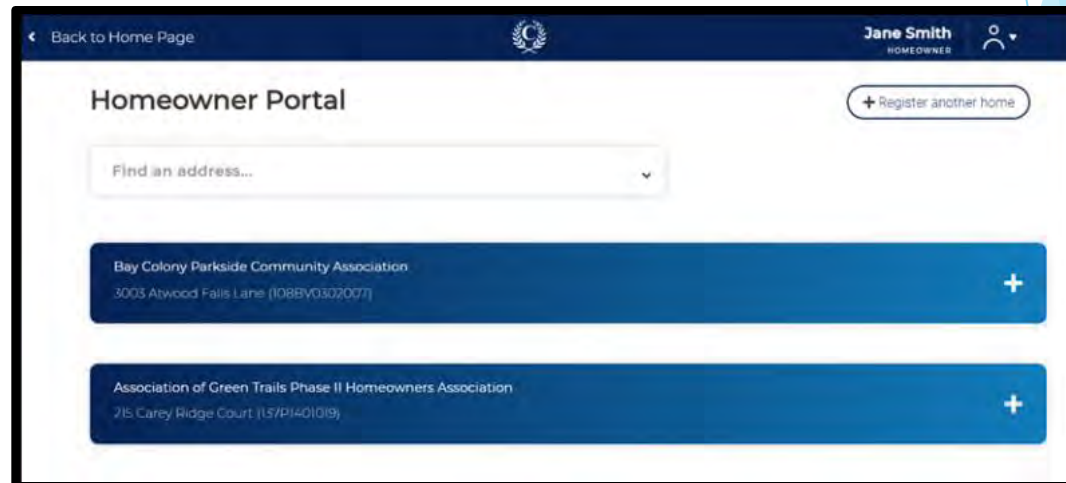
You can request a temporary password from the [Temporary Password Request Form](#).

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 (108BY0302007) +

Association of Green Trails Phase II Homeowners Association  
715 Carey Ridge Court (157P1401019) +

# Registering Another Home

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

The screenshot shows a user interface for a homeowner dashboard. At the top, there is a navigation bar with a "Back to Home Page" link, a logo, and the user's name "Jane Smith" with the role "HOMEOWNER". Below this, a blue header identifies the current home as "Bay Colony Parkside Community Association" at "5003 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 the icons, there is a table with three columns: "Assessment", "Exterior Modification Request", and "Open Violations". Under the "Assessment" column, the "Current Balance" is displayed as "\$0.00" for the address "108BV0302007", with a "Pay Now" button below it.

At the bottom, another blue header identifies a second home: "Association of Green Trails Phase II Homeowners Association" at "215 Carey Ridge Court (L57PM401019)", with a plus sign icon to its right.

# Community Page

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

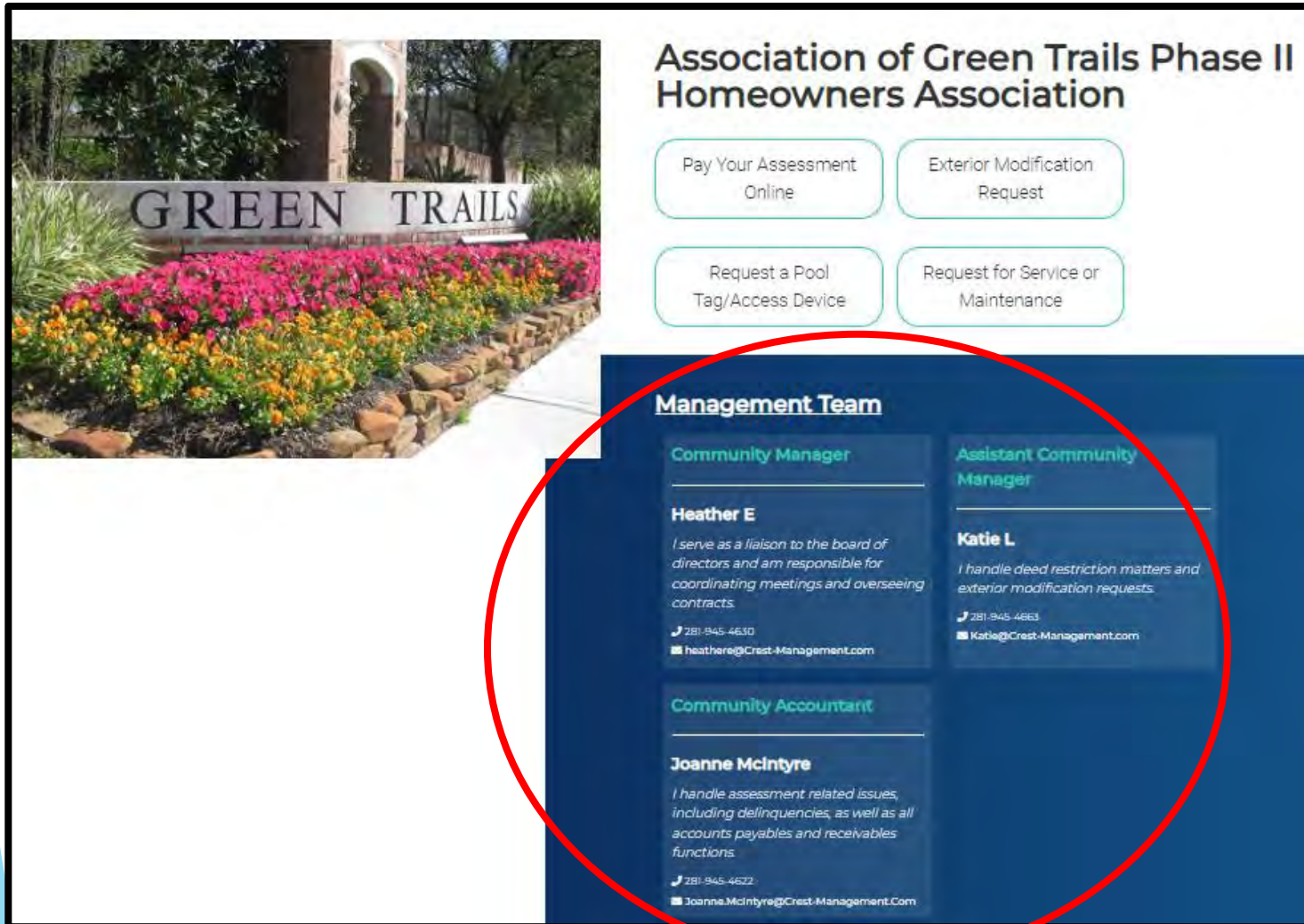
Bay Colony Parkside Community Association  
234 Dale Ridge Lane (108BV0402027)

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

# Community Page

- Find contact information for your Crest Management Team.



**Association of Green Trails Phase II Homeowners Association**

Pay Your Assessment Online    Exterior Modification Request

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

**Management Team**

**Community Manager**

**Heather E**  
*I serve as a liaison to the board of directors and am responsible for coordinating meetings and overseeing contracts.*  
📞 281-945-4630  
✉ heathere@Crest-Management.com

**Assistant Community Manager**

**Katie L**  
*I handle deed restriction matters and exterior modification requests.*  
📞 281-945-4663  
✉ Katie@Crest-Management.com

**Community Accountant**

**Joanne McIntyre**  
*I handle assessment related issues, including delinquencies, as well as all accounts payables and receivables functions.*  
📞 281-945-4622  
✉ Joanne.McIntyre@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 Community Services Community Amenities

## Association of Green Trails Phase II Homeowners Association

Pay Your Assessment Online Exterior Modification Request

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

### Management Team

**Community Manager**  
**Heather E**  
I serve as a liaison to the board of directors and am responsible for coordinating meetings and overseeing contracts.  
📞 281-945-4630  
✉ heathere@Crest-Management.com

**Assistant Community Manager**  
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I handle assessment related issues, including delinquencies, as well as all accounts payables and receivables functions.  
📞 281-945-4622  
✉ Joanne.McIntyre@Crest-Management.Com

Meetings and Forms +

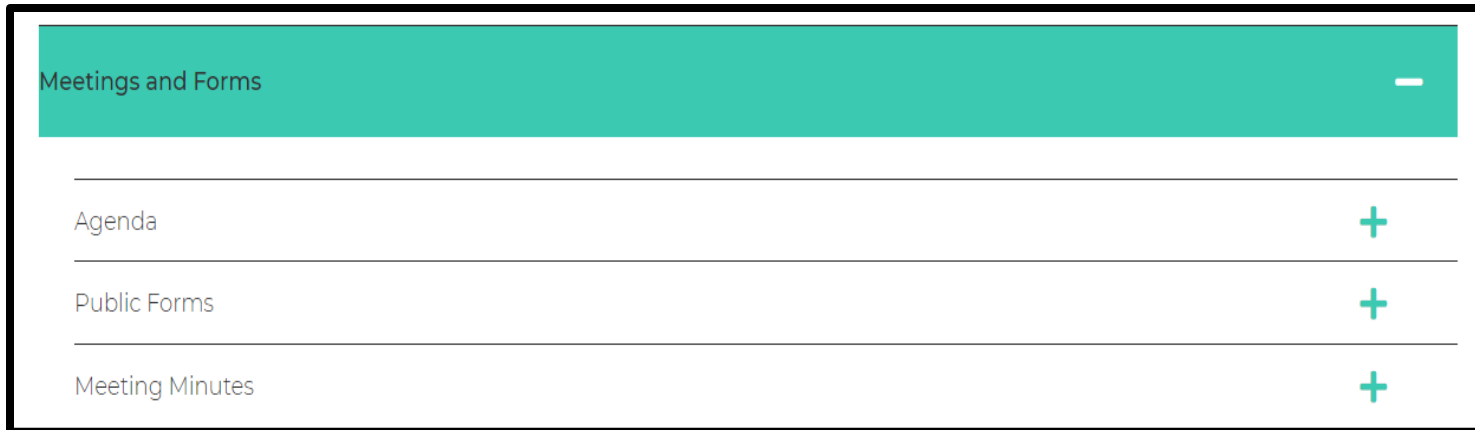
Governing Documents +

Services to Association +

Amenities +

# Community Page

- 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.



