

Contacting Principal Management Group of North Texas

Your community will be serviced from one of our local offices. Contact information for our office is:

ntxcustomer@associa.us

TownSq app: www.townsq.io

Hours: Monday to Friday, 8:00 a.m. to 5:00 p.m.

214-368-4030

Emergency Service

In the event you experience an emergency after office hours, on weekends or on holidays, please call the Associa Principal Management Group of North Texas office at 214-368-4030 and follow the instructions to reach our emergency service. Your Management Team will be contacted to assist you.

Emergencies constitute physical property damage related to the association's common areas of responsibility or an event where the safety, health or welfare of the community is in jeopardy.

TownSq App and Website

As part of our welcome, we also want to introduce you to TownSq, our user-friendly app. It's designed to help you connect, collaborate and stay up-to-date on everything happening in your community. TownSq is available for FREE to Associa communities and allows you to:

- Pay online and manage your account
- Place a service request
- Access association forms and documents
- And more – any time on any device!

*****To register for first time use you will need to log in from a laptop/desktop computer at www.townsq.io using your Associa Account number and zip code. Please contact ntxcustomer@associa.us if you need assistance with your account number.*****

Our Transition Team is working diligently with prior management and your Board of Directors to obtain information along with the Association's records to ensure the transition process is as seamless as possible. There are still set-up items to be completed; however, progress is occurring as we receive the information. If you have already mailed your payment to prior management, it will be forwarded to our office. If you have questions, feel free to contact our Customer Care Team at 214-368-4030 or ntxcustomer@associa.us.

Service/Maintenance Requests

Please be aware that the Association is not responsible for maintenance issues within your individual home. When an issue is the responsibility of the Association, we offer the following options for reporting service or maintenance requests:

1) By telephone: 214-368-4030

1) By E-mail: ntxcustomer@associa.us

2) By visiting TownSq at www.townsq.io

WHEN USING ANY OF THESE METHODS, ALWAYS INCLUDE YOUR NAME, HOME ADDRESS, E-MAIL ADDRESS, A DAYTIME CONTACT NUMBER AND A DESCRIPTION OF THE CONCERN.

801 E Campbell, Ste 620, Richardson, Texas 75081

214-368-4030

ntxcustomer@associa.us

Assessment Payment Options

Association assessments are calculated based on the annual budget and governing documents. Assessments pay for the operations, amenities, insurance and maintenance of the common area.

Please make checks payable to Castle Ridge Rockwall and mail your payment to Castle Ridge Rockwall , c/o Principal Management Group of North Texas, P.O. Box 660090, Dallas, TX 75266-0090.

On-line payment options are available through TownSQ and processing fees will apply.

You may also submit a completed Automatic Payment of Assessments form (enclosed) for a free payment option.

Additional Benefits to Homeowners

In addition to providing the highest level of association management to our homeowners, Principal Management Group of North Texas provides unique benefits to members living in an Principal Management Group of North Texas managed community. Some of those benefits include:

Online Account Access

As a member of the Associa family, you may view your account on-line by visiting our web site at <https://app.townsq.io/login>. You can also make payments conveniently online!

Modifications to your Home

Before making external modifications to your home, an architectural application must be approved by the Association's Architectural Committee and the proper permits must be obtained. This includes, but is not limited to fences, landscaping, and exterior home painting. Please contact ntxcustomer@associa.us for more information.

Associa Advantage

At no additional cost to you or the association, Principal Management Group of North Texas offers significant savings on products and services by local and national retailers and service providers. Some of our partners include Best Buy, Lowes, and 1-800-Flowers as well as Sherwin Williams Paint, COIT Cleaning, and New Pipes Plumbing. Register for discount information at www.associaadvantage.com with your Associa account number.

Associa Supports Kids

As the leader in community management, fostering children's safety and healthy living is our passion. Members with children living in Principal Management Group of North Texas managed communities may be eligible to receive up to a \$250 donation to their children's sports team. Visit our website, www.associasupportskids.com, for more information.