



04/05/2022

Navigate Community Management
Condominium & HOA Management
support@navigatecm.com | 360-512-3820
www.navigatecommunitymanagement.com

Crystal Ridge Homeowners Association

Dear Homeowners of Crystal Ridge Homeowners Association,
This is an important email related to the management of your Association to inform you that Vista Property Management/Vista Community Management has terminated its management services to your Association. Vista is leaving the industry and will no longer provide HOA/Condominium Management services. Unfortunately, Vista provided only 30 days' notice to the Board of Directors.

The Board of Directors of your Association has hired Navigate Community Management for the management of your community. Navigate Community Management is a local and family-owned management company, solely dedicated to the management of homeowners and condominium associations in Washington. We look forward to serving your community and the Board of Directors.

We ask that homeowners remain patient while we import all the information about your Association into our system.

Association Assessment & Homeowner Portal

All assessment (dues) and fees can be paid online through our portal at no charge by ACH/eCheck. Our homeowner portal is available from any device at <https://navigatepm.appfolio.com/connect>. On the portal, you will have access to the Association's documents, submit Architectural Request (called Compliance), look at the Association's calendar, report maintenance issues, update your contact information, and more! An invitation to register will be sent by email, please check your spam folder if you do not see the invitation in your inbox.

Note that at this time, due to the short notice given by Vista, you can register to the portal but you will not be able to make a payment online. If you have quarterly or monthly Assessments/ HOA fees due in April, please do not pay online and do not send any checks to Vista's office. As soon as our payment options are ready, we will let you know.

Homeowner Hub

We have developed a homeowner hub online with information about the management services and tools we offer. Please visit <https://www.navigatecommunitymanagement.com/homeownerhub> for more information about how to submit an architectural review for exterior/interior modifications, access your online portal, make payments, report common areas issues, and more.

Exterior Modification, Architectural Requests, Condominium Modification

To protect the character of your community, the Association's Governing Documents establish

architectural standards and controls and govern the use of property within your community. As such, any exterior design modification (including, but not limited to, fences, structures, paint color, etc) or addition to your home as well as any structural changes will need prior written approval from the Association's Architectural Committee or Board of Directors. You can submit your request directly through our portal and we have architectural guides available on our website on the homeowner's hub page.

Our Contact Information

If you have any questions about your community or would like to report an issue, please use our homeowner portal. Alternatively, you can use one of the following methods of communication.

Email: support@navigatecm.com

Phone: 360-512-3820

Best Regards,
The Navigate Community Management Team