# Community Page

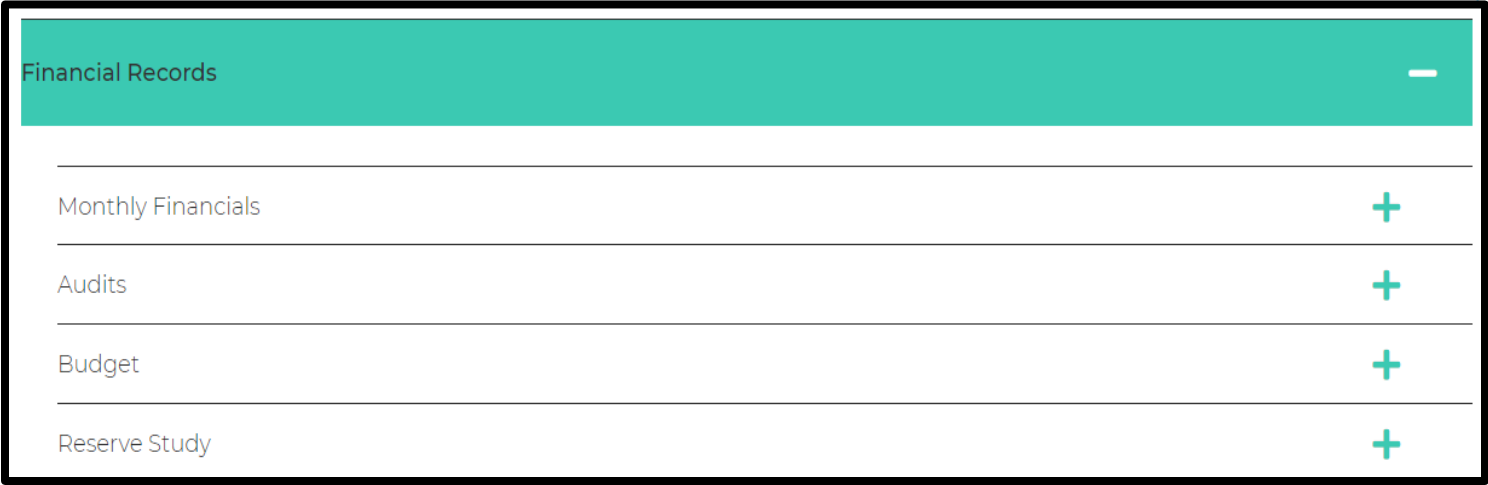
- Governing Documents includes all rules and regulations governing the association.

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



# Community Page

- Financial Records are available in some communities. Where available, it includes monthly financials (including historical data), most recent audit, current year budget, and most recent reserve study.




The image shows a screenshot of a web interface. At the top is a teal header bar with the text 'Financial Records' on the left and a minus sign '-' on the right. Below this header is a list of four items, each separated by a horizontal line. Each item has a plus sign '+' to its right, indicating it is expandable. The items are: 'Monthly Financials', 'Audits', 'Budget', and 'Reserve Study'.


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


# Community Page


- 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](#)  
[Visit Website](#)

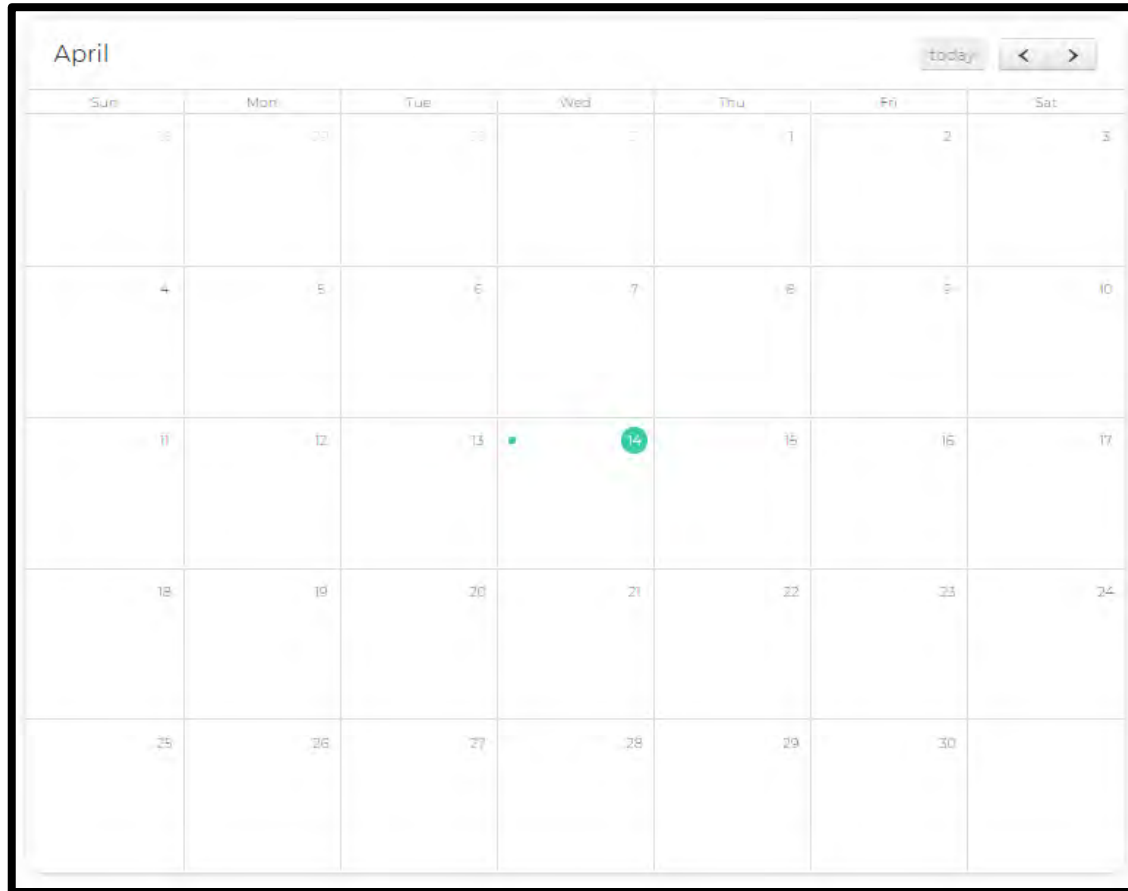
 **Trash**  
Best Trash  
281-313-2378  
Trash days Monday & Thursday. Recycling on Monday. Heavy Trash Monday & Thursday. Paid through assessments.  
[Visit Website](#)

 **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](#)

# Community Page

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



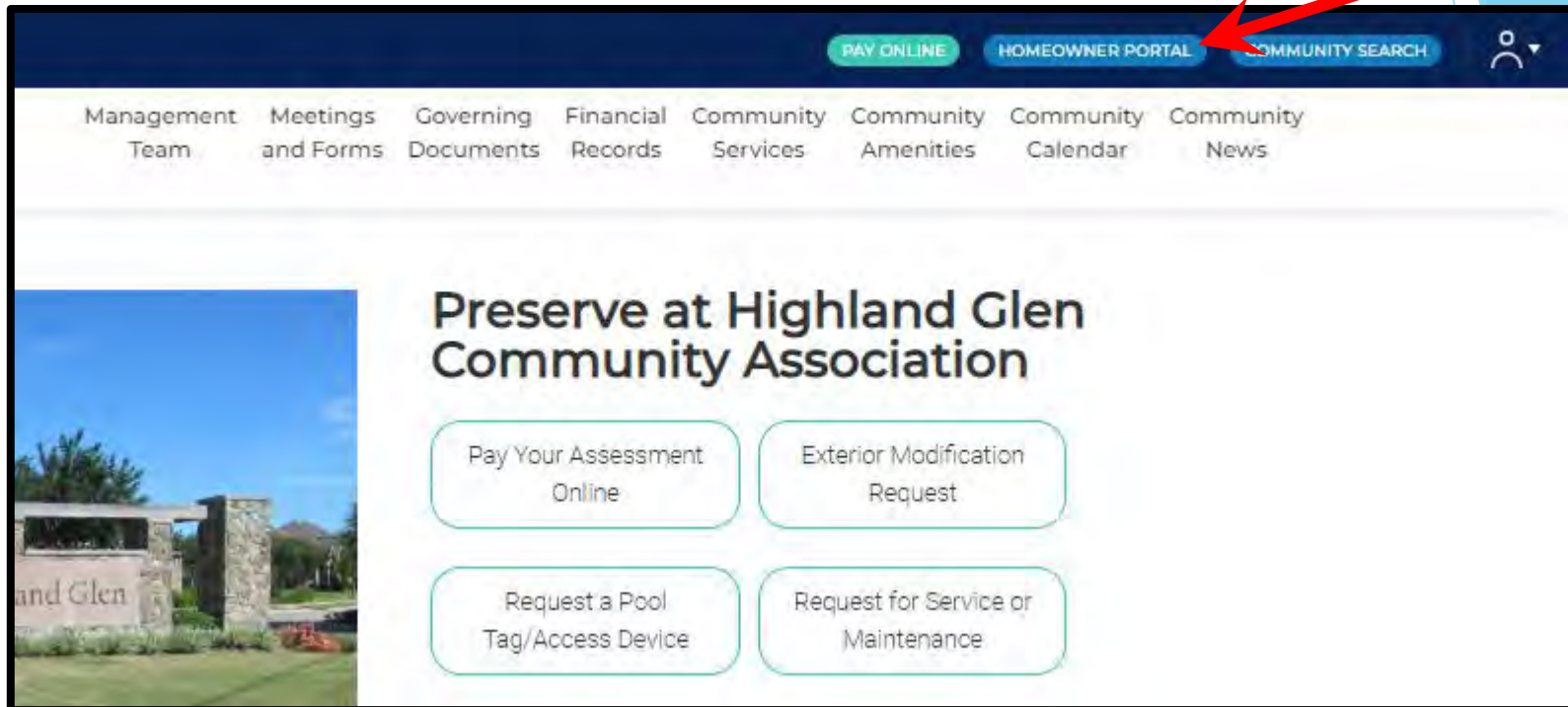
# Community Page

➤ 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

# Community Page

- Click Homeowner Portal to return to the Homeowner Dashboard.



