

What do you do when...

This is a compilation of information from many of your CA Staff members in an attempt to answer the ole question, what do you do when... this or that occurs. Hope you find this information helpful and in advance, Happy 4th of July to all and to our wonderful country. We have so much to be thankful and grateful for.

What do you do when...

Your bank account changes and your CA assessments (annual dues) are paid using ACH (automated clearing house)? Please contact the CA and fill out a new bank draft form (also available on the web portal) with a copy of your new check.

You are moving and are set up for ACH? Please contact Learhea Grant @ 512-864-1229 or learhea.grant@sctexas.org to fill out a cancellation ACH form (also available on the web portal). I will automatically cancel your bank draft once I've been notified of intent to sell by a Title Company and all bank information will be deleted once notification of the resale has been received from the Title Company.

You want to cancel your golf pass? Contact Learhea Grant @ 512-864-1229 or learhea.grant@sctexas.org for a golf refund request form or pick one up at the CA office (also available on the web portal). Remember, certain rules apply so review the Rules and Regulations for the specifics.

You have a question with your billing? Contact Learhea Grant 512-864-1229 at the CA office or learhea.grant@sctexas.org.

You are selling your home and dues are due? Pay the dues, then get reimbursed when you home sells through the title company by the buyer.

You're billing information changes? You will need to fill out a form at the CA office for our files on change of information and addresses. Please be aware that when you update information on the web portal it does not update your account with the CA. These databases are not linked.

You want to know balances on golf information - sweeps, credits, temp disability, and MGA balance? The golf staff has access to all this information in the pro shops, but you can sign up for email statements and each month you will receive the balance on these accounts included with your full CA activity - send e-mail to learhea.grant@sctexas.org to sign up for this. This is highly suggested for golfers.

You want to charge to your CA account? This privilege is available at the membership desk, fitness center and pro shop. You will need to sign a ticket approving the member charge. You will need to provide proof of residency with your ID badge. Please be aware of the \$ 2.00 statement fee if not paid by end of month. You will not be charged this \$ 2.00 printed statement fee if you sign up for e-bills - learhea.grant@sctexas.org to sign up.

You want to avoid the \$ 2.00 statement fee? You will need to contact the CA office for balance, but beware if you have charged the last 2-3 days of the month this may not be included. Please be aware of what you charge in order to pay in full. Or sign up for e-mail statements – send request to learhea.grant@sctexas.org.

You want to know the future dues for the upcoming year? You can attend the CA Board Meeting in November to see the approval of the new upcoming yearly rate, check with the CA Office following the November Board Meeting

You want to start a chartered club or SIG? Consult the Chartered Club Guidelines for the procedures (can be found on the web portal) or contact Cynthia Chapman at 864-1211

You have warranty questions for your home? Contact Pulte by following the instructions outlined on page 20 of the Sun City Directory.

It's after office hours and you need to contact CA staff? Monitors are on hand at the Monitor's Station in the Social Center while the buildings are open, typically until 10pm. If it is an emergency contact the appropriate authorities or the CA's emergency phone number 750-5418

You don't receive your Sun Rays? Pick up a copy at the Communications office in the Social Center. Write down your name and address so that we can see if there is a trend with any particular route and get it corrected.

You want to get involved in the governance of Sun City? Attend meetings, apply to serve on Committees and volunteer

You need a document notarized? Make an appointment for this free service with Katie Sutton 864-1256 or Laura Cox 864-1253

You need documents and/or records from the CA such as minutes, policies or financial statements? Many documents and records are available on the web portal. If you do not have access to a computer or cannot find the records you wish, please visit the CA office and fill out a Records Request Form.

You witness an accident or someone get hurt on CA Property? In an emergency situation, immediately call 911. The CA office also needs to be notified so that incident forms can be completed and damages assessed.

You want to address or reach the Board of Directors? Communication can be sent to the Board via email at caboard@sctxca.org, or through US Mail at 2 Texas Drive, Building A Georgetown, Texas 78633.

You want tickets that are sold out to an outing or event? Put your name on the ticket resell list at the Membership Services desk or go online to the Resident Forum and post a message under the CA Ticket Exchange. Many times people have a change of plans and they need to sell their tickets.

You have an idea for an onsite activity, or outing or event? Contact the Lifestyle Department; they would love to hear your wonderful ideas. Email us at caactivities@sctexas.org

You are returning an ice cooler to the Ballroom kitchen? Wipe the inside of the cooler clean and dry; prop the lid open to prevent mold from forming and return cooler to where you got it.

