

Woodlands at Chateau Elan Owners Association, Inc.

Welcome Home Message

Hello, Welcome to Woodlands at Chateau Elan Owners Association!

The Woodlands at Chateau Elan Owners Association is made up of the Woodlands Estates, Creekside Village, the Village, and the Oxley Village.

We are so pleased to have you as our new residents, tenants, and/or lot owners. We hope you will enjoy living here in Woodlands at Chateau Elan and make many lifetime memories! Please read this entire email carefully and follow all the instructions provided for each item to help you get fully oriented with our wonderful community, Board of Directors, Community Association Manager, and Management Company.

It is with great pleasure that I introduce you to your esteemed Board Members of our awesome community!

Board of Directors Listing

- Scott Carter, President & Infrastructure Committee Chairperson
- Dale Shapiro, Vice President & Modification Committee Chairperson
- Gita Taasobshirazi, Treasurer & Finance Committee Chairperson
- Julie Stewart, Secretary & Communication Committee Chairperson
- Theresa Bartolotta, Board Member at Large & Landscape Committee Chairperson

It is with great pleasure that we introduce you to your management company, Community Management, and your Community Association Manager!!!

Your association is professionally managed by:

It is with great pleasure that we introduce you to your management company, Community Management Associates (CMA), and your Community Association Manager!!!

Your association is professionally managed by:

Community Management Associates

CMA CORPORATE

1465 Northside Drive NW, Suite 128, Atlanta, GA 30318

P: 800-522-6314 | Email Us at <https://cmacommunities.com/contact/>

Client Services at (404) 835-9100 or email them at Support@cmacommunities.com

General Manager

Jenny Guess, General Manager, Licensed Community Association Manager

404-474-7465 and jguess@cmacommunities.com

Woodlands at Chateau Elan Owners Association, Inc.

Welcome Home Message

Large Scale Division Manager

Deana Byrd, CAM, Large Scale Division Manager
404.835.9246 and Dbyrd@cmacommunities.com

Director of On-site Association Management

James Bailey, Director of Onsite Association Management
404-835-9186 and james.bailey@cmacommunities.com

Director of Employee & Client Experience

Tracy Lanard, CMCA®
404.835.9185 and tlanard@cmacommunities.com

Chief Operating Officer & Associate Broker

Michele Richards, PCAM®- Chief Operating Officer & Associate Broker
404.835.9162 and mrichards@cmacommunities.com

Woodlands On-Site Office Location:

Inside the REMAX Center
1225 Tuscany Dr, Suite 1225A
Braselton, GA 30517

Woodlands Business Hours:

- Monday through Friday from 9 a.m. to 5 p.m.

This office will be staffed:

- Monday through Thursday 9 a.m. to 5 p.m.

Dedicated Walk-In Hours to meet with Jenny Guess, the Woodlands General Manager/Community Association Manager:

- Tuesday: 10 a.m. to 12 p.m.
- Wednesday: 2 p.m. to 4 p.m.

Appointments

- Residents are encouraged to make an appointment via the CMA Owners' Portal for office visits outside of walk-in hours to ensure availability.
- To make an appointment with Jenny Guess, the Woodlands General Manager, Licensed Community Association Manager, please log in to the CMA Owners Portal:
https://portal.cmacommunities.com/home_v2/Login.

Woodlands at Chateau Elan Owners Association, Inc.

Welcome Home Message

New Ownership Transfer Required Information

For you to access the CMA Owners Portal and to register your account, our Closing Department at Community Management Associates (CMA), the management company for Woodlands at Chateau Elan Owners Association must receive your fully executed Settlement Statement, Master Settlement Statement, Alta Settlement Statement, Closing Disclosure, or the Lease Agreement (all pages, including the signature page) from your closing attorney or you as proof of ownership as well as to transfer ownership of the property into your name as soon as possible so that we can add your information to our system. Usually, this process takes about 2 business weeks from the day of closing. Please email this over to the Community Association Manager if you are new to the community, to jguess@cmacommunities.com, so that I can send this to our Closing Department to expedite this process along on your behalf.

CMA Owners Portal Registration/Login Information

Welcome! On behalf of Woodlands at Chateau Elan Owners Association, we are excited to bring you an enhanced owner portal.