# Manage Authorized Users

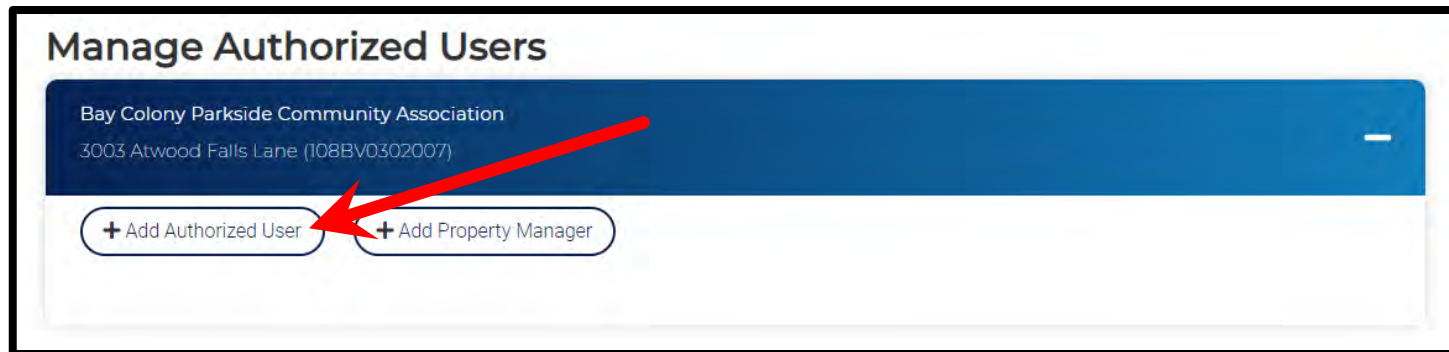
- From your dashboard, click on Manage Authorized Users.
- If you own multiple homes, click on the home you want to work with to expand the dashboard.

The screenshot shows the dashboard for the Bay Colony Parkside Community Association. At the top, the address is listed as 234 Dale Ridge Lane (108BV0402027). Below this is a row of navigation icons: 'Go To Community Page' (arrow), 'Manage Authorized Users' (person with lock icon, circled in red), 'Exterior Modification Request Form' (house with question mark), 'Service Request Form' (calendar), 'Pool / Access Request Form' (document with checkmark), 'FAQ' (question mark in a circle), and 'View Statement' (document with dollar sign). Below the navigation row is a table with three columns: 'Assessment', 'Exterior Modification Request', and 'Open Violations'. The 'Assessment' column shows a 'Current Balance' of '\$0.00' and an 'Account Number' of '108BV0402027' with a 'Pay Now' button.

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

# Manage Authorized Users

- Select Add Authorized User to add a family member, contractor, or tenant. You will be able to customize the type of access each authorized user is given.



# 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 your other homes.*

- 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:

- View Balance
- View Exterior Modifications
- View Account Number
- Submit EMR
- View Open Violations
- Submit Access Device
- View Closed Violations

# 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>
			<a href="#">Delete User</a>
			<a href="#">Reset Password</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)

# Manage Authorized Users

- To delete an authorized user, click Delete User.

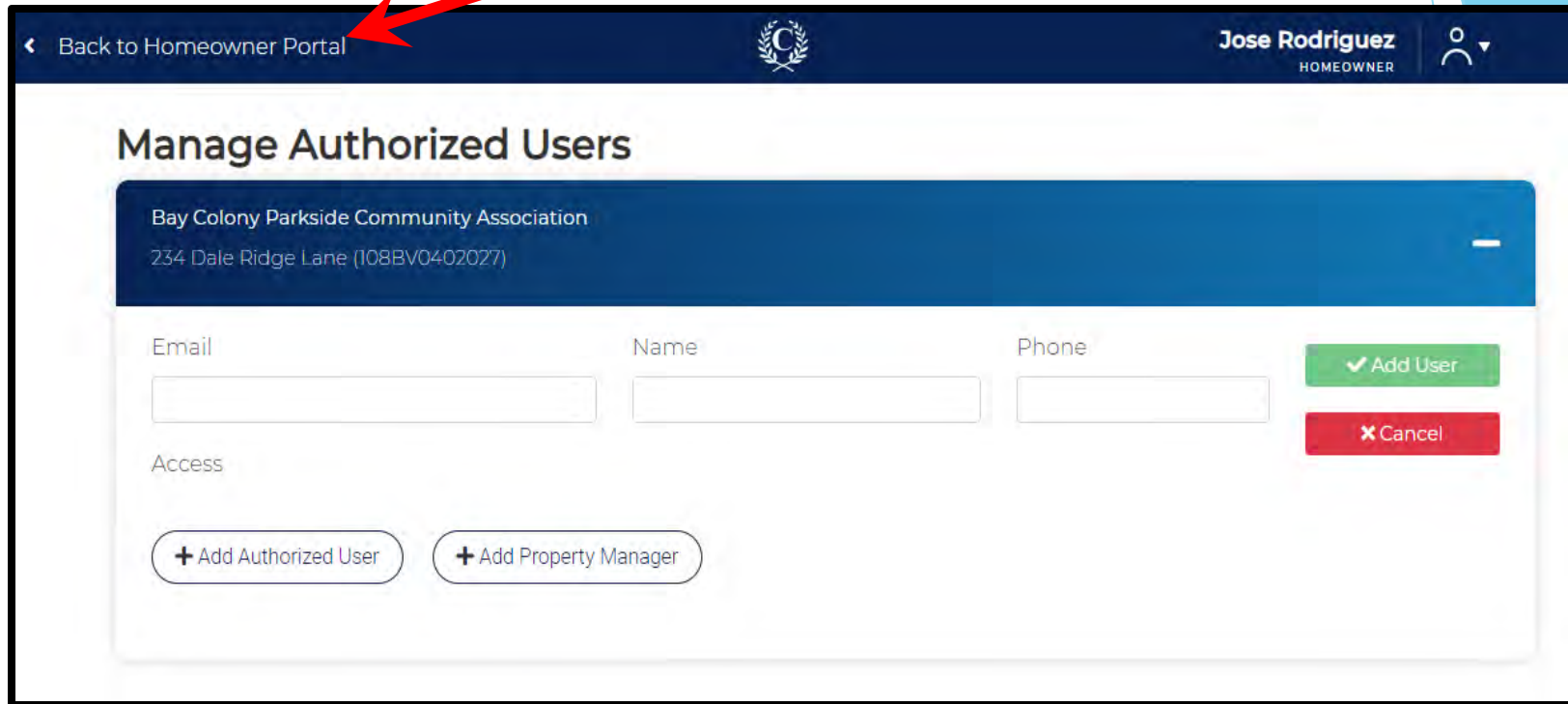
The screenshot shows a web interface titled "Manage Authorized Users". At the top, there is a blue header for "Bay Colony Parkside Community Association" with the address "3003 Atwood Falls Lane (10BBV0302007)". Below this is a table of authorized users. The first user is Jonie Smith, with email "saltsoul@mailinator.com" and phone "281-281-2811". To the right of her name are three buttons: "Edit User" (grey), "Delete User" (red), and "Reset Password" (yellow). Below the table are two buttons: "+ Add Authorized User" and "+ Add Property Manager". At the bottom, there is a blue header for "Association of Green Trails Phase II Homeowners Association" with the address "215 Carey Ridge Court (137P1401019)".

- Click Revoke Access.

The screenshot shows a dialog box titled "Remove Authorized User". It contains the following information: Name: Jonie Smith, Email: saltsoul@mailinator.com, Phone: 281-281-2811, Access: Submit Access Device, View Open Violations. Below this information is a warning message: "You are about to remove this user from this property." At the bottom of the dialog are two buttons: "Cancel" (grey) and "Revoke Access" (red).

# Manage Authorized Users

- 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 and the text "Back to Homeowner Portal", a central logo, and the user's name "Jose Rodriguez HOMEOWNER" with a profile icon. Below the navigation bar, the main heading is "Manage Authorized Users". Underneath, there is a blue header for the property: "Bay Colony Parkside Community Association" and "234 Dale Ridge Lane (108BV0402027)". The main form area contains 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". A red arrow points from the text above to the "Back to Homeowner Portal" link in the navigation bar.

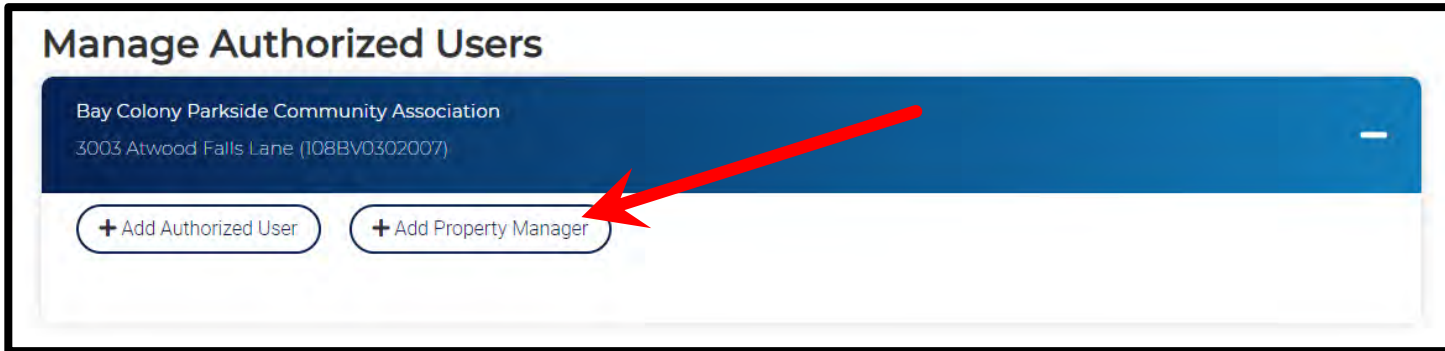
# Manage Authorized Users – Property Manager

- 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.

