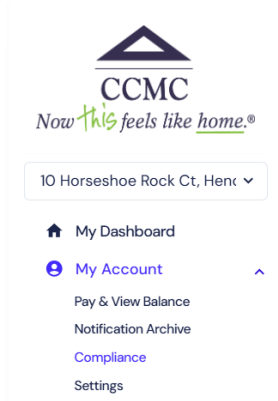


Resident Portal Compliance Page How-to Guide

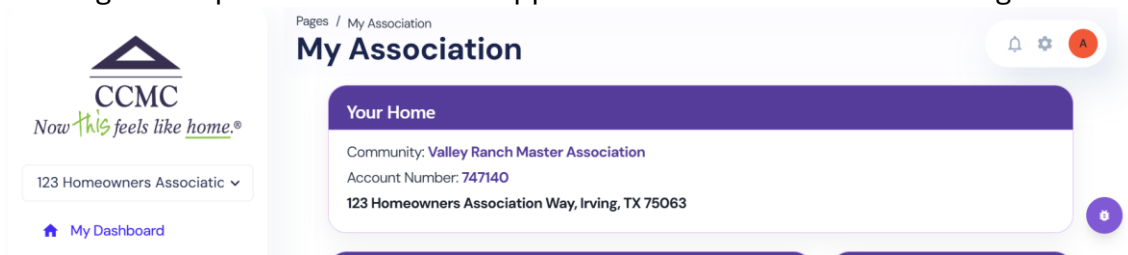
This guide explains how to use the Compliance page in your resident portal. On this page, you can review any open compliance notices the association has recorded for your property, including what happened, when it happened, and whether any action is still required.

Navigation: From the main menu, go to My Account → Compliance



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 page

What You Can Do

- View all open 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

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

How to Read the Compliance Page

On the compliance 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	REPORTED BY	VIOLATION
+	2016-09-12	Inspection	Left at curb past curfew and clean up debris at curb

- **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."

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

	INSPECTION	REPORTED BY	VIOLATION																
-	2024-10-03	SW	Please remove weeds and/or grass growing in the planting beds and tree rings.																
<table><tr><th>DATE</th><th>NOTE</th><th>CERTIFIED#</th><th>FINE</th><th>FILE</th></tr><tr><td>2024-10-03</td><td>Synced document name: StageLetter_36305000.pdf</td><td>-</td><td>\$000</td><td>StageLetter_36305000.pdf</td></tr><tr><td>2024-10-03</td><td>Stage 1 - Weed-pic1 document uploaded. Synced document name: Weed-pic1_36303353.jpeg</td><td>-</td><td>\$000</td><td>Weed-pic1_36303353.jpeg</td></tr></table>					DATE	NOTE	CERTIFIED#	FINE	FILE	2024-10-03	Synced document name: StageLetter_36305000.pdf	-	\$000	StageLetter_36305000.pdf	2024-10-03	Stage 1 - Weed-pic1 document uploaded. Synced document name: Weed-pic1_36303353.jpeg	-	\$000	Weed-pic1_36303353.jpeg
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+	2023-05-09	SW	Please remove weeds and/or grass growing in the planting beds and tree rings.																

- **NOTE**
 - Provides additional details or status updates about the issue. This may include follow-up comments, internal processing notes, or inspection summaries.
- **CERTIFIED#**
 - If a certified letter was sent, this column lists the tracking number.
 - If blank or marked "-", no certified letter was sent.
- **FINE**
 - 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**

- Includes links to any attached photos or letters.
- Click on the file name to open the attachment
- Examples of files you may see include an inspection photo or a PDF copy of the certified letter that was mailed to you