



SBB
COMMUNITY MANAGEMENT

Dear Homeowner,

Congratulations on the purchase of your new home! SBB is the resource for all things related to your HOA. Here is some useful information to help get you started:

Office hours: 8:30 a.m. to 5:30 p.m. - Monday through Thursday
8:30 a.m. to 3:30 p.m. - Friday
Closed - Saturday & Sunday

Here is how to reach your team at SBB:

- Email – support@sbbmanagement.com
- On the web – www.sbbmanagement.com
- Phone – 972-960-2800

What are my payment options?

- By Mail → SBB Processing Center, P.O. Box 60875, Phoenix, AZ 85082-0875. (Please include your account number on your payment.)
- Through the portal: www.sbbmanagement.com
 - Click on the “Payments/Resident Portal” link
- Call Pay Lease/Zego at 1-866-729-5327

What can I do on the portal?

Homeowners can view documents such as the DCCRs for the community, check their balance, pay their assessments, submit an architectural application, view the community calendar, request fee waivers, download a statement, ask for payment plans, and send messages to various departments such as customer care, accounts receivable, manager, amenities...etc.

Corporate Office

12801 N. Central Expy, Suite 1401, Dallas, Texas 75243 (972) 960-2800



SBB
COMMUNITY MANAGEMENT

Greetings!

As you may have heard, Texas law requires all Board meetings for your association to be open to homeowners. The association must provide 144 hours (6 days) advance notice of upcoming Board meetings. Your association will be posting notices of these meetings on the web portal provided through SBB Community Management (SBB) and via email reminder to all homeowners registered on the portal to receive email.

If you are not already registered, please do so – that way we can make sure that you receive notifications. Only registered owners will receive notice of upcoming Board meetings.

SBB provides an online portal for homeowners - Some of the highlights include:

1. Financial Transparency: View your financial history online, download a statement, and easily make an online payment.
2. Architectural Applications: Complete a request form on your computer, submit via the portal, and track the status of your application. The portal will save a digital archive of your application, supporting documents, and the Committee's final decision. You will also experience faster turn-around times on applications.
3. Communication: Submit questions to SBB via your portal for the fastest response times. You can go paperless and opt for email communication instead of USPS.

Sign up for your portal today!

1. Locate your account # on your statement
2. Go to www.sbbmanagement.com
3. Click the light blue "Payments / Resident Portal" button at the top of the webpage
4. Click "Sign up" on the right-hand side of the page
5. Submit your information (email address, property address, etc.)

➔ Contact us at 972-960-2800 or support@sbbmanagement.com for assistance if needed.

Online Services



Manage My Home

Submit and track architectural requests and view violations.



Financial Services

Make online payments, view account history, and download a statement



Communication

Communicate seamlessly with your Community Manager. Trackable and transparent messaging

SBB Community Management, Inc.
For The Downs of Hillcrest Residential Association, Inc.

HOMEOWNER INFORMATION

This information will be used by SBB Community Management, Inc and The Downs of Hillcrest Residential Association for semi-annual billing, notices of annual elections and meetings, and quarterly newsletters and informational messages.

DOWNS PROPERTY ADDRESS

OWNER

Name

Phone Work Home Mobile

Email

OWNER

Name

Phone Work Home Mobile

Email

Children

Name Age

Name Age

Name Age

Name Age

DIRECTORY In addition, residents are listed in the Downs of Hillcrest resident directory, produced annually in April, and updated frequently online at our (private?) downsofhillcrest.com website.

NEIGHBORHOOD EVENTS The Downs of Hillcrest Social Connection Committee would like to include you on email distribution lists for Downs events, which include the following. Please indicate any which interest you.

Friday night outdoor Happy Hours (in season)

Seasonal large gatherings

Men's and Women's Book Clubs

Men's and Women's Lunch outings

French and Spanish Conversation Groups

Other (please offer ideas)

PLEASE RETURN THIS FORM TO SBB Community
Management Mail: 12801 N. Central Expressway, Suite 1401
Dallas, TX 75243
Email: support@sbbmanagement.com

THE DOWNS OF HILLCREST RESIDENTIAL ASSOCIATION, INC.

