

CCHOA Board Meeting Agenda
25 March 2020, 6:30pm
Circle C Community Center

- I. Roll Call
- II. Acceptance of Agenda
- III. Acceptance of February 26, 2020 board meeting minutes *Russ Hodes*
- IV. Homeowner Forum (*3 min each*)
- V. Management Reports
 - a. General Report, *Karen Hibpshman*
 - 1. Feb YTD Financials
 - b. Landscape Report, *Clayton Hoover*
 - c. Aquatics Report, *Brody McKinley*
 - d. Maintenance Report, *Robert Bardeleben*
- VI. Discussion Items
 - a. Escarpment Loop
- VII. Action Items
 - a. Board Officer Appointments
 - b. Terms and Conditions
 - c. Social Media
- VIII. Adjourn Public Meeting
- IX. Executive Session

Attachments

- 1. Feb 2020 Board Meeting Minutes
- 2. General Report (including YTD Financials)
- 3. Landscape Report
- 4. Aquatics Report
- 5. Maintenance Report

**Circle C Homeowners Association
Board Meeting Minutes
February 26, 2020**

1. The CCHOA Board of Directors convened on February 26, 2020 at the Circle C Community Center. Kim Ackermann called the meeting to order at 6:30 p.m. In attendance were board members Kim Ackermann, Natalie Placer-McClure, Russ Hodes, Jason Bram and AE Martin. CCHOA Manager Karen Hibpshman was in attendance. Marnie McLeod, Assistant Manager was not in attendance. Brody McKinley, Aquatics Director was present. Robert Bardeleben, Facilities Coordinator was present. Clayton Hoover from Circle C Landscape was present.
2. Kim asked if there were any changes to the agenda. Karen asked to move Legal Action on Collections to Executive Session. Jason motioned to accept the agenda with the change. Natalie seconded the motion. All were in favor and the motion passed.
3. Kim presented the January 29, 2020 board meeting minutes. Natalie motioned to accept the minutes as written. Jason seconded the motion. All were in favor and the motion passed.
4. Kim introduced the Homeowner Forum. No homeowners present for the forum.
5. Karen presented the management report and the YTD Financials.
6. Clayton presented the landscaping report.
7. Brody presented the aquatics report.
8. Robert presented the maintenance report
9. The first discussion item was the Escarpment Loop project. Karen updated that the Board will meet with the last bidder in March.
10. The first action item was the CC&R Amendments. Russ motioned to approved the proposed CC&R amendments. Natalie seconded the motion. All were in favor and the motion passed.
11. The second action item was to ratify the Holiday Party Vote. Natalie motioned to suspend the Adult Holiday Party due to the low attendance. Russ seconded the motion. All were in favor and the motion passed.
12. The third action item was the Terms and Agreements. Jason motioned to table until the attorney can review. Russ seconded the motion. All were in favor and the motion passed.
13. The fourth action item was new Slide Guidelines and Additional Cost. Natalie motioned to approve the additional expenses at Brody's discretion. Jason seconded the motion. All were in favor and the motion passed.
14. Jason motioned to adjourn the Public Meeting at 7:31 pm. Russ seconded the motion. All were in favor and the motion passed.
15. The Board went into executive session at 7:33 pm to discuss Legal Action on Collections. No votes or actions were taken. The Board adjourned the executive session at 7:40 pm.

16. The fifth action item was Legal Action on Collections. Natalie motioned to move forward on 6 accounts for collections. Jason seconded the motion. All were in favor and the motion passed.
17. Jason motioned to adjourn the Public Meeting at 7:42 pm. Russ seconded the motion. All were in favor and the motion passed.

