



PAINTED
TREE
MCKINNEY TEXAS

WELCOME HOME GUIDE



P A I N T E D
T R E E

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WELCOME HOME

To Our Newest Neighbor,

First and foremost, congratulations on your new home! We are so glad we can welcome you to the Painted Tree community. Your new chapter in Painted Tree includes a dedicated management team, wonderfully designed amenities, events, and programming to connect you to your neighbors, plenty of open space and parks to explore, and much more. Enclosed in this welcome packet are a wealth of resources to get you acclimated to your new neighborhood, access amenities, make payments, and instructions on how to submit modification requests for your home.

CCMC is contracted to manage the day-to-day operations of the Painted Tree Residential Community Association. The responsibilities of the team include implementing the policies set by the Board of Directors, overseeing the contracted service agreements and financial aspects of the Association, and upholding the governing documents and design guidelines. The team also leads residential engagement experiences involving community events, classes, and communications.

We look forward to meeting you and your family and are excited to see you enjoying life at Painted Tree.

We'll see you on the trails!

Sincerely,

The Painted Tree Residential Community Association Team



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COMMUNITY RESPONSIBILITIES

There are three main entities that worked together to bring you your home and the community it resides in.

DEVELOPED AND BUILT BY

O X L A N D

- Community Planning and Design
- Infrastructure
- Builder Relations
- Common Area Development
- Construction of Amenities
- Community Marketing

HOME BUILDERS

There are several builders in the community. The builder you chose to work with will be your point of contact for the following:

- Sale of Your Home
- Financing Questions
- Home Construction
- Customer Relations
- Contract Questions
- Warranty Issues

PROFESSIONALLY MANAGED BY



- Common Area Maintenance
- Community Programming
- HOA Vendor Contract Maintenance
- HOA Communications
- Trail Maintenance
- Amenity Management
- ACC Applications
- Community Standards Enforcement

CITY OF MCKINNEY



- Street signs, streetlights*
- Speed control, speed humps
- Trash collection/bins (Frontier Waste)
- Noise issues
- Crime

*damaged poles should be reported to CCMC/HOA



COMMUNITY CONTACT LIST

Painted Tree Contact Information

CCMC Management Team
paintedtreetx@ccmcnet.com

CCMC Customer Service Line
866-244-2262

Utilities

Electricity

Grayson-Collin Electric Coop. 903-482-7100
Oncor (Woodlands West) 888-313-6862

Gas

Atmos Energy 888-286-6700

Phone and Internet

Spectrum 855-366-7132
AT&T 1-855-542-0550

Water, Trash, and Sewer

City of McKinney 972-547-7550

Public Services

City of McKinney 972-547-7500
Police Dept. (non-emergency) 972-547-2700
Fire Dept. (non-emergency) 972-547-2850
Chamber of Commerce 972-542-0163
McKinney ISD 469-302-4000
Collin County Animal Services 972-547-7292
McKinney Public Library 972-547-7323
McKinney Parks & Recreation 972-547-7480

The websites are linked in the organization's name.

Painted Tree Homeowners Association Office

Ty Armstrong, Community Manager
tarmstrong@ccmcnet.com

Pam Shields, Community Engagement Officer
pshields@ccmcnet.com

Joy Livengood, Operations Coordinator
jlivengood@ccmcnet.com

Office Address

2579 Dockside Drive
McKinney, TX 75071
Office Phone | 972-402-5609
After Hours Emergency | 1-800-274-3165

Office Hours

Monday - Friday | 8:00 am - 5:00 pm

Amenity Centers

Village Trailhead
2980 Engelman Drive

The Outpost
2579 Dockside Drive (HOA Offices)

Lakeside Trailhead
Under Construction
Summit View Drive



NEW RESIDENT CHECKLIST

☐ Mailbox Keys

Your mailbox keys are conveyed at closing. If you purchased a new build, your respective builder will give you your keys. If you are leasing the house from a homeowner, your keys will be given to you by the owner. When an 'owner-to-owner' sale occurs. The home purchaser should use their realtor to remind the seller that mailbox keys should be transitioned during the home's closing, similar to garage door openers. However, if no keys are provided by the previous owners at closing, the new homeowner should contact the McKinney Post Office at 1-800-275-8777. This post office is located at 550 N. Central Expy., McKinney, 75070. There will most likely be a fee associated with rekeying the mailboxes through the post office.

☐ Register As A Resident on the Community Mobile App

Registration on the community app, Painted Tree TX, will activate your phone to gain entry to the pools and other gate areas. There is no limit on the number of people per household; however, we will need to establish permanent residency for all adults (18+) in each household.

☐ Sign Up For The Weekly Newsletters

Our weekly newsletter is sent out each Thursday, containing important community updates, events and activities, and more. Sign up [here](#).

☐ Bookmark The Resident Website

Registration is not needed to access the website and most documents. Association financials are the only item locked and can be accessed using your Painted Tree TX mobile app login information.

www.lifeatpaintedtree.com

☐ Log Into Your Resident Payment Portal

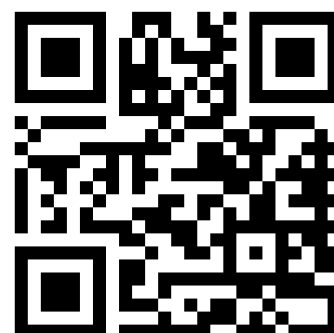
Your resident payment portal is your go-to to see your current balance, register for automatic direct debit, and view your account activity. Start here: <https://vmsweb.ccmnet.com/>

Your username is the six-digit account number on your first paper statement. You'll receive this in time for the next billing date (January 1, April 1, July 1, October 1). Please note your closing documents will disclose how much you pre-paid, which depends on how your closing date lined up with our billing dates.

