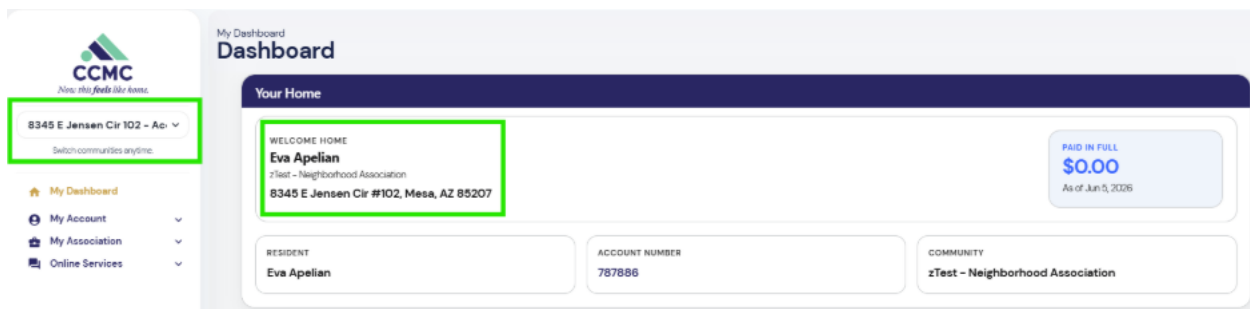


Compliance Concern Form How-To Guide

This guide provides step-by-step instructions on how to create a Compliance Concern form and how to view previously submitted concerns.

Before You Start

- Make sure you're 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.



What You Can Do

- Submit a Compliance Concern Form to report any compliance-related issue within the community that requires review or follow-up by the management team.

Navigate to Online Services

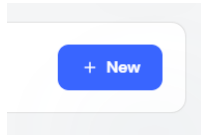
- Select the drop-down arrow to view all online services available.
- Select Compliance Concern



On this page, you can view previously submitted requests, search and filter existing requests, and create a new request.

Creating a New Request

- Select **+ New** in the top right corner



- A form will open for you to fill out. Enter the following information:
 - First and last name
 - Full address where the issue is located
 - Details of the issue
 - Photos or attachments

The form contains the following fields and sections:

- First Name:** A single-line text input field with the placeholder "Enter first name".
- Last Name:** A single-line text input field with the placeholder "Enter last name".
- Address of the Issue:** A single-line text input field with the placeholder "Enter address of the issue".
- City:** A single-line text input field with the placeholder "Enter city".
- State of Issue:** A single-line text input field with the placeholder "Enter state of issue".
- Zip Code:** A single-line text input field with the placeholder "Enter zip code".
- Please in detail the issue:** A multi-line text area with the placeholder "Enter please in detail the issue".
- Please attach any photos related to the issue:** A dashed border box containing a cloud icon and the text "Drag & drop files here or click to browse files. Max 10 files · Up to 5MB each".
- Clear Form:** A link at the bottom left.
- Submit Form:** A blue button at the bottom right.

- Be as detailed as possible and click submit form when you are done.

Viewing a Submitted Request

- All your submitted requests will be visible under My Recent Submissions

FORM NAME	STATUS	SUBMITTED	ACTION
No submissions yet			