**Circle C Homeowners Association
Manager's Report
February 24, 2020 – March 20, 2020**

Violation Report (February 24th, 2020 – March 20th, 2020)

191 Violations

- 66 (35%) Rubbish and Debris
- 51 (27%) Front Yard Maintenance
- 11 (6%) Architectural
- 9 (5%) Vehicle Storage
- 27 (14%) Repair of Exterior Damages
- 8 (4%) Exterior Lighting
- 9 (5%) Driveway
- 1 (1%) Fencing
- 4 (2%) Maintenance
- 2 (1%) Offensive Activities
- 3 (2%) Use Limitations

191 Violations by Stage

- 1 (1%) stage hold
- 158 (82%) stage 1/cooperative letters
- 27 (21.4%) stage 2 letters
- 6 (2%) stage 3 letters

191 Violation Updates/Creates

- 88 (46%) Closed
- 86 (45%) New
- 15 (7%) Escalated
- 2 (1%) Re-Opened
- 2 (1%) Attorney

Administration

36 New Homeowner Packets mailed February 21st – March 19th

Financial

AP checks were signed March 20th with Terri Giles

Upcoming Special Events

April 11st – Easter Egg Hunt – has been cancelled

April 17th – Food Trailer Night – Working with the vendor

April 25th – Community Wide Garage Sale – Pending

April 29th – Board Meeting – will be held via Zoom

Project/Updates

- All reservations have been cancelled at the Community Center. All hosts were contacted that all cancellations were being done without penalty.
- Closed the HOA office to all walk-in traffic. Employee's are able to work remotely and phones have been transferred. Mail will be checked daily along with dropbox.
- The Escarpment Landscaping/Irrigation Bids. Last bid review
- Will be sending out the 1st semi-annual billing once the information is received from Rowell.
- Land Development Code Update – The lawsuit that was brought against the COA concerning the Land Development Code prevailed. On March 18th, the judge ruled that the City must properly notice owners and recognize/accept owners protest rights
- 30.09% quorum for Annual Meeting.

- **Capital Projects**

2020 Capital Budget Projects include:

Swim Center - Furniture	Completed
Landscaping – Irrigation Infrastructure	Continuing Project
Landscaping – Rock Work	Continuing Project
Pool Covers	Completed
SC wade Pool Repairs (slide)	Slide Repaired/Coping will be completed 1 st week of April
CC Splash Pad	Shimmer Sheet is refinished/Rope and netting to be replaced by April 15 th .
Picnic Table/Benches – Wildflower Park	Completed by May 15th
Trash Receptacles	Recycle cans have been ordered/Neighborhood trash cans have been installed by April 30th
Park Place Renovation	Shade structure and retaining wall have been installed – estimated project completion date 4-1
Avana – Beach Entry Repair	Completed

HVAC Coil Repair	Will schedule in April
SC Replacement Benches	Permanent bench on composite deck completed/will order remaining benches around 4/15
CC Seal Coat/Repair	Tentatively scheduled for week of March 23
Escarpment Project	Not Started
Valve to valve Upgrade	Not Started
Construction Repairs	Repairs due to construction have been done at Bernia, Trissino, Slaughter, La Crosse, Escarpment and Archeleta.

Current or Future Projects

- Irrigation Infrastructure
- Signage
- Monuments
- Landscape Prep
- Expansion of CCCC pool
- Phase II
- Additional Playgrounds/shade covers