The screenshot shows the dashboard for the Bay Colony Parkside Community Association. At the top, the header displays the association name and the address: 234 Dale Ridge Lane (108BV0402027). Below the header is a navigation bar with several icons and labels: 'Go To Community Page' (with a right-pointing arrow), 'Manage Authorized Users' (with a person icon and a red circle around it), 'Exterior Modification Request Form' (with a house icon and a question mark), 'Service Request Form' (with a calendar icon), 'Pool / Access Request Form' (with a document icon and a checkmark), 'FAQ' (with a question mark icon), and 'View Statement' (with a document icon and a dollar sign). Below the navigation bar is a grid of three main sections: 'Assessment' (with a 'Current Balance' of \$0.00 and an 'Account Number' of 108BV0402027, plus a 'Pay Now' button), 'Exterior Modification Request', and 'Open Violations'.

# Manage Authorized Users – Property Manager

- 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 – Property Manager

- 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 (137P0604004)

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: a1pm@mailinator.com  
Phone: 832-832-8322  
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.

3003 Atwood Falls Lane



# Manage Authorized Users – Property Manager

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

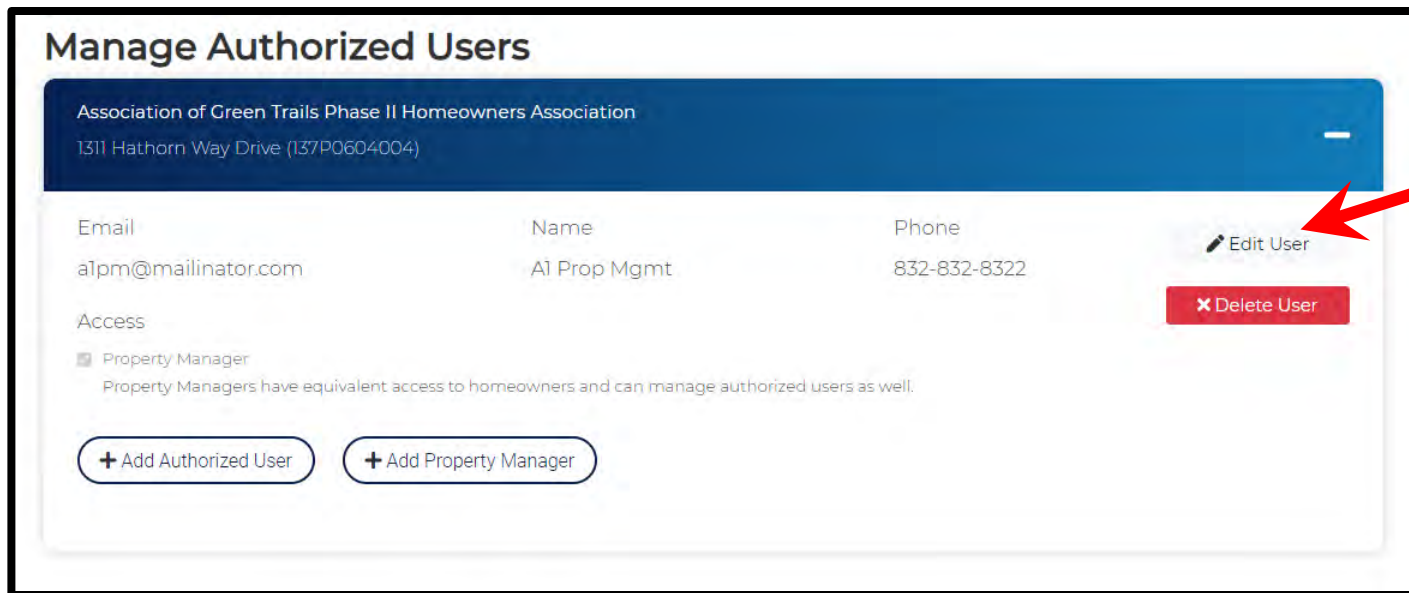
Subject: **Welcome to Crest**  
To: **a1pm**  
From: **do\_not\_reply@crest-management.com**  
Received: **Fri Jul 24 2020 00:16:03 GMT-0500 (Central Daylight Time)**

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 Manager

- 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 changed, 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 (I37P0604004)

Email	Name	Phone	
a1pm@mailinator.com	AI Prop Mgmt	832-832-8322	<a href="#">✎ Edit User</a>

**Delete User**

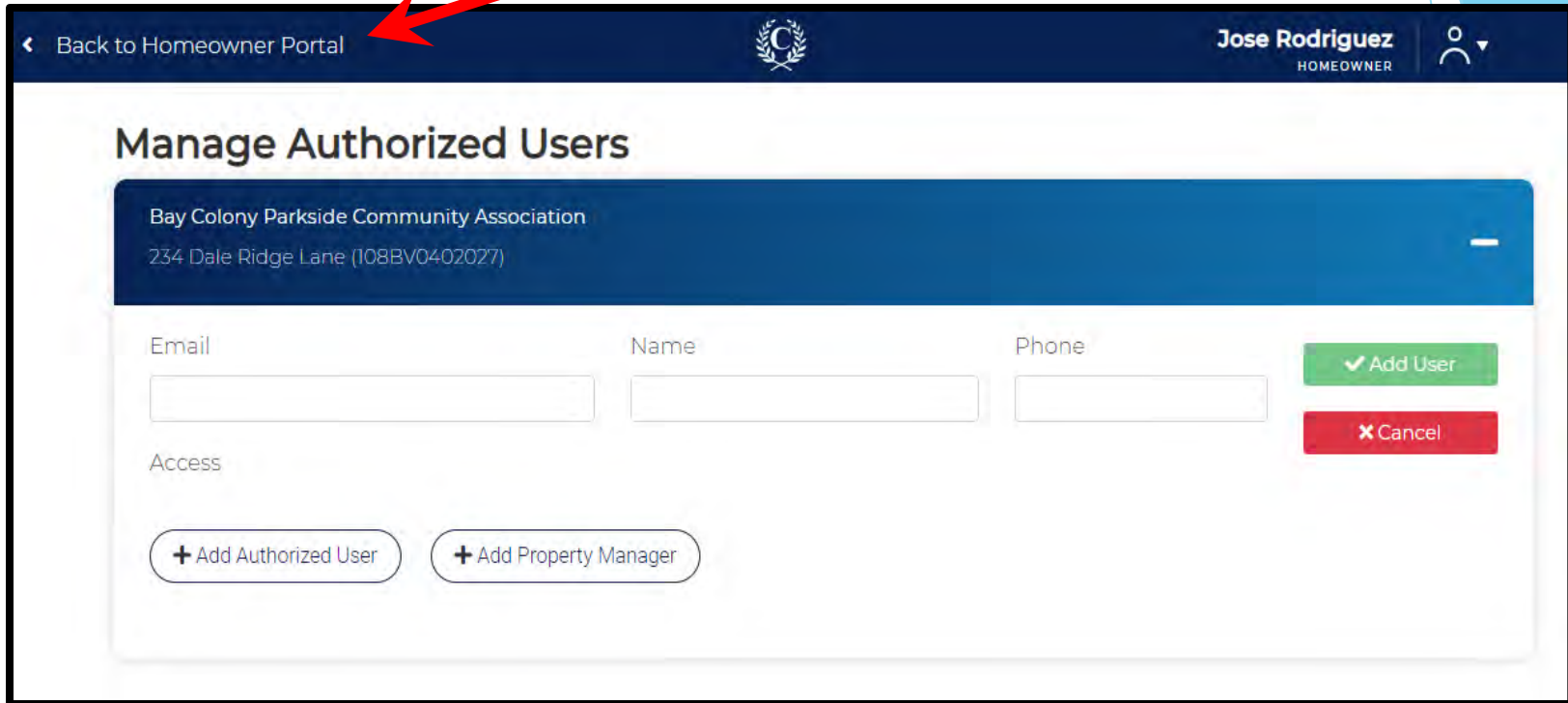
**Access**

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 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 back arrow and the text "Back to Homeowner Portal" on the left, a logo in the center, and the user's name "Jose Rodriguez" and role "HOMEOWNER" on the right. Below the navigation bar, the main heading is "Manage Authorized Users". Underneath, there is a dark blue header for the property: "Bay Colony Parkside Community Association" and "234 Dale Ridge Lane (108BV0402027)". The main form area contains 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". A red arrow points from the text above to the "Back to Homeowner Portal" link in the navigation bar.

# Exterior Modification Request Form

- Exterior Modification Request Form is the application for 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

- The Applicant Information will be prefilled. Check for accuracy and make changes as needed.
- If you rent the home you live in, select Rent and additional fields will populate.
- Click Review Governing Documents.

### 3 - Applicant Information

245 Crystal Isle Drive

* First Name	Jake	* Last Name	Jackson
* Email Address	cresttest2022@gmail.com	* Phone Number	2812812811

Staff email was used, homeowner elected not to use email communication.

\* Do you own or rent your home?  
 Own    Rent

[Select Address](#) [Review Governing Documents](#)

# Exterior Modification Request Form

- Your community's governing documents are provided. Select [Click Here](#) to review documents relating to your project.
- Read the acceptance statement and check the box to confirm you agree to abide by the governing documents for your community.
- Click [Select Application Type](#).

**4 - Governing Documents**

Bay Colony Parkside Community Association, Inc. Governing Documents

TITLE	LINK
20181030 Resolution Regarding Holiday Decorations	<a href="#">Click Here</a>
20181203 Holiday Decorations Resolution Recorded	<a href="#">Click Here</a>
All Plat Maps	<a href="#">Click Here</a>
Articles of Incorporation	<a href="#">Click Here</a>
Assignment of Declarant	<a href="#">Click Here</a>
By-Laws	<a href="#">Click Here</a>
Collection Payment Policy	<a href="#">Click Here</a>
Covenants, Conditions, and Restrictions	<a href="#">Click Here</a>
Deed of Gift	<a href="#">Click Here</a>
First Amendment to the Covenants, Conditions, and Restrictions	<a href="#">Click Here</a>
Flag Display Guidelines	<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 Bay Colony Parkside Community Association, Inc..

