

# The Islands at Springs Ranch

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**Please wait to go to the web site to register until two weeks after you close. We must open your account first!**

Welcome Home! START HERE: CREATE AN ACCOUNT AT <https://zrpm.cincwebaxis.com/> Here you can access your statement information, make payments, find out your account number, create work orders, create architectural requests and more! Just enter your name, address and email, and we will get you going.

If you like to read... go on.

Z&R Property Management is your property management company, and your property manager is Jerry. He can be reached at [jerry@zandrmgmt.com](mailto:jerry@zandrmgmt.com).

**DUES:** Your dues are \$310 monthly and are payable in advance on the first day of the month and become delinquent after the 10<sup>th</sup>, at which time a late charge of \$15.00 plus interest per month is assessed. Please visit <https://zrpm.cincwebaxis.com/> to make payments.

Online Payments with E-checks are FREE.

Credit Card Payments will have a convenience fee.

If you decide to write a check, please make your check payable to **The Islands at Springs Ranch**, write your account number in the memo section of your check, and mail all payments to:

**The Islands at Springs Ranch  
c/o Z&R Property Management  
P.O. Box 293415  
Lewisville, TX 75029**

The statement is only a helpful reminder of your dues. **Not receiving your statement or coupons will not exempt you from your Association dues or late fees.**

**MAILBOXES:** Mailboxes are your responsibility. If you need a key to your mailbox, please contact a locksmith.

**ARCHITECTURAL CONTROL COMMITTEE:** No improvement shall be placed, erected, installed, or permitted to occur or exist on any lot, nor shall the exterior of any existing improvement be painted or altered, nor shall any construction be commenced on any improvements, nor shall any landscaping be installed or modified, unless and until the plans and specifications for such improvements shall have been submitted to and approved in writing by the Architectural Control Committee. If you are interested in making an exterior modification to your home or landscaping, please contact Z&R in

writing, or at [zrpm.cincwebaxis.com](http://zrpm.cincwebaxis.com) so that your request can be forwarded to the committee for review and a written response. The ACC, prior to commencement, must approve all exterior modifications in writing.

**CONTACT PROTOCOLS FOR Z & R:** As your management company, Z&R should be your first point of contact on every issue involving the Association from work order requests to Covenant violations. Office hours are from 8:30 a.m. to 5:00 p.m., Monday through Thursday and 8:30 a.m. to 4:00 p.m. on Friday. If you are planning to visit us in person, we encourage you to call ahead to ensure someone is expecting you. Should you need to contact us about Association matters involving Covenant violations, complaints, suggestions, etc., we ask that you put your thoughts in writing and forward them to us so that we may, in turn, keep them recorded and ensure they reach your Board of Directors for the appropriate response and follow up. The website is the best way to reach us.

**COVENANTS, RULES AND REGULATIONS:** As with any community such as yours, there are certain guidelines that govern the dos and don'ts. As your Management Company, one of our directives is to understand and enforce all your standing Covenants from pets to parking. For this reason, we ask that you dust off your copy of the Covenants, Design Guidelines and Community Standards and any Resolutions and encourage you to review them.

**BOARD OF DIRECTORS:** Your Board of Directors consists of non-compensated owners who volunteer their time to serve the community. For this reason, we ask that you first try to work through Z&R to have your concerns addressed. If you feel that Z&R has not served you well or that you must deal directly with the Board, you have several ways you can contact the Board Members: #1. Attend one of the Board Meetings. Please call our office for specific dates and times, or check [zrpm.cincwebaxis.com](http://zrpm.cincwebaxis.com). #2. Write a letter, or email to Z&R. We will forward all correspondence we receive to the Board. By following these procedures, you allow your Board Members to govern effectively and remain neighbors who have lives apart from their volunteer work.

**NOISE COMPLAINTS:** If you are having trouble with noise from a neighbor, please contact them directly first. If this does not solve the problem, filing a noise complaint with the police department is the next best alternative. The Association can write letters and issue fines after a certain period, but this process is very slow and generally is not as effective as calling the police. 10:00 pm to 7:00 am is quiet time with few exceptions. Please be respectful of neighbors. If a resident has been contacted regarding a noise complaint, a second reminder may include a fine assessment.