2020 CCHOA INCOME BUDGET

Category	Subcategory	2020 Budget	Jan-20	Feb-20	Totals	%
Homeowner Income	Homeowner Dues	\$3,802,214	\$44,204.58	\$1,014,578.94	\$1,058,783.52	28%
Homeowner Income	Resale Certificates	\$73,125	\$5,175.00	\$5,175.00	\$10,350.00	14%
Homeowner Income	Transfer Fees Income	\$75,000	\$4,200.00	\$4,475.00	\$8,675.00	12%
Homeowner Income	Late Fees Collected	\$18,000	\$2,040.63	\$1,912.59	\$3,953.22	22%
Homeowner Income	Lien Admin Fees Income	\$400	\$189.06	\$33.42	\$222.48	56%
Homeowner Income	Filing Fee Income	\$224	\$714.00	\$204.28	\$918.28	410%
Homeowner Income	NSF Charges	\$100	\$0.00	\$0.00	\$0.00	0%
Homeowner Income	Collection Fee Income	\$50	\$0.00	\$0.00	\$0.00	0%
Homeowner Income Total		\$3,969,113	\$56,523.27	\$1,026,379.23	\$1,082,902.50	27%
Architectural Review Income	Architectural Review Income	\$10,000	\$4,255.00	\$4,590.00	\$8,845.00	88%
Architectural Review Income Total		\$10,000	\$4,255.00	\$4,590.00	\$8,845.00	88%
Rental Income	Office Rent	\$14,400	\$2,193.28	\$1,438.65	\$3,631.93	25%
Rental Income	Grill Rent	\$6,300	\$512.50	\$0.00	\$512.50	8%
Rental Income Total		\$20,700	\$2,705.78	\$1,438.65	\$4,144.43	20%
Aquatics Income	Pool Programs	\$85,000	\$3,383.00	\$3,451.00	\$6,834.00	8%
Aquatics Income	Pool Programs - Swim Team	\$119,500	\$9,840.00	\$10,972.50	\$20,812.50	17%
Aquatics Income	Facility Income	\$37,500	\$3,605.32	\$1,346.92	\$4,952.24	13%
Aquatics Income Total		\$242,000	\$16,828.32	\$15,770.42	\$32,598.74	13%
CCCC Income	CCCC Facility Rentals	\$50,000	\$5,510.75	\$4,275.00	\$9,785.75	20%
CCCC Income Total		\$50,000	\$5,510.75	\$4,275.00	\$9,785.75	20%
Landscape Reimbursements	Stratus Reimb	\$97,000	\$0.00	\$0.00	\$0.00	0%
Landscape Reimbursements	COA Reimb	\$17,600	\$0.00	\$0.00	\$0.00	0%
Landscape Reimbursements Total		\$114,600	\$0.00	\$0.00	\$0.00	0%
Miscellaneous	Interest Income	\$15,000	\$1,049.41	\$971.70	\$2,021.11	13%
Miscellaneous	Sales Tax Discount	\$0	\$1.13	\$0.00	\$1.13	
Miscellaneous Total		\$15,000	\$1,050.54	\$971.70	\$2,022.24	13%
Rowell Reimbursement	The Rowell HOA	\$53,000	\$26,184.40	\$0.00	\$26,184.40	49%
The Rowell Total		\$53,000	\$26,184.40	\$0.00	\$26,184.40	49%
Grand Total		\$4,474,413.00	\$113,058.06	\$1,053,425.00	\$1,166,483.06	26%

2020 CCHOA EXPENSE BUDGET

Category	Subcategory	2020 Budget	Jan-20	Feb-20	Totals	%
Commons Area Services	Landscape Maint Contract	\$1,234,458	\$102,867.33	\$102,867.33	\$205,734.66	17%
Commons Area Services	Contract Landscape SC	\$31,834	\$2,652.88	\$2,652.88	\$5,305.76	17%
Commons Area Services	Contract Landscape CCCC	\$31,834	\$2,652.88	\$2,652.88	\$5,305.76	17%
Commons Area Services	Contract Landscape AV	\$22,575	\$1,881.23	\$1,881.23	\$3,762.46	17%
Common Area Services	Contract Landscape GR	\$22,575	\$1,881.23	\$1,881.23	\$3,762.46	17%
Common Area Services	Common Area Holiday Lighting	\$44,729	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	2016 Land Additions	\$5,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	Landscape Repairs	\$80,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	Landscape Water Utilities	\$255,000	\$5,771.47	\$5,158.59	\$10,930.06	4%
Commons Area Services	COA Water Utility Compliance	\$8,000	\$0.00	\$1,125.00	\$1,125.00	14%
Common Area Services	Landscape Electric Utilities	\$36,000	\$2,861.21	\$2,658.23	\$5,519.44	15%
Common Area Services	Tree Care	\$50,000	\$2,250.00	\$9,000.00	\$11,250.00	23%
Commons Area Services	Fence Repairs & Maint	\$6,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services	Electrical Repairs & Maint	\$15,000	\$0.00	\$0.00	\$0.00	0%