All resident communications to the Woodlands Association Board and/or our CMA Association Manager must be completed through the CMA Owners Portal. Please see the instructions below on how to register/log in to your account, how to submit a New Request, and how to submit a Modification Request via the Portal. Although we work closely with your association's Board of Directors, our goal is to help your entire association thrive. We hope that this web portal serves as an effective information resource for your association and as a useful tool for tracking your communications with us.

Logging In

- You can view the portal at https://portal.cmacommunities.com/home_v2/Login
- If your password is not being recognized, please click the "I forgot my login/password" link above the Email field on the right of this page. It will generate a new password if you are already registered. Please allow up to 15 minutes for the email with the new password to reach you.
- If you do not have a login, please use the Sign-Up button on the right of this page. On the next page, complete all the registration fields presented.
- If you do not have a Portal Registration Key and/or Account Number to input on that page, click the "I don't have a portal key or account number" link below those fields. A member of our team will review your request and reply within 2 business days.
- Once logged in, you can make a [payment](#), [set up auto-draft](#), [view documents](#), and the association [calendar](#), [submit questions](#), [submit modification requests](#), [submit work order requests](#), [print an account statement](#), and much more, 24 hours a day.
- To reset your password in Vantaca, please follow these steps:
 - Go to the Vantaca login page.

Woodlands at Chateau Elan Owners Association, Inc.

Welcome Home Message

- Click on the "Forgot Password" link.
- Enter the email address associated with your Vantaca account and click "Submit."
- Check your email inbox for a message from Vantaca with instructions on how to reset your password.
- ***This site will perform best on a computer or mobile device by using Microsoft Edge or Google Chrome browsers or apps.***

CMA Owners Portal Communication Preferences Update Requirement on all association accounts.

Please make sure to update your communication preferences from paper to email for all CMA communications for Owners to receive quick communication regarding all the association matters.

- Please make sure to check your Spam Folder of your email address online and remove CMA Communications from Spam and make this adjustment to all your accounts to ensure you receive emailed statements moving forward.

CMA Client Services Contact Information

If you did not receive your personalized welcome letter from the CMA with your specific Portal Key, please follow these instructions:

- Please contact Client Services at phone number 404-835-9100 or email them at support@cmacommunities.com
 - Request to change your portal password, and they will walk you through logging on.
 - For residents who need additional support or find issues with the portal, please reach out directly to Client Services. They will be able to answer your questions or forward your request to our Community Association Manager.
- **After-hours ASSOCIATION Emergency:** In case of an after-hours ASSOCIATION emergency, we kindly ask that you contact the CMA Corporate office at 404-835-9100 for assistance. They will be available to address any urgent matters promptly.

Woodlands at Chateau Elan Owners Association, Inc.

Welcome Home Message

Helpful Chateau Elan Community Contact Info

Chateau Elan Services Mgmt., LLC

6155 Golf Club Drive, Braselton, GA 30517

Gwen Gibson

470-429-2021 Office

ggibson@chateauelan.net

CESM Website: <https://cesmbraselton.com/>

RFID Questions

Gate entrance tags are required for all your vehicles. All resident vehicles, including golf carts, must be registered, but RFID stickers are optional. For more information, questions, or concerns about RFID, please contact Gwen Gibson at 470-429-2017 or email her at ggibson@chateauelan.net and visit <https://cesmbraselton.com/tekwave-faq/>

Gate System Information

Tekwave is the gate system used at Chateau Elan, and this system is managed by Gwen Gibson of Chateau Elan Services Mgmt., LLC. For any gate-related questions, go directly to Gwen Gibson at ggibson@chateauelan.net and visit <https://cesmbraselton.com/tekwave-faq/>

Guest/Vendor Access to the Community

All guest/vendor access is through the service access gate located on Thompson Mill Road. The Guard Gates address is 2585 Autumn Maple Drive, Braselton, GA 30517. Please make sure to provide this information to your visitors and grant them access through the Tekwave Solutions APP.

Sports Club Membership

Any Sports Club-related questions go directly to the Sports Club to Wanda Anderson at 770-614-6929 or wanderson@chateauelan.net

Legends Club House

770-932-8653

Château Élan Resort General Number

678-425-0900