[Modify Contact Info](#) [Select Application Type](#)

# Exterior Modification Request Form

- Select the type of modification you are applying for and click Application Details.
- 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
- Fence Stain
- French Drains
- Front Door Stain
- Garage Door Staining/Painting
- Gutters
- Landscape Lights
- New Home Construction
- Outdoor Kitchen
- Patio Cover
- Paved Walkway
- Play Structure
- Roof
- 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
- Flag
- Front Door Replacement
- Garage Door Replacement
- Gazebo
- Hot Tub
- Landscaping/Trees
- Other
- Patio
- Patio Extension
- Pergola
- Pool
- Room Addition
- Solar Screens
- Storage Shed/Building
- Storm Door
- Window Replacement

[Governing Documents](#)

[Application Details](#)

# Exterior Modification Request Form

- Complete all fields, upload attachments, and click Review Application.

The screenshot displays the '6 - Roof' section of the form. A red oval highlights the 'Project Details' section, which includes fields for 'Proposed Start Date', 'Proposed End Date', 'Current Progress', and 'Who will be doing the work on the improvement'. Below this is the 'Application Details' section with fields for 'Material Type' and 'Number of Warranty Years'. The 'Required Attachments' section contains two items: '1. Picture from manufacturer's website of roofing type sample or brochure' and '2. A current picture of the entire home'. Each item has a 'Choose File' button and a 'Remove Attachment' button. A red arrow points to the 'Choose File' button for the first attachment. The 'Comment' section at the bottom has a text area and a 'Review Application' button, with another red arrow pointing to it. A 'Change Application Type' button is also visible.



# Exterior Modification Request Form

- Review the application to ensure all information is correct and that the required attachments are provided.
- If changes are needed, select Modify Application.
- If everything is correct, select Acknowledgment to proceed.

### 7 - Review Application

**Contact Information**  
Jake Jackson  
245 Crystal Isle Drive  
Dickinson TX 77539  
2812812811  
cresttest2022@gmail.com

**Person doing work**  
3rd Party  
A1 Roofing: 2818327133

**Project details**  
Start Date: 06/13/2022  
End Date: 06/14/2022  
Material Type: Asphalt shingle  
Color: Driftwood  
Number of Warranty Years: 35

**Attachments**

1. Picture from manufacturer's website of roofing type sample or brochure:	shingle.png
2. A current picture of the entire home	house.png
2. A current picture of the entire home	house2.png

[Modify Application](#) [Acknowledgment](#)

# Exterior Modification Request Form

- Review the terms and conditions and check the two acknowledgment boxes.
- Click Submit Application.

### 8 - Acknowledgment

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

245 Crystal Isle Drive

#### Bay Colony Parkside Community 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 Bay Colony Parkside Community 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 understand that I am electing to receive communications regarding this application by email.

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

[Review Application](#) [Submit Application](#)

# Exterior Modification Request Form

- You will see a confirmation message once your application has been submitted. You will also receive an email.

**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. The Committee has 30 days from receipt of a completed application to review and make a decision. You will be notified of the decision by letter and email.

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 within 15 minutes, 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 having this email filtered into your spam folder.


Gmail Crest Test <cresttest2022@gmail.com>

---

**Your Exterior Modification Request has been submitted**

---

**Crest Management - Do Not Reply** <do\_not\_reply@crest-management.com> Tue, May 31, 2022 at 11:11 AM  
To: cresttest2022@gmail.com



Crest Management Company  
Your Community Partner

**Your application has been received.**

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. The Committee has 30 days from receipt of a completed application to review and make a decision. You will be notified of the decision by letter and email.

**Applicant Information**

Jake Jackson  
245 Crystal Isle Drive  
Dickinson, TX 77539  
[cresttest2022@gmail.com](mailto:cresttest2022@gmail.com)

**Application Information**

Roof  
Material Type: Asphalt shingle  
Color: Driftwood  
Number of Warranty Years: 35

Estimated Start Date: 6/13/2022  
Estimated End Date: 6/14/2022  
Person doing work: 3rd Party  
Contractor: A1 Roofing  
Contractor number: 2818327133

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# Exterior Modification Request Form

- Click Back to Homeowner Portal to return to your Dashboard.
- The submitted application is now visible in the EMR column.

The screenshot shows a user interface for a Homeowner Portal. At the top, there is a navigation bar with a "Back to Homeowner Portal" link, a logo, and the user's name "Sam Solomon HOMEOWNER". Below this is a confirmation message: "Thank you, submitted." followed by a paragraph of text and a "Pay Now" button. The main dashboard area is titled "9 - Confirmation" and contains a navigation menu with icons for "Go To Community Page", "Manage Authorized Users", "Exterior Modification Request Form", "Service Request Form", "Pool / Access Request Form", "FAQ", and "View Statement". Below the menu is a table with three columns: "Assessment", "Exterior Modification Request", and "Open Violations". The "Exterior Modification Request" column contains a table with one row: "Roof" with a date "05/31/2022" and a status "Pending Submitted". A red box highlights this row. At the bottom, there is a "Current Balance" of "\$0.00", an "Account Number" of "1080102031", and a "Pay Now" button. A footer note states: "Please allow up to 5 days for payment to reflect on this page. Any questions please contact your Community Accountant at 281-579-0761."

Bay Colony Parkside Community Association  
245 Crystal Isle Drive (1080102031)

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
	Roof      05/31/2022 Pending Submitted	

Current Balance: \$0.00  
Account Number: 1080102031  
Pay Now

Please allow up to 5 days for payment to reflect on this page. Any questions please contact your Community Accountant at 281-579-0761.

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

# Service Request Form

- The Property and Requester Information sections will be prefilled based on your account information.

## Service Request

---

### Property Information

\* Denotes required fields

Please select your community:

---

### Requester Information

\* First Name:  \* Last Name:

\* Email:  Phone:

\* Requestor's Address:

# Service Request Form

- Complete the Additional Information section with as much detail as possible and upload any photos you have.
- 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 needed, 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**

---



# 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

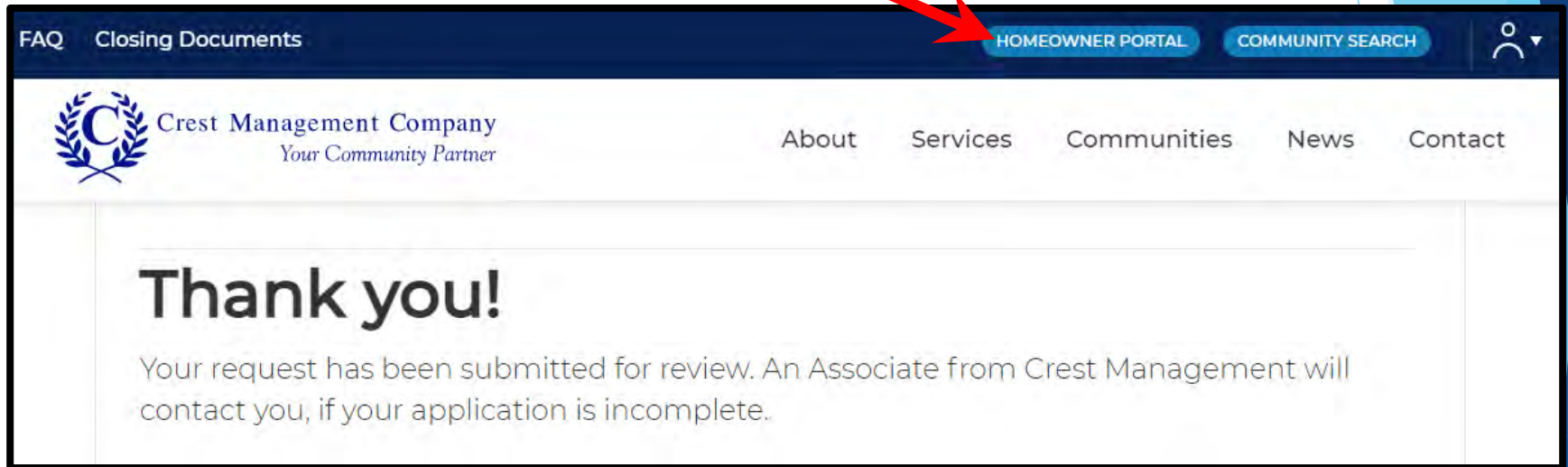
### Request Information

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 shows the Crest Management Company website. At the top, there is a dark blue navigation bar with links for 'FAQ' and 'Closing Documents'. To the right of these links are two buttons: 'HOMEOWNER PORTAL' and 'COMMUNITY SEARCH'. A red arrow points to the 'HOMEOWNER PORTAL' button. Below the navigation bar is a white header section with the Crest Management Company logo on the left and navigation links for 'About', 'Services', 'Communities', 'News', and 'Contact' on the right. The main content area features a large 'Thank you!' message, followed by a paragraph stating: '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 into the Pool/Access Request Form.*