Common Area Services	Neighborhood Maint & Repair	\$17,000	\$1,017.55	\$1,468.74	\$2,486.29	15%
Common Area Services	Non Contract Landscape - SC	\$15,000	\$0.00	\$0.00	\$0.00	0%
Commons Area Services Total		\$1,875,005	\$123,835.78	\$131,346.11	\$255,181.89	14%
Aquatics Facilities	Administrative	\$59,000	\$2,505.49	\$1,198.39	\$3,703.88	6%
Aquatics Facilities	Supplies - Pool	\$16,000	\$2,349.45	\$32.33	\$2,381.78	15%
Aquatics Facilities	Supplies - Chemicals	\$71,000	\$2,305.18	\$2,929.20	\$5,234.38	7%
Aquatics Facilities	Supplies & Fees - Swim Team	\$23,500	\$1,820.57	\$1,301.11	\$3,121.68	13%
Aquatics Facilities	Maintenance - Pool	\$85,300	\$3,108.12	\$4,319.02	\$7,427.14	9%
Aquatics Facilities	Maintenance - Building	\$54,700	\$2,448.21	\$4,602.06	\$7,050.27	13%
Aquatics Facilities	Payroll - Staff	\$726,000	\$22,490.05	\$25,901.12	\$48,391.17	7%
Aquatics Facilities	Payroll - Programming Staff	\$45,500	\$361.05	\$534.48	\$895.53	2%
Aquatics Facilities	Payroll - Swim Team	\$103,825	\$7,763.13	\$8,818.59	\$16,581.72	16%
Aquatics Facilities	SC-Utilities - Water	\$30,000	\$1,628.27	\$1,738.60	\$3,366.87	11%
Aquatics Facilities	Avana _Utilities-Water	\$3,000	\$282.65	\$931.27	\$1,213.92	40%
Aquatics Facilities	GR- Utilities - Water	\$4,000	\$200.96	\$164.51	\$365.47	9%
Aquatics Facilities	SC-Utilities - Electric	\$28,000	\$1,989.86	\$2,384.52	\$4,374.38	16%
Aquatics Facilities	Avana - Utilities- Electric	\$12,000	\$667.02	\$137.08	\$804.10	7%
Aquatics Facilities	GR -Utilities-Electric	\$6,000	\$414.88	\$428.83	\$843.71	14%
Aquatics Facilities	Utilities - Natural Gas	\$34,000	\$3,129.24	\$3,070.96	\$6,200.20	18%
Aquatics Facilities	SC-Utilities - Telephone/Internet	\$11,000	\$169.86	\$516.05	\$685.91	6%
Aquatics Facilities	Avana - Telephone/Internet	\$4,000	\$170.96	\$430.84	\$601.80	15%
Aquatics Facilities	GR- Telephone/Internet	\$4,000	\$202.32	\$192.13	\$394.45	10%
Aquatic Facilities Total		\$1,320,825	\$54,007.27	\$59,631.09	\$113,638.36	9%
Circle C Community Center	Utilities - Water	\$35,000	\$2,628.03	\$1,584.82	\$4,212.85	12%
Circle C Community Center	Utilities - Electric	\$22,000	\$15.00	\$1,494.66	\$1,509.66	7%
Circle C Community Center	Utilities - Telephone/Internet	\$9,600	\$650.37	\$650.37	\$1,300.74	14%
Circle C Community Ctr	Events Payroll	\$6,000	\$722.42	\$1,236.11	\$1,958.53	33%
Circle C Community Center	Furniture	\$2,000	\$0.00	\$0.00	\$0.00	0%
Circle C Community Center	Maintenance - Building	\$47,000	\$3,405.24	\$2,949.50	\$6,354.74	14%
Circle C Community Ctr Total		\$121,600	\$7,421.06	\$7,915.46	\$15,336.52	13%
Maintenance Operations	Office Supplies	\$1,500	\$0.00	\$99.55	\$99.55	7%
Maintenance Operations	Employee Education	\$1,200	\$135.00	\$135.00	\$270.00	23%
Maintenance Operations	Uniforms	\$1,800	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations	Staff Recruitment	\$300	\$35.00	\$70.00	\$105.00	35%
Maintenance Operations	Safety Equip/Supplies	\$900	\$334.33	\$334.33	\$668.66	74%
Maintenance Operations	Maintenance Payroll	\$180,000	\$13,346.48	\$26,692.96	\$40,039.44	22%
Maintenance Operations	Pool Tech	\$72,000	\$3,335.00	\$5,807.25	\$9,142.25	13%
Maintenance Operations	Payroll Taxes	\$15,000	\$1,262.55	\$2,473.98	\$3,736.53	25%
Maintenance Operations	Computer/Software	\$1,000	\$0.00	\$128.00	\$128.00	13%
Maintenance Operations	Tools/Supplies	\$5,000	\$0.00	\$550.98	\$550.98	11%
Maintenance Operations	Office Furniture	\$700	\$0.00	\$0.00	\$0.00	0%
Maintenance Operations Total		\$279,400	\$18,448.36	\$36,292.05	\$54,740.41	20%
HOA Operations	Office Supplies	\$9,000	\$2,458.77	\$180.68	\$2,639.45	29%
HOA Operations	Equip & Maintenance	\$15,000	\$152.30	\$533.87	\$686.17	5%
HOA Operations	HOA Owned Vehicle Expense	\$8,000	\$267.52	\$139.33	\$406.85	5%
HOA Operations	Postage	\$16,000	\$3,749.90	\$2,148.07	\$5,897.97	37%
HOA Operations	Web Operations	\$3,000	\$20.47	\$750.47	\$770.94	26%
HOA Operations	Printing	\$2,000	\$592.34	\$0.00	\$592.34	30%
HOA Operations	HOA Meetings	\$5,000	\$672.34	\$0.00	\$672.34	13%
HOA Operations	Deed Restrictions	\$5,000	\$708.56	\$0.00	\$708.56	14%
HOA Operations	HOA Special Events	\$30,000	\$9,997.93	\$970.88	\$10,968.81	37%
HOA Operations Total		\$93,000	\$18,620.13	\$4,723.30	\$23,343.43	25%
Financial Management	Management Services	\$112,000	\$9,314.25	\$9,383.27	\$18,697.52	17%
Financial Management	Resale Certificate	\$16,250	\$800.00	\$1,100.00	\$1,900.00	12%
Financial Management	Lien Filing Administrative Fees	\$1,000	\$208.00	\$212.00	\$420.00	42%
Financial Management	Bank Fees	\$30,000	\$2,542.07	-\$27.42	\$2,514.65	8%