REQUEST FOR ARCHITECTURAL CONTROL COMMITTEE APPROVAL

This is your application for approval by the Architectural Control Committee of an improvement or change to your lot or home. Please read it carefully. The Architectural Control Committee will review your information and approve or deny your request. *In compliance with the CCR's, The Architectural Control Committee has the allowance of up to thirty (30) days from the date of receiving to respond with a decision. The ACC strives to provide a decision in 7 -14 days. Including all the requested documentation will assist the ACC is responding timely.* Please forward this completed request form to:

SBB Community Management
Attn: SBB ACC Coordinator

12801 N. Central Expressway, Suite 1401
Dallas, TX 75243

Phone: 972-960-2800

Fax: (888) 980-0985

E-mail: acc@sbbmanagement.com

NAME: _____

HOME PHONE: _____

ADDRESS: _____

CELL PHONE: _____ / _____

EMAIL: _____

DESCRIPTION OF WORK TO BE DONE:

- | | |
|--|--|
| <input type="checkbox"/> Fencing addition or Replacement | <input type="checkbox"/> Roofing |
| <input type="checkbox"/> Landscaping | <input type="checkbox"/> Building or Structures |
| <input type="checkbox"/> Drought resistant landscape (see policy attachment 1) | <input type="checkbox"/> Pool/Recreational equipment |
| <input type="checkbox"/> Artificial Turf - (see requirements attachment 2) | <input type="checkbox"/> Painting |
| <input type="checkbox"/> Generators - (see policy attachment 3) | <input type="checkbox"/> Concrete Installation |
| <input type="checkbox"/> Satellite or antenna | <input type="checkbox"/> Yard Art |
| <input type="checkbox"/> Solar - (see policy attachment 4) | <input type="checkbox"/> Other _____ |

DETAIL OF WORK:

Please include the following (if applicable):

- A copy of the plat of your Lot showing the EXACT location of improvement.
- Height/dimensions/square-footage of the improvements
- A complete list of construction materials and construction drawings/plans.
- Colors to be used

CERTIFICATION AND AGREEMENTS:

Homeowner certifies that all materials submitted to the Architectural Control Committee with this application for review are true and correct. All items submitted are in compliance with the Declaration of Covenants, Conditions & Restriction's. Homeowner understands and agrees that no work may be performed prior to or in deviation from the terms of a permit approved by the Architectural Control Committee. Any variation from the original application must be resubmitted for approval. No work will commence until written approval is received. Homeowner agrees to be bound by the Architectural Control Committee Rules and Standards. All necessary permits must be obtained from the proper agencies prior to the start of construction.

DATE OF APPLICATION: _____

ESTIMATED START DATE: _____ ESTIMATED COMPLETION DATE: _____

HOMEOWNER SIGNATURE: _____

The Downs of Hillcrest Residential Association, Inc.

NTTA TOLL TAG ACCESS REGISTRATION FORM (as of 2/1/2022)

Homeowner Name(s): _____

Property Address: _____

Contact pref.: Phone _____ Email _____ Other _____

- **Toll Tag Access is an amenity for residents and household/close family members only.**
- **Access for your guests, friends, vendors etc. can be pre-approved by you through the Approved Access List (AAL) or temporarily by calling the gate. It is your responsibility to periodically update this list at the gatehouse.**
- **If you wish to be notified before access is granted, do not provide pre-approval.**
- **All persons not on your access list will not be allowed to enter without your being contacted and granting approval.**

Please register the following Toll Tags, vehicle descriptions and relationships to my Toll Tag approved access list. I understand that I am responsible to and will update this information to reflect any changes, including vehicle descriptions and relationships.

Toll Tag DNT #	License Plate	Year, Make, Model, Color	Primary Driver	Relationship to Homeowner

Completed form may be submitted via first class mail to SBB Community Management,
12801 N. Central Expressway Ste. 1401, Dallas, TX 75243;
Fax to (888)980-0985;
Scan and email to amenities@sbbmanagement.com



Register Your Family, Visitors, Vendors on the Gate Sentry App

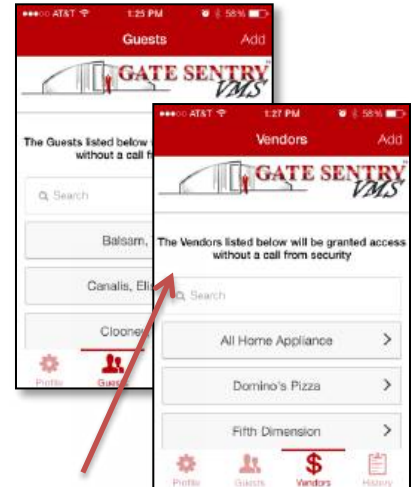
Resident Profile



- Add residents living with you
- Choose a pass phrase (used to verify your identity)
- Add authorizer phone numbers (those authorized to grant access)
- Edit resident information (names, email & notifications)