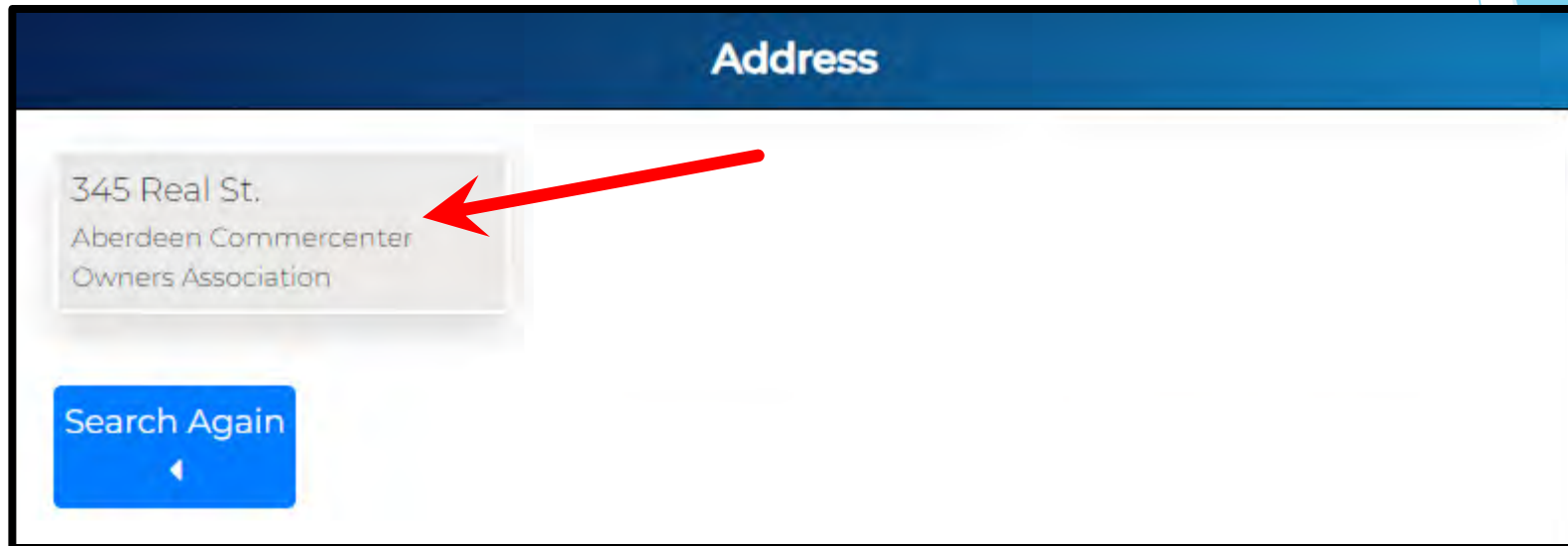
The screenshot shows the dashboard for the Bay Colony Parkside Community Association. The header includes the association name and address: 234 Dale Ridge Lane (108BV0402027). Below the header is a navigation bar with seven icons and their corresponding labels: 'Go To Community Page', 'Manage Authorized Users', 'Exterior Modification Request Form', 'Service Request Form', 'Pool / Access Request Form' (circled in red), 'FAQ', and 'View Statement'. Below the navigation bar is a table with three columns: 'Assessment', 'Exterior Modification Request', and 'Open Violations'. The 'Assessment' column displays 'Current Balance' as '\$0.00', 'Account Number' as '108BV0402027', and a 'Pay Now' button.

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

# Pool/Access Request Form

➤ Click your address to begin.

*\*\*If you have more than one property registered, all homes will appear. You must submit separate requests for each address.*



The screenshot shows a web interface with a dark blue header containing the word "Address" in white. Below the header is a white search results area. A single result is displayed in a light gray box with rounded corners, containing the text "345 Real St.", "Aberdeen Commercenter", and "Owners Association" on three lines. A red arrow points from the right towards the first line of the result. Below the search results is a blue button with the text "Search Again" and a white left-pointing arrow.

# Pool/Access Request Form

- Check the box for each amenity you are requesting access. *\*\*The options will vary by community.*
- Click Request Access

## Access Request

### What do you need access to?

- Lap Pool (Pool)**  
Exclusively for swimming laps, no recreational swimming.
- Pool**
- Clubhouse**  
2 small meeting rooms, large main area with kitchen and patio.
- Section 3 Gate (Gate)**  
Unmanned entry gate for Section 3.

[Select Another Address](#) [Request Access](#)

# Pool/Access Request Form

- Some amenities have multiple access options. Make your selections, if required.
- Click Continue.

## Select Device(s)

### Select access device(s)

Pool

- Pool Tag

**Section 3 Gate (Gate)**

- Gate Code (Access Code)
- Gate Remote
- Phone Number
- Section 3 Gate EZ Tag (EZ Tag)

[Select Amenities](#) [Continue](#)

# Pool/Access Request Form

- Depending on your community's requirements, some devices require payment. You will be notified of that here.
- If asked, enter the number of devices you are requesting.
- All devices will be mailed unless you check the box requesting office pickup. Be advised, office pickup will incur a \$20.00 charge.
- Click Contact Information to continue.

### Access Device Details

---

#### Pool Tag

For: Pool

---

#### Gate Remote

For: Section 3 Gate

Is this request for a new or replacement device?

New  Replacement

Request Fees

Annual Gate Remote Fee	\$100.00
How many would you like?	Subtotal
<input type="text" value="1"/>	\$100.00

---

#### Order Summary

Device	#	Total
Gate Remote	1	\$100.00
		<b>Total Due: \$100.00</b>

I would like to pick this order up instead of having it shipped.

[Select Amenities](#) [Contact Information](#)

# Pool/Access Request Form

- Your contact information will be prefilled based on your account information.
- If payment is required, click Payment to continue.
- If no payment is required, click Review Application to continue.

### Application Details

## Applicant Contact Information

First Name	Last Name
<input type="text" value="Jake"/>	<input type="text" value="Jackson"/>
Phone Number	Email
<input type="text" value="2812812811"/>	<input type="text" value="cresttest2022@gmail.com"/>

Do you own or rent the property?  Own  Rent



# Pool/Access Request Form

- Enter payment information, if required.
- Confirm all devices you are requesting are listed.
- Click Submit Application

## Review Application

### Device(s) Requested

#### Gate Code *(Access Code)*

For: Section 3 Gate  
123 Section 3 Ave

Section 3 Pedestrian Gate  
123 Section 3 Ave

Contact Information

Submit Application

# Pool/Access Request Form

- You will receive confirmation when the submission is complete. You can return to the website anytime and use the confirmation number provided to track your request. You will also receive an email with the confirmation and a link to the tracking.

## Access Request 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.

---

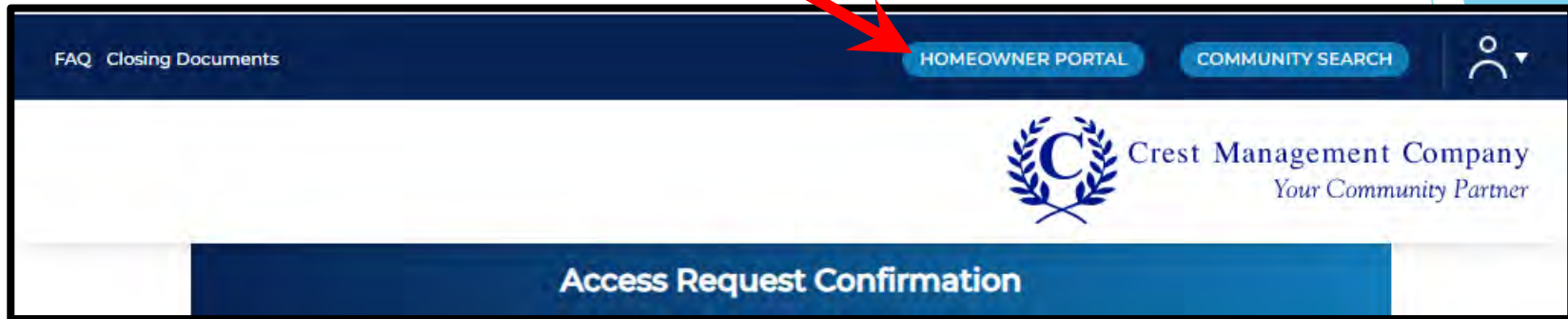
#### Request Status

Confirmation Number: 77400076

Requested	Under Review	Completed	Shipped	Delivered
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# 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.

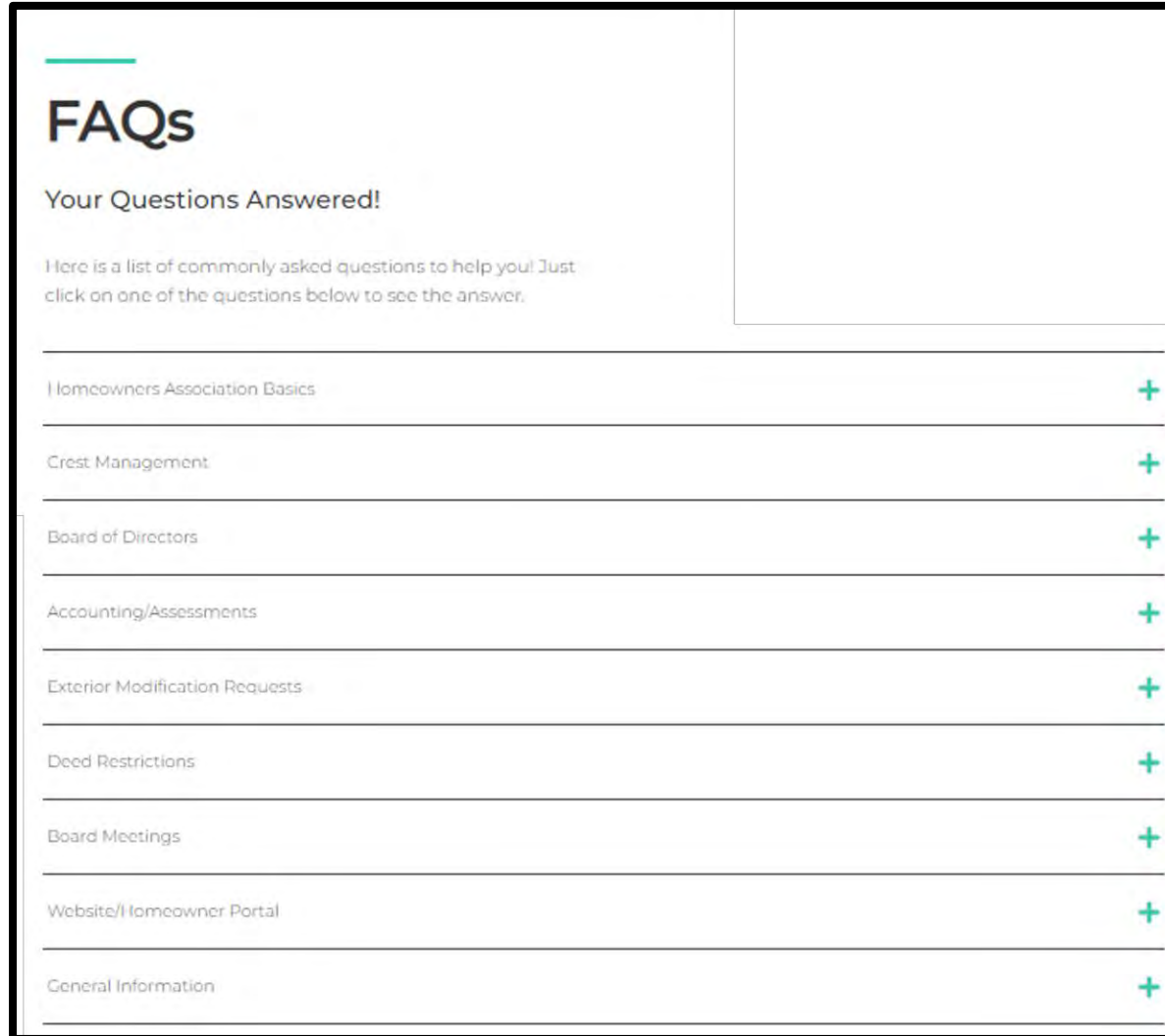
Bay Colony Parkside Community Association  
234 Dale Ridge Lane (108BV0402027)

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.