**Circle C Landscape
Board Report. March 2020**

Weather

General: Warmer than normal, windy

Rainfall Total: 2 inches
Temperature: 50-85 degrees
Major Events: no major events

Maintenance Services

General: Mowing rotation in all areas
Oak leaf pick up in all areas
Ant Treatment in all areas

Outlying Areas

General: CCCC Filter Pond, mowed & cleaned
Outlying Areas: all areas checked
3x per year areas, weedeated and treated

Irrigation

General: Irrigation is off in most locations
Controllers have been turned off
Inspection: Annual spring inspection has begun

Construction:

Construction Damage and Projects

Construction continues to be a major threat to the irrigation and commons areas.

Avana: Major damage at school site

Greyrock: Assisted living and child care damage at r.o.w.

Wildflower Park: Highway construction at front and median

Slaughter to Beckett: No water, TxDot should put in pavers
at first median

No water at second median

Escarpment/Slaughter: Improvements to intersection coming

MoPac/LaCrosse: Damage to median, no water to median, east side

Facility Usage	<i>Resident Entries</i>	<i>Guest Entries</i>	<i>Total Entries</i>
Swim Center	1,369	16	1,385
Community Center	0	0	0
Avaña	0	0	0
Greyrock	0	0	0
Totals	1,369	16	1,385

Member Stats	<i>Households</i>	<i>Individuals</i>	<i>Average / Household</i>
Homeowners	5,406	17,566	3.25
Renters	411	1,580	3.84
Totals	5,817	19,146	3.29

Revenue	
Programs	\$ 3,451
Swim Team	\$ 10,972
Guest Fees	\$ 27
Area Reservations	\$ 0
Facility Rentals	\$ 0
Lane Rentals	\$ 1,260

Program Enrollment	
Select Swim Team	74
Masters	6
Group Swim Lessons	8
Private Swim Lessons	5
Water Aerobics	0
Lifeguard Certification	18
Water Safety Instructor	0
Scout Swim Tests	0

Private Rentals	
Swim Center	0
Community Center	0
Avaña	0
Greyrock	0
Totals	0

Area Reservations	
Swim Center	0
Community Center	0
Avaña	0
Greyrock	0
Totals	0

Special Events	
Lane Rentals	Austin Water Polo, Austin AISD (Bowie, Crockett), Veristas HS
Food Trailer Night	
Dive-In Movie	