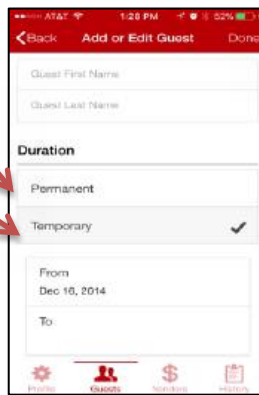
Use tabs at bottom to change pages

Guests & Vendors



Search for an existing vendor before adding a new vendor (Please list only the company name)

Adding Visitors



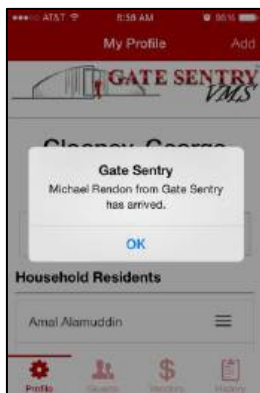
Permanent visitors always remain on guest list – no call from security

Temporary visitors removed after duration expires – call on next visit

To ban visitors you must use the web version portal. GateSentry.com

Press "Done" to save entries

Notifications



Receive immediate notification of arriving visitors

Visitor History

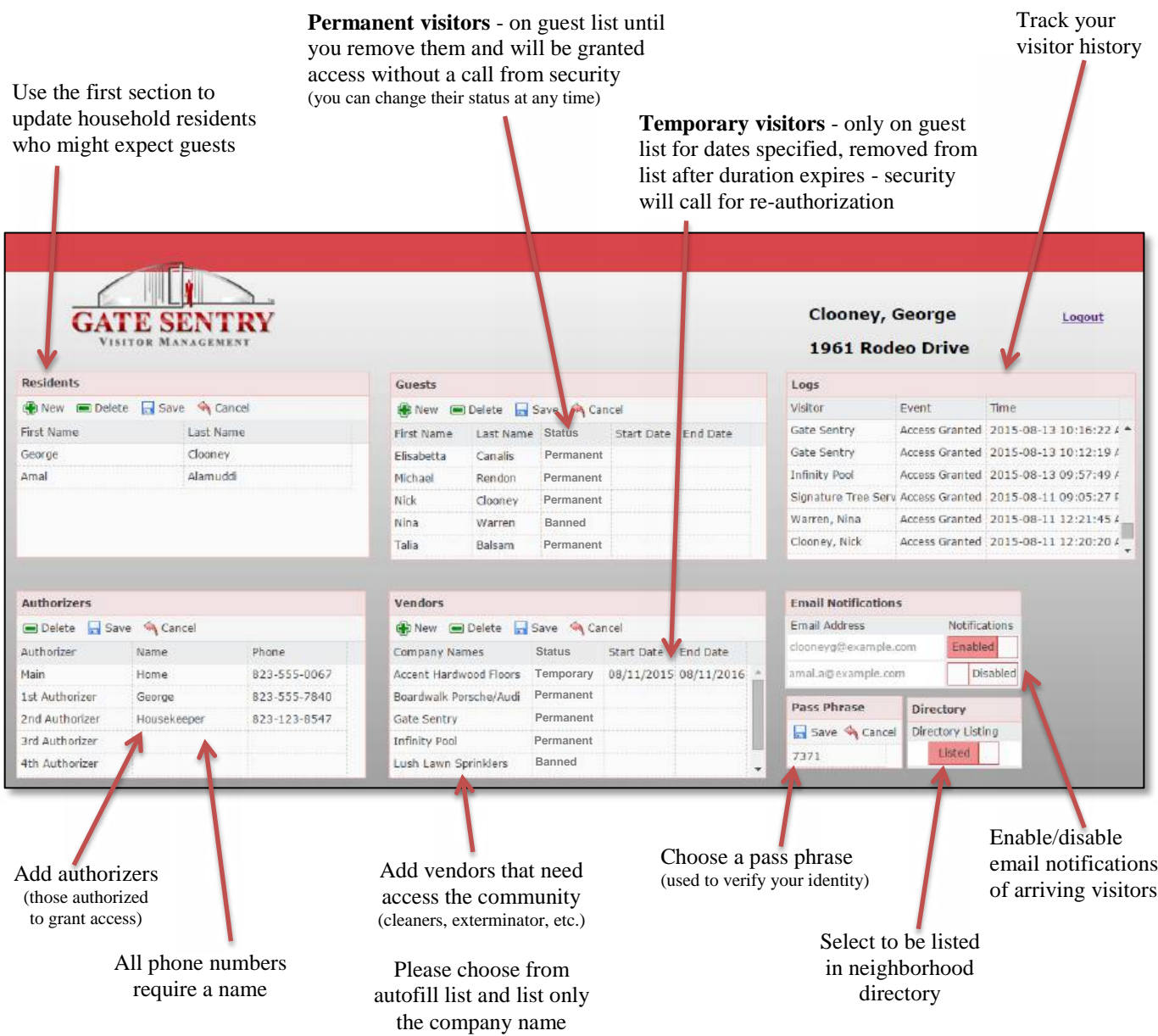


View a complete history of who visited your property including date and time

* All information listed is for sample purposes only

Managing your Gate Sentry Lists

Gate Sentry's web portal (portal.GateSentry.com) is easy to use and laid out for quick review of your information. To update any field, double click in that field then click "Save" after making the change.



Permanent visitors - on guest list until you remove them and will be granted access without a call from security (you can change their status at any time)

Temporary visitors - only on guest list for dates specified, removed from list after duration expires - security will call for re-authorization

Track your visitor history

Use the first section to update household residents who might expect guests

Residents

First Name	Last Name
George	Clooney
Amal	Alamuddi

Guests

First Name	Last Name	Status	Start Date	End Date
Elisabetta	Canalis	Permanent		
Michael	Rendon	Permanent		
Nick	Clooney	Permanent		
Nina	Warren	Banned		
Talia	Balsam	Permanent		

Logs

Visitor	Event	Time
Gate Sentry	Access Granted	2015-08-13 10:16:22
Gate Sentry	Access Granted	2015-08-13 10:12:19
Infinity Pool	Access Granted	2015-08-13 09:57:49
Signature Tree Serv	Access Granted	2015-08-11 09:05:27
Warren, Nina	Access Granted	2015-08-11 12:21:45
Clooney, Nick	Access Granted	2015-08-11 12:20:20

Authorizers

Authorizer	Name	Phone
Main	Home	823-555-0067
1st Authorizer	George	823-555-7840
2nd Authorizer	Housekeeper	823-123-8547
3rd Authorizer		
4th Authorizer		

Vendors

Company Names	Status	Start Date	End Date
Accent Hardwood Floors	Temporary	08/11/2015	08/11/2016
Boardwalk Porsche/Audi	Permanent		
Gate Sentry	Permanent		
Infinity Pool	Permanent		
Lush Lawn Sprinklers	Banned		

Email Notifications

Email Address	Notifications
clooneyg@example.com	<input checked="" type="checkbox"/> Enabled
amal.a@example.com	<input type="checkbox"/> Disabled

Pass Phrase

7371

Directory

Listed

Annotations:

- Add authorizers (those authorized to grant access)
- All phone numbers require a name
