



Professionally Managed by SBB Management Company
An Accredited Association Management Company

F A Q s

(Frequently Asked Questions)

What is the very first thing I should do when I move into Grand Addison?

Register on the community's website – www.gahoa.com. This will ensure that you will have access to association information and that you will receive any updates about association issues.

When are my assessments due?

Assessments for Grand Addison II are paid quarterly: due January 1st, April 1st, July 1st and October 1st. You will receive a statement approximately one month ahead of each due date.

How can I pay my assessments?

- Pay online at <https://cabpayments.mutualofomahabank.com/>. *
- Pay online at www.sbbmanagement.com.
- Pay via check or certified funds by mailing directly to our Dallas office (8360 LBJ Freeway, Suite 300, Dallas, TX 75243) or with a coupon to our Arizona lockbox (P.O. Box 60875, Phoenix, AZ 85082-0875)
- Direct debit from a credit/debit card. To sign, please visit www.mutualofomahabank.com.
- Request a payment plan from Elise Weber at e.weber@sbbmanagement.com.

*** If you pay online at <https://cabpayments.mutualofomahabank.com>,**

- ◇ click on "Pay by Online Bill Pay (E-Check) or "Pay by Card"
- ◇ click on "Make a One Time Payment"
- ◇ fill in all of the required information – it will ask for (3) sets of numbers which are located on the bottom of the attached statement
- ◇ if you pay with a check, there is no charge; if you pay with a credit/debit card, there will be a convenience charge.

CAB Payment Information

Management Company ID: 0020
Association ID: 0379
Account Number: ##### (no leading zeros)



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(FAQs continued)

What is meant by front yard maintenance?

- The HOA mows and edges the front yards, trims shrubs and does chemical applications (weed control and fertilizer).
- The HOA also maintains the irrigation system in front yards.

What does the HOA maintain versus what I need to maintain?

- Homeowners are responsible for trimming trees on their property.
- Any improvements to the yard are up to the homeowner. (For example, changing out trees or shrubs, adding flowers, etc.).
- The property behind the fence extending to the sidewalk is the homeowner's responsibility, even on the back or the side.
- Homeowners are responsible for the maintenance of features of their property such as fences, garage doors, painting, roofs and also any other yard issues not noted above.

What if I want to make an improvement to the outside of my property?

All exterior modifications to your property do require approval by the HOA's Architectural Control Committee (ACC). Examples of this are painting the trim on your house, replacing your fence, replacing your roof, etc. Please make sure the contractor cleans up after the job and removes all work-related debris from the community. Building materials and construction debris should not be left in public view after the work is finished.

Other Good Neighbor Tips and tips for maintaining the property values in Grand Addison:

- Park inside your garage when possible.
- Commercial and recreational vehicles are not permitted in Grand Addison (e.g., campers, boats, commercial vans or trucks, etc.) unless completely outside public view (i.e., inside your garage).
- Per town ordinance, dogs should always be on leash.
- Per town ordinance, please pick up after your dogs when walking them in the community.
- Please do not put your trash out at the curb any earlier than you must prior to pick-up. This can lead to trash being blown around by the wind and/or invasion of the trash by animals. Trash should be put out at the curb the morning of pick-up, or no earlier than the night before.
- Trash bins should not be stored in public view.

Please contact the management company office at (972) 960-2800 if you have any questions about the association. For an after-hours emergency with irrigation leaks, please contact (972) 960-8500.