Incidents/Injuries

Incident Types	YTD				Feb-20			
	SC	CC	AV	GR	SC	CC	AV	GR
<i>Water Rescue Incident</i>	0	0	0	0				
<i>First Aid Incident</i>	0	0	0	0				
<i>Sudden Illness Incident</i>	0	0	0	0				
<i>Patron Behavior Incident</i>	3	0	0	0	2			
Total	3	0	0	0	2	0	0	0
	3				2			

Entry Data	SC	CC	AV	GR	SC	CC	AV	GR
<i>Resident Entries</i>	2,127	0	0	0	1,369			
<i>Guest/NonRes Entries</i>	31	0	0	0	16			
Total Entries	2,158	0	0	0	1,385	0	0	0
<i>Incidents / Entry</i>	0.14%				0.14%			
<i>All Facilities</i>	2,158 0.14%				1,385 0.14%			

Incident Data	SC	CC	AV	GR	SC	CC	AV	GR
<i>Suspensions / Expulsions</i>	0	0	0	0				
	0				0			
<i>Biohazard Cleanup</i>	0	0	0	0				
	0				0			
<i>EMS / 911 Calls</i>	0	0	0	0				
	0				0			

Circle C HOA
Maintenance Report for Board March 2020
Prepared by Robert Bardeleben -Facilities Director

We are in the middle of off-season repairs and updates at all facilities. We have slowed preparations for season openings due to the COVID-19. Capital projects are underway as well. We are taking COVID-19 precautions with all of our repairs and scheduling.

SWIM CENTER COMPOUND/Maintenance Offices

- Routine Maintenance has been completed
- Minor Equipment and Facility Repairs Made
- Pool Slide Inspections through TDI now required—Inspection Date has been set for April 7
- One of the pool heaters has failed beyond reasonable repair---heat exchanger failure—working on getting replacement bids—will have proposals by mid-April.
- Working on securing ideas and bids on wade pool repairs/renovations—slide changes, etc.

COMMUNITY CENTER

- Routine inspections and maintenance have been completed
- Parking Lot Seal Coat/Striping tentatively scheduled for week of March 23—could change due to COVID-19

COMMUNITY CENTER POOL

- Routine cleaning and maintenance have been performed.
- Minor Repairs have been completed on equipment and facility.
- Pool Slide Inspections through TDI now required—Inspection Date has been set for April 7
- Retaining wall bench near the adult area of the pool has been completed

NEIGHBORHOOD

- Minor repairs have been completed as needed
- Park Place Playground Updates are nearing completion—shade canopy up, retaining wall completed, waiting on artificial turf installation

AVANA AMENITIES CENTER

- Routine Cleaning and Maintenance has been completed
- Minor repairs have been made
- Update on Avana pool leak. The leak has been repaired. The leak was in the main drain line as predicted and the repair cost was at the quoted \$1900.00.

GREY ROCK AMENITIES CENTER

- Routine Cleaning and Maintenance has been completed
- Minor repairs have been made



Circle C Homeowners Association Websites Terms and Conditions

These terms and conditions apply to websites owned and managed by the Circle C Homeowners Association, including: circlecranch.com, circlecranch.info, ccswwim.net, ccswwim.info, circlecsc.com, circlecsc.net, circlecsc.info. From this point forward, all addresses will be referred to collectively as "Our Websites" or the "Sites."

Agreement between user and our websites

Welcome to Our Websites. They are comprised of various web pages operated by the Circle C Homeowners Association, "CCHOA." Our Websites are offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein, the "Terms." Your use of Our Websites constitutes your agreement to all such Terms. Please read these Terms carefully, and keep a copy of them for your reference.

The purpose of Our Websites, are to effectively communicate information to the residents of Circle C Ranch and other patrons of the facilities.

Privacy

Your use of Our Websites is subject to CCHOA's Privacy Policy and Social Media Policy. Please review our [Privacy Policy](#) and [Social Media Policy](#), which also governs the Sites and informs users of our data collection practices at www.circlecranch.com.

Electronic Communications

Visiting Our Websites or sending emails to CCHOA constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Sites, satisfy any legal requirement that such communications be in writing.

Your account

If you use these Sites, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that CCHOA is not responsible for third party access to your account that results from theft or misappropriation of your account. CCHOA and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

Links to third party sites/Third party services

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No unlawful or prohibited use/Intellectual Property

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Contacting Us

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