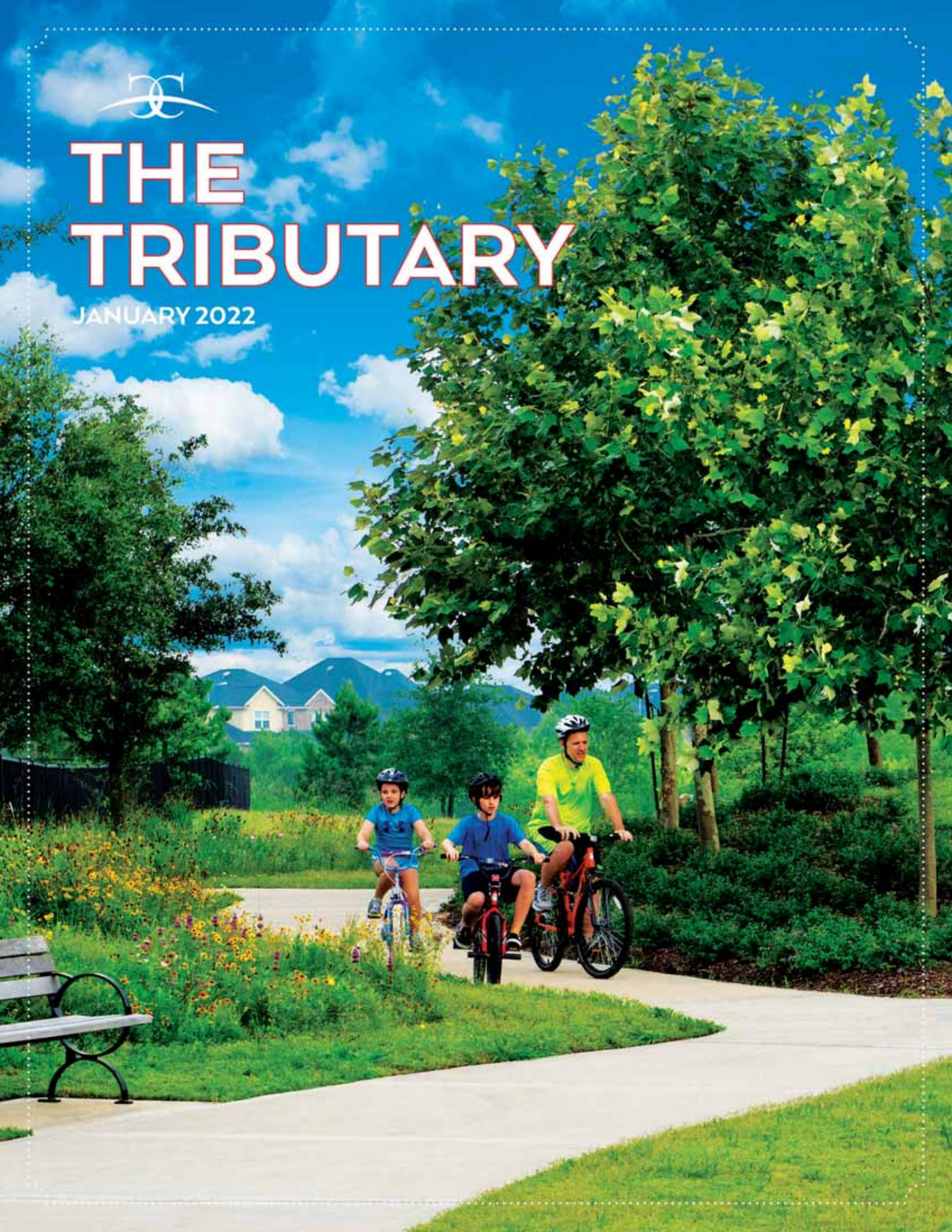




# THE TRIBUTARY

JANUARY 2022





## IMPORTANT NUMBERS

### YOUR NEIGHBORHOOD

**Cross Creek Ranch Welcome Center**  
281-344-9882

**Cross Creek Ranch Fitness Center**  
281-344-0078

**CCR App/Website:**  
[www.myccranch.com](http://www.myccranch.com)

**Italian Maid Café**  
281-341-1587

**Fulshear/Simonton Branch Library**  
281-346-1432

**Homeowners Association**  
**C.I.A. Services, Inc.**

**CCRCA Management Team**  
- Renea V. Miksch, PCAM, LSM  
Senior Manager  
- Kristen R. Craig, CMCA, AMS  
Community Manager  
713-981-9000  
[customercare@ciaservices.com](mailto:customercare@ciaservices.com)

