# Resident Portal Compliance History How-to Guide

This guide explains how to use the Compliance History page in your resident portal. On this page, you can review any compliance notices the association has recorded for your property, including what happened, when it happened, and whether any action is still required.

Navigation: From the main menu, go to My Account → Compliance History
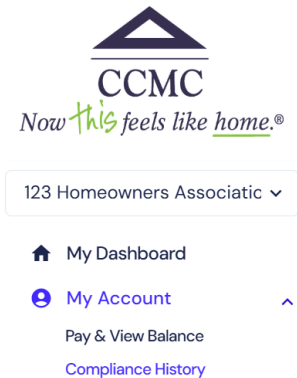
Before You Start
- Make sure you are signed in to your resident portal
- If you own multiple properties within your community, or if you own homes in multiple CCMC-managed communities, confirm you're on the correct property account. You can verify this at the top of the page in the "Your Home" section, or by clicking the drop-down menu in the upper left corner under the CCMC logo.
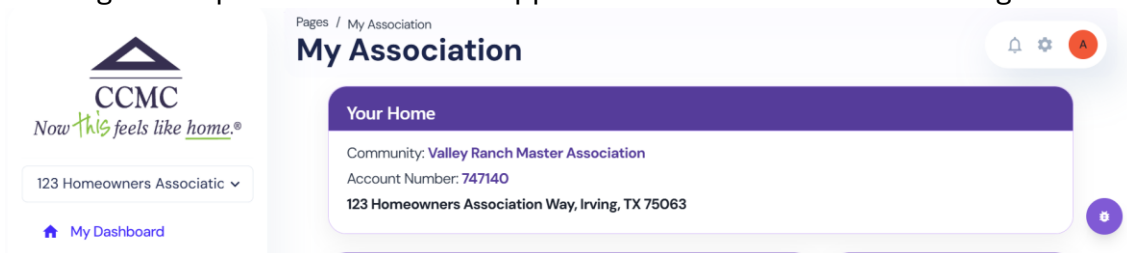
- Your account number is listed in your Dashboard in the "Your Home" section. Have your account details ready if you need to contact your management team about a specific compliance notice.
- Navigate to the Compliance History page

What You Can Do
- View all compliance notices recorded for your property
- See when each notice was issued and what it was for
- Open attached files such as photos or letters for more details
- Check whether an issue is open or closed

- Review any fines that have been applied
- Understand what actions (if any) are planned next

How to Read the Compliance History Page

On the compliance history page, you'll see a table with your compliance notices. Each row in the table represents one record or step related to a compliance issue or violation. Below are descriptions of what information you can find in each column:

- **INSPECTION**
  - Shows the date the issue was observed or recorded
- **REPORTED BY**
  - Identifies who entered the record
  - Inspection means it was found during a community inspection
- **VIOLATION**
  - Describes what the issue is that needs to be corrected
  - **Example:** "Trash containers left at curb past collection day."
- **CLOSED**
  - Indicates whether the issue has been resolved
    - **Closed** = the association has marked it complete
    - **N/A** = still open or not yet updated
  - Note: If you've already corrected the issue but it still appears open, contact your management team to confirm closure
- **NEXT ACTION**
  - Shows what, if anything, will happen next. Examples include:
    - "Follow-up inspection scheduled."
    - "Send certified letter."
    - "Escalate fine."
    - "N/A" (no further action planned).

To view the following items, click the plus sign next to the compliance issue in the table

- **NOTE**

- o Provides additional details or status updates about the issue. This may include follow-up comments, internal processing notes, or inspection summaries.
- **CERTIFIED#**
  - o If a certified letter was sent, this column lists the tracking number.
  - o If blank or marked "–," no certified letter was sent.
- **FINE**
  - o Shows any fine or fee that was applied for that step.
    - ▪ Example:
      - **$25.00** = fine applied
      - **$0.00** = no fine for that step in the violation process
- **FILE**
  - o Includes links to any attached photos or letters.
  - o Click on the file name to open the attachment
  - o Examples of files you may see include an inspection photo or a PDF copy of the certified letter that was mailed to you