- Add vendors that need access the community (cleaners, exterminator, etc.)
- Please choose from autofill list and list only the company name
- Choose a pass phrase (used to verify your identity)
- Select to be listed in neighborhood directory
- Enable/disable email notifications of arriving visitors

* All information listed is for sample purposes only



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THE ROLE OF SBB COMMUNITY MANAGEMENT

SBB Community Management (SBB) is a professional management firm with over forty (40) years of experience in the field, serving many communities throughout the Dallas-Ft. Worth Metroplex.

The day-to-day activities of your community's team include many different tasks, but most will fall under the following categories:

- Advise and provide administrative, managerial, and operational counsel to the Board of Directors to assist the Board in decision-making and operating the business affairs of the Association.
- Perform site inspections of the community and inspections of individual homes for resale certificates.
- Direct enforcement of the restrictive covenants.
- Solicit, evaluate, and assist in acquiring insurance consistent with the requirements of the Declaration of Covenants, Conditions, and Restrictions and in accordance with instructions from the Board of Directors.
- Solicit and evaluate bids for all association services.
- Supervise maintenance activities and contractor performance.
- Provide and explain association financial reports, which are kept in accordance with GAAP (Generally Accepted Accounting Principles).
- Financial collections and disbursements (including the collection of delinquent accounts and working with title companies prior to the selling of a home).
- Help develop association budgets.
- Work with an independent CPA firm to audit the Association's books and records.
- Serve as a receiving center for association-related homeowner and vendor telephone calls.
- Provide privacy to homeowners by having a third party involved in cases of dispute.

SBB team members keep current with changes in Federal, State, County, and City legislation that affects planned communities. They regularly attend seminars, in-house training sessions and Community Associations Institute (CAI) courses specific to community association management. SBB works closely with a network of independent attorneys, CPAs, insurance agents, and others who specialize in their field as it applies to non-profit planned communities. As a result, if you have a legal or professional question that SBB can't answer, we will have ready access to someone who knows the answer.