**Cross Creek Ranch Director of Fun**  
Will Porter - 281-341-8429  
[directoroffun@crosscreektexas.com](mailto:directoroffun@crosscreektexas.com)

### SERVICE PROVIDERS

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

**Water - Inframark LLC**  
281-398-8211

**Cable/Internet - AT&T U-Verse**  
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AT&T Call Center 1-877-910-0501

**City of Fulshear**  
281-346-1796  
[www.fulsheartexas.gov](http://www.fulsheartexas.gov)

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

**Fulshear Post Office - 281-533-9146**

**Fort Bend County Sheriff**  
281-341-4665

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

**Fulshear Fire Department**  
281-346-2800

**Animal Control - 281-342-1512**

**Emergency - 911**

# HOA CORNER

## ANNUAL ASSESSMENTS (REMINDER):

As a reminder, the assessments became due on January 1st of this year. Every owner has an obligation to pay the annual assessment. Please note, if you have not received a statement, you must contact C.I.A. Services immediately to confirm your balance and ensure it is paid on time. The assessment balance must be paid by January 31st to avoid late fees. Collections Policy: Finance charges are applied on the last day of each month. On February 1st, a \$40.00 late fee is applied to all unpaid accounts. If your account remains delinquent, a late fee of \$60.00 will be applied on March 1st. In April, an attorney will file a Notice of Lien Affidavit and a fee will be placed on delinquent accounts. In May, the Board will consider sending accounts to the Association's attorney to begin legal collections efforts. All costs incurred and legal fees will be charged back to the account.

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

If you have any questions, please contact C.I.A. Services, Inc. at [CustomerCare@ciaservices.com](mailto:CustomerCare@ciaservices.com) or 713-344-0532.

Thank you,

CCRCA Management Team

# Get Connected to YOUR COMMUNITY

## THREE WAYS TO STAY IN-THE-KNOW

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



Download the official  
community app for access  
to amenities & more!

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**MyCCRanch.com**

*Questions?*

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customer@ciaservices.com | [www.CIAServices.com](http://www.CIAServices.com)

To receive the mailed newsletter or emails, please reach out  
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MONDAY & WEDNESDAY • 6:15pm

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TUESDAY • 6:15pm

## HIIT

TUESDAY • 11:00am

## MOVEMENT & MOBILITY

THURSDAY • 11:00am

## SCULPT AND TONE

THURSDAY • 6:00pm

## YOGA

TUESDAY • 7:00pm  
FRIDAY • 9:45am

## ZUMBA

MONDAY • 9:00am  
THURSDAY • 7:00pm



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\*Residents/Staff inside the weight room are NOT permitted to grant access. Please check with the Fitness Center regularly for updates. 3/21

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CROSS CREEK  
RANCH

# HOW TO ACCESS *Amenities*

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

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



## *Step 1:* REQUEST ACCESS ONLINE

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

Or visit [www.CIAServices.com](http://www.CIAServices.com)

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

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

Scan Me!



**CONEXT**

## *Step 2:* GET THE APP

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

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

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

Scan Me!



## *Step 3:* ACCESS YOUR AMENITIES

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

**Questions? Contact C.I.A. Services**

CustomerCare@CiaServices.com • 713-981-9000 • CiaServices.com





CROSS CREEK  
RANCH

# Amenity Pass

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



## STEP 1:

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

## STEP 2:

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

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

## HOW TO USE YOUR PASS

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



*Thank you!*

Don't want to use the app? Visit [www.MyCCRanch.com](http://www.MyCCRanch.com)

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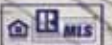
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Apart from receiving eblasts, the community app is a great source of community information, HOA forms, contacting your committees, community event photos and MORE!!