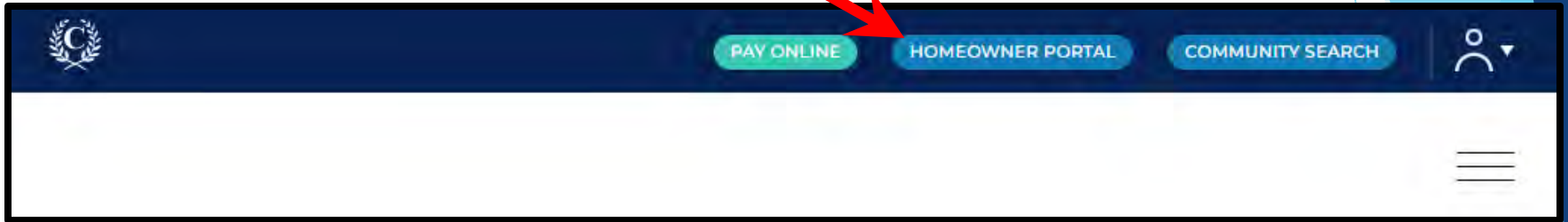


The screenshot shows a web page titled "FAQs" with a sub-header "Your Questions Answered!". Below the sub-header is a paragraph: "Here is a list of commonly asked questions to help you! Just click on one of the questions below to see the answer." The main content is a list of ten categories, each with a green plus sign to its right, indicating they are expandable. The categories are: Homeowners Association Basics, Crest Management, Board of Directors, Accounting/Assessments, Exterior Modification Requests, Deed Restrictions, Board Meetings, Website/Homeowner Portal, and General Information.

Category	Expandable
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 to your device.

*\*\*It can take up to 5 days for payments to be reflected. If your account is at the attorney, you will not be able to download a statement.*

The screenshot shows the user interface for the Bay Colony Parkside Community Association. At the top, the header displays the association's name and address: "Bay Colony Parkside Community Association" and "234 Dale Ridge Lane (108BV0402027)". Below the header is a navigation bar with seven icons and their corresponding labels: "Go To Community Page" (arrow icon), "Manage Authorized Users" (person with lock icon), "Exterior Modification Request Form" (house with question mark icon), "Service Request Form" (calendar icon), "Pool / Access Request Form" (document with checkmark icon), "FAQ" (question mark icon), and "View Statement" (document with dollar sign icon). The "View Statement" button is highlighted with a red circle. Below the navigation bar is a summary section with three columns: "Assessment" showing a "Current Balance" of "\$0.00" and a "Pay Now" button, "Exterior Modification Request", and "Open Violations".

# 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)

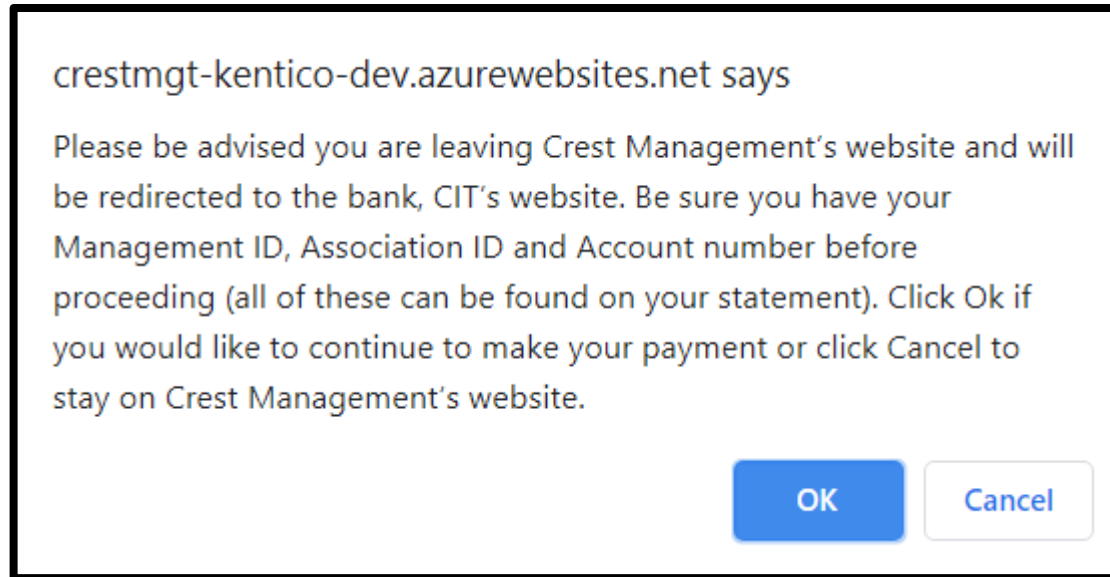
Go To Community Page   Manage Authorized Users   Exterior Modification Request Form   Service Request Form   Pool / Access Request Form   FAQ   View Statement

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



# Assessment/Pay Now

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



# 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

No  Yes

# Assessment/Pay Now

- Enter your first and last name. All other information will be prefilled based on 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 \*

# Assessment/Pay Now

- 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

# Assessment/Pay Now

- 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

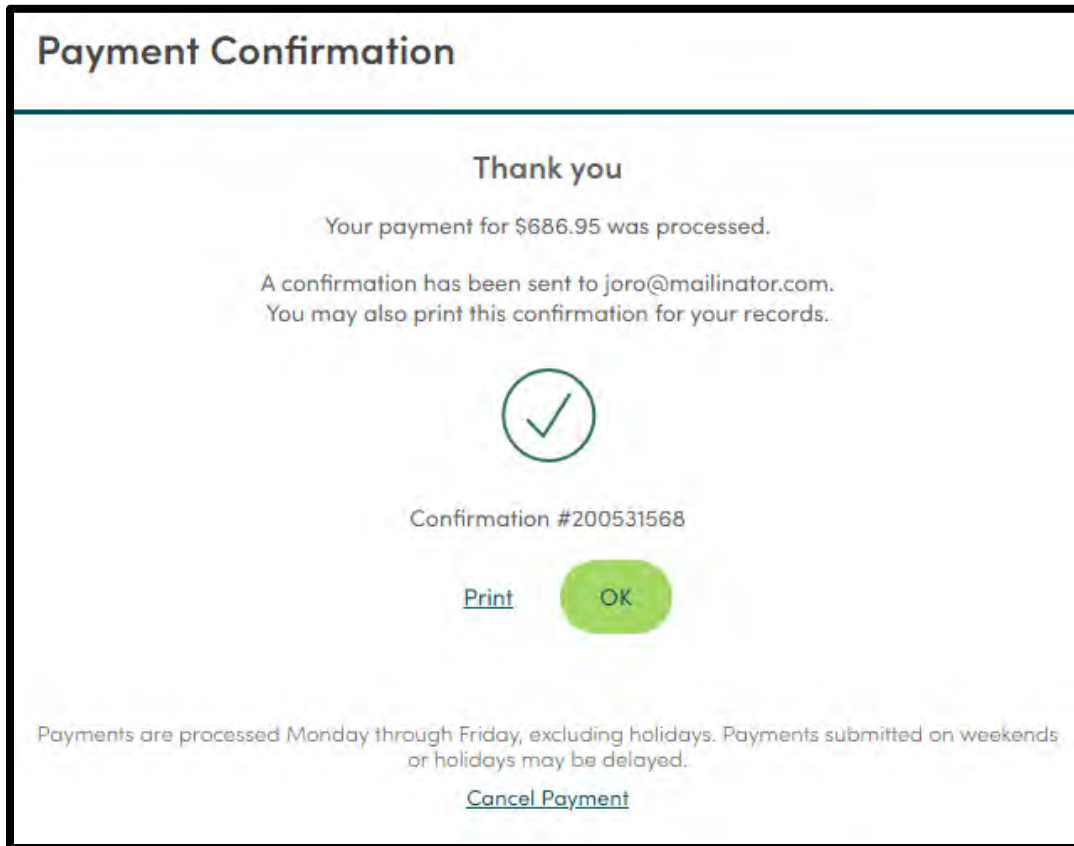
[Edit](#)

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

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

# Assessment/Pay Now

- 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.

The screenshot displays a web 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 bar with icons and labels for: Go To Community Page, Manage Authorized Users, Exterior Modification Request Form (highlighted with a red circle), Service Request Form, Pool / Access Request Form, FAQ, and View Statement. The main content area is divided into three sections: Assessment, Exterior Modification Request, and Open Violations. The Assessment section shows a current balance of \$0.00 and an account number of 108BV0402027 with a 'Pay Now' button. The Exterior Modification Request section, highlighted with a red circle, lists two requests: 'Fence Change' (02/22/2019, Approved) and 'Trampoline' (04/08/2021, Pending Submitted). The Open Violations section shows 'Do not park on the lawn' (04/09/2021).