Returning pitchers and ice buckets after an event? Place the pitchers upside down on the drying rack in the kitchen to drain dry. Never nest or stack wet ice buckets.

You see irrigation water running for over one hour in a common area? Call the Landscape department at 864.1239 or the monitor's desk at 864.1200 and report the location of the stuck valve.

You see a dead animal (deer, skunk, squirrel, armadillo, etc) on roadways, common areas or nature trails? Call the CA office for pick up

You think a tree on a residential lot may have oak wilt? Call a licensed arborist or the City of Georgetown agricultural extension agent to come out and evaluate the tree.

You are having a party at the Oaks, but forgot the code to get in the building? Call the monitor's desk @ 864-1200 for help.

You want to address a large group at the Pavilion? Call Sheree Simpson @ 864-1224 to reserve a wireless mic in advance for your event.

A vehicle has been parked in the street overnight? If you believe that the vehicle is creating a traffic hazard, please call the City of Georgetown Police Department's non-emergency number: (512) 930-3510. If you do not believe that the vehicle is creating a traffic hazard, please call the Community Standards Office at 512-864-1251.

Someone has parked their recreational vehicle, trailer, motor home or other similar vehicle in front of their home for longer than 24-hours? If you believe that the vehicle is creating a traffic hazard, please call the City of Georgetown Police Department's non-emergency number: (512) 930-3510. If you do not believe that the vehicle is creating a traffic hazard, please call the Community Standards Office at 512-864-1251.

You want to look at the paint color books for the community? You can do this on-line at the Community Standards Office's Microsite or you can visit the office located in the same building as the Billiard Center between 8am - Noon or 1pm until 4pm any weekday except Thursdays.

Another resident's landscaping doesn't meet Sun City's standards for landscaping maintenance? Please call the Community Standards Office at 512-864-1251. The Community Standards Office always holds the reporting resident's identity in confidence. Once a Community Standards Inspector evaluates a reported problem, the issue is between the Community Association, the CA's Governing Documents, and the homeowner who is not in compliance with the Governing Documents.

A resident fails to control their pets? If you believe that the health and welfare of the animal is in jeopardy, please contact the City of Georgetown Animal Shelter and Animal Services office at 512/930-3592. If the pet is creating a

nuisance in the community, please call the Community Standards Office at 512-864-1251. The Community Standards Office always holds the reporting resident's identity in confidence.

You would like to change the TV station while working out at the Fitness Center? Ask your neighbors if they mind. Grab the remote and go for it!

You want to attend Fitness Center orientation but you haven't made a reservation? Go anyway...reservations aren't necessary.

You want to get involved with the governance process involving sports at Sun City as well as the Fitness Center? Apply for a position on the Sports Committee.

You forgot your password to get into sctxca.org? Come to the Member Services office in the Social Center and fill out a form and a password will be sent to you within a few days or sooner.

You want to get a screen or runner placed on Channel 79? Send an email to channel79@sctexas.org with your message.

You are searching for everything from air conditioning companies, handymen, lawyers, restaurants, churches, healthcare, etc? We have over 500 vendors interested in doing business with you. Check out the Sun Rays, The SCT Resident Resource Guide & Directory, the online Business Directory, or any of the many fairs hosted by the Communications/Lifestyle Department. They are the vendors who support our community and are interested in doing business with you. As always, do your due diligence before hiring anyone.

You have items you can no longer use and want to get rid of them? There is a "For Sale" bulletin board in the Social Center and Cowan Amenity Center for posting your items. These range from automobiles, computer equipment, event tickets, pets, etc. Bring your information to the Monitor's desks, OR post on the Resident Forum at www.sctxca.org yourself in the Personal Items for sale topic.

You don't receive your Sun Rays? Pick up a copy at the Monitor's desk in the Social Center or Cowan Creek. Fill out the monitor's form with name and address so that we can see if there is a trend with any particular route and get it corrected by the Post Office.

You are leaving for the summer and want to get your Sun Rays as usual. Bring large envelopes to the Communications Department, self-addressed and with \$2.68 postage. Mark each envelope with the month that we are to send it. This way you get them first class and on time. Or, remember you can go to www.sctxca.org, click on News & Publications and click on the online version instead.

You want to rent one of our facilities for an anniversary, birthday party or any special occasion? Call Sheree Barnes @ 864-7415 or send in a request via the web portal listed under "Room Reservations".

You want to borrow the LCD projector for your event? Contact Bennett Flanagan @ 864-7416 to complete your reservation and pick up and return it to the Social Center Monitors desk on the day of your event.