



Homeowner's Association FAQ Sheet

Q: How do I obtain a copy of my CC&R's and Bylaws?

A: Spectrum Association Management makes access to all your Association's documents easy. Please create an account at www.spectrumam.com. Once you log in, you can view all Association documents under the Documents tab. If you would prefer a hard copy, please submit a request to resales@spectrumam.com. Please note there is a \$15.00 fee for a hard copy.

Q: How do I get access to my Association's amenities?

A: Spectrum Association Management has an entire department dedicated to amenity management. Please contact our Access and Amenities department at access@spectrumam.com for assistance with clubhouse reservations, pool access, gate access, or any other issue you may have regarding Association amenities. Title paperwork can take 4-6 weeks to be received and processed. Please provide a copy of your HUD settlement if you recently purchased your home.

Q: How do I change my contact information?

A: Any modification to your contact information can be done quickly and easily. Email update@spectrumam.com and a representative will be happy to assist you. Spectrum Association Management returns all call and emails the same day, so a representative will quickly update our records. Please note, when purchasing your home, all mail will be sent to the mailing address listed on the title paperwork provided. Please notify us in writing at update@spectrumam.com if the address is no longer your mailing address.

Q: How do I receive Association emails and community information?

A: Please create an account at www.spectrumam.com in order to receive community updates from your Association. You will be informed of upcoming Association meetings, events, or news the Association provides to the membership.

Q: I want to modify my home. What do I need to do?

A: Spectrum Association Management makes Architectural Control Committee (ACC) requests simple. You can access all ACC request documents and instructions by logging into your account at www.spectrumam.com and clicking on the ACC Requests tab. You can also call our office and speak to



your Association's ACC Coordinator at 1-512-834-3900. Please note that any modifications, including but not limited to landscaping, painting, and repairs may require approval.

Q: I am unable to pay my dues by the due date. What are my options?

A: Spectrum Association Management has a Concierge Department to handle any issues you may have with your account. Your Association offers payment plans in order to assist in a time of hardship. Please contact our Concierge Department in order to set up a payment plan arrangement. Making partial payments will not place your account on a payment plan, so please contact us at 1-512-834-3900 so we may assist you.

Q: I have a general question about my Association. How can I contact my Community Manager?

A: Please call our office at 1-512-834-3900 or email us at contact@spectrumam.com. You can also contact your community manager if you are interested in volunteering in your community. Your community manager can provide you information on current committees or how to get one started.

Q: Where is the Spectrum office located?

A: We have several offices to serve you. Please go to www.spectrumam.com to find an office near you! Our office hours are 9:00am to 5:00pm Monday through Friday.