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



# Open Violations

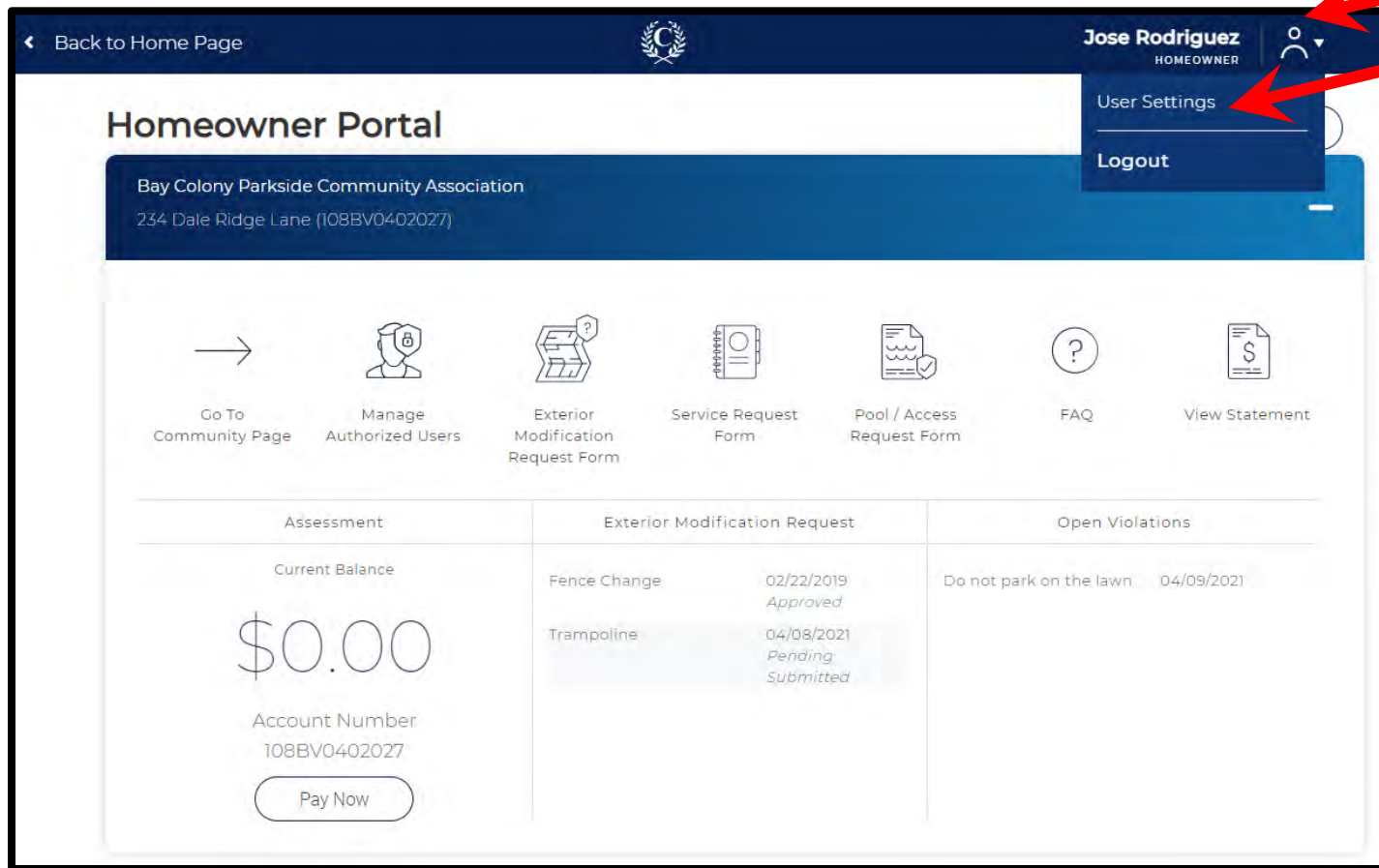
- The Open Violations section will show deed restriction violations currently noted on the property. This does not depict historical data and is not clickable.

The screenshot displays the user interface for the Bay Colony Parkside Community Association. At the top, the header includes the association name and the address: 234 Dale Ridge Lane (108BV0402027). Below the header is a navigation bar 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 main content area is divided into three columns. The left column shows the Assessment section with a Current Balance of \$0.00 and the Account Number 108BV0402027, along with a Pay Now button. The middle column shows the Exterior Modification Request section with two entries: Fence Change (02/22/2019, Approved) and Trampoline (04/08/2021, Pending Submitted). The right column shows the Open Violations section, which is circled in red and contains one entry: Do not park on the lawn (04/09/2021).

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.



The screenshot shows the Homeowner Portal interface. At the top right, the user's name "Jose Rodriguez" and title "HOMEOWNER" are displayed next to a person icon. A dropdown menu is open, showing "User Settings" and "Logout" options. Two red arrows point to the person icon and the "User Settings" option. Below the header, the portal title "Homeowner Portal" and association details "Bay Colony Parkside Community Association" and "234 Dale Ridge Lane (108BV0402027)" are shown. A row of seven icons with labels provides navigation: "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".

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

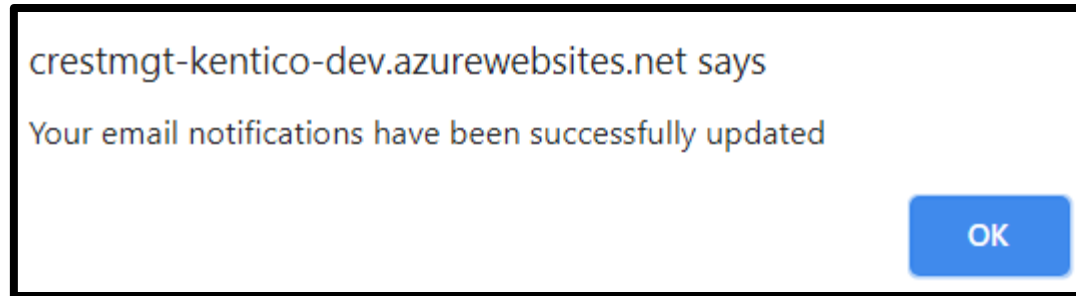
- Update your profile, password, and notification selections as desired. Be sure to click the corresponding Update button below each section to save the changes.
- Subscribed Notifications refers to email notifications. *\*\*The category options vary by community.*

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

- Profile Information:** This section contains three input fields for 'Name' (pre-filled with 'Jose Rodriguez'), 'Email' (pre-filled with 'joro@mailinator.com'), and 'Phone' (pre-filled with '281-281-2811'). Below these fields is a note: 'Changing your Email will require you to log back in.' At the bottom of this section is an 'Update Profile' button.
- Change Password:** This section contains three input fields for 'OLD PASSWORD', 'NEW PASSWORD', and 'RE-ENTER PASSWORD'. At the bottom of this section is an 'Update Password' button.
- Subscribed Notifications:** This section is titled 'Subscribed Notifications' and '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 below the list states: '\*Email Opt-in allows for communications, EMR letters, Violation letters to be sent by email only.' At the bottom of this section is an 'Update Email Choices' button.

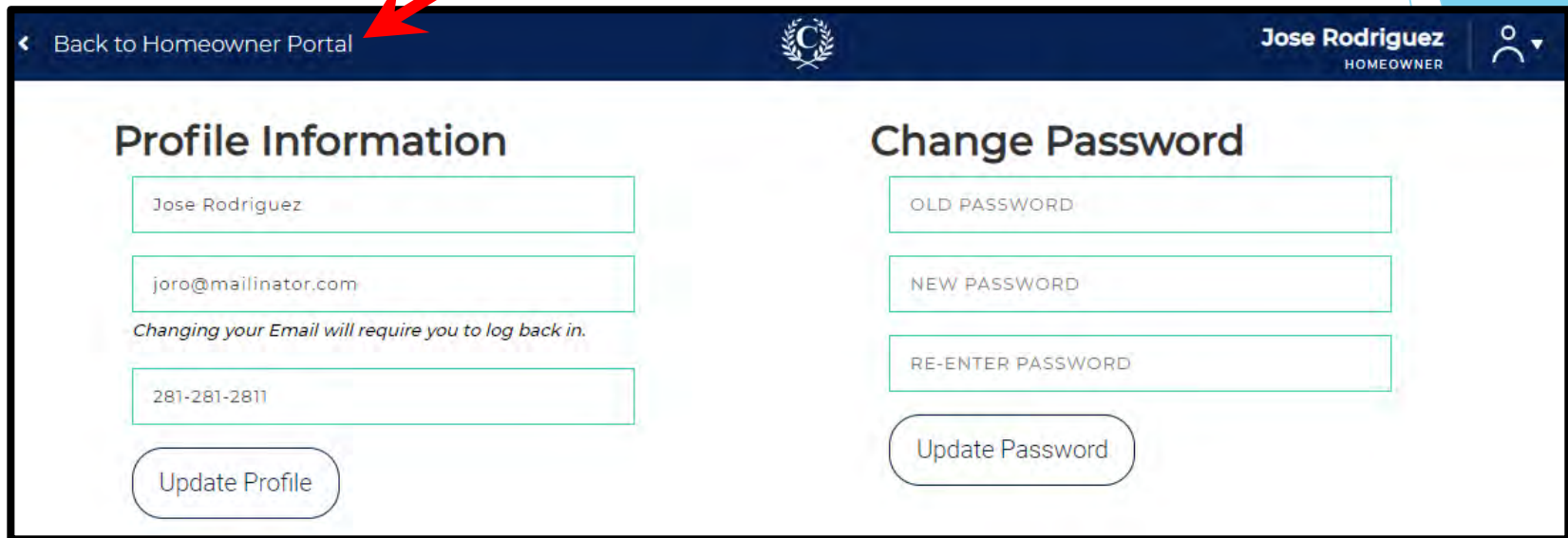
# User Settings

- 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 for Jose Rodriguez, a Homeowner. The page is divided into two main sections: 'Profile Information' and 'Change Password'. The top navigation bar includes a back arrow, the text 'Back to Homeowner Portal', the Crest Management logo, the user's name 'Jose Rodriguez', and the role 'HOMEOWNER'.

**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