Newsletter Sign Up



Resident Website



Payment Portal





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COMMUNITY ENGAGEMENT



Planned Events and Activities

The community programming will be focused on engaging our residents with our outdoor amenities and connecting one another through their recreational pursuits. With great natural resources on the property, we'll be planning outdoor activities for a variety of interests. If you have a passion you want to share with others, let us know!



Hit the Trails

Painted Tree was developed so that your front porch is your trailhead to the 25-miles of trails onsite. With a variety of nature and paved pathways, you can go for a run, hike, mountain bike, take the little one to the Strider Tyke Trail and so much more. Loading up a car won't be necessary to enjoy the outdoors in the neighborhood.



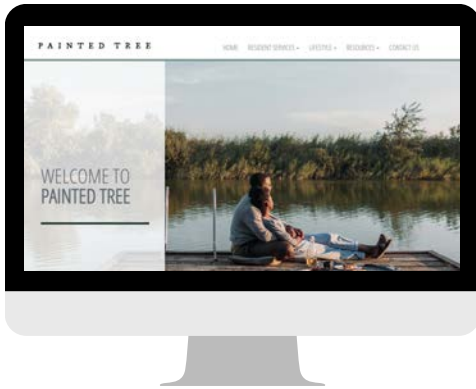
Surrounding Community

One great thing about being based in McKinney means our residents have the ability to experience everything the well developed area has to offer. Expect group excursions to local activities and seeing your neighbors beyond the Painted Tree boundaries. You'll also get to see local artists, merchants, and restaurants at Painted Tree events.



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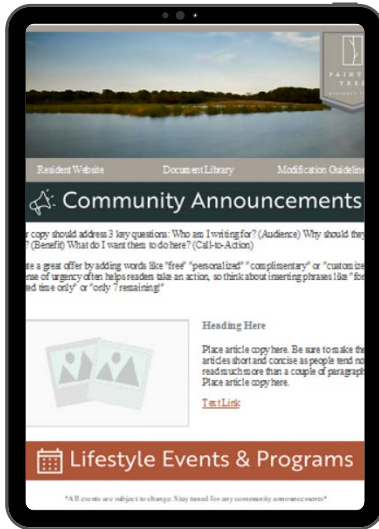
COMMUNICATIONS



Website

www.lifeatpaintedtree.com

The Association website is the central hub for residents. From here, you can review governing documents, view calendars, learn the community's policies and procedures, make payments, and more.



eNews

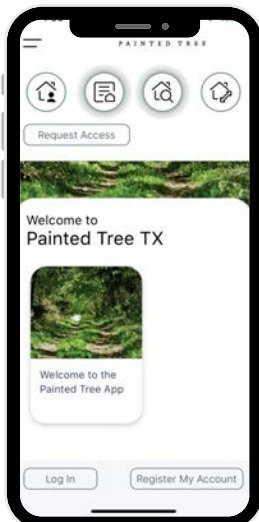
The Ranger Report (weekly)

The weekly newsletter is sent out every Friday. This will be your go-to and most up-to-date source for lifestyle events and activities, and management updates from your onsite association team.

Campfire Chronicles (bi-weekly)

The bi-weekly newsletter dedicated to important community information, including management updates, landscaping news, documents, and helpful resources.

You can sign up for future emails using the link [here](#).



Painted Tree App

"Painted Tree TX" by Alosant

This community app will connect you to all of the Association information and resources in a convenient location. Your access into the amenities will be programmed to your phone through the app, you can opt into notifications about events, and make reservations for common spaces.



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AMENITY HUBS



Village Trailhead

Now Open

Just as you're never far from a trail in Painted Tree, you're never far from a place to relax. The Village Trailhead is planned as your oasis in the Village District. It offers a refreshing pool and a chance to recharge, play in the water feature and recline on the sun shelf. The open-air pool house will surely be popular for parties. While the soft green lawn, playground, and Strider pump track reminds kids that there's a whole world to explore outside.



The Outpost

Now Open

Painted Tree's signature community space is inspired by our National Parks in both design and purpose. The Outpost is the place to gather – for events at the pavilion, parties on the covered porch, or simply to relax on the deck and enjoy the beauty of nature. Kids can enjoy climbing the lookout tower for treetop views. Woodland Grove and Lake Loop trails start here.



Lakeside Trailhead

Opening 2025

Lakeside Trailhead is planned on the lake's west side, in view of the water, and features a luxurious two-tiered pool, comfortable lounges, and an open-air pool house. It's the perfect spot to meet for a bike ride on the Greenway Trail, to gather with friends around the Trailhead's fire pit or to stroll out to the Overlook on a starry night.



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TRAIL MAP





ASSOCIATION ASSESSMENTS

What are assessments?

To accomplish the many tasks for which it is responsible, the Association must have operating funds for daily maintenance, repairs and administration, as well as adequate replacement reserve funds for major repairs or replacements for common property. In order to obtain these funds, all members within your community are required to pay assessments to the association. The Board of Directors will establish assessment rates each year and adopt the annual budget for your community.

What is my assessment fee?

Your Painted Tree Residential Community Association fees are billed quarterly. Your assessment amounts will be reflected on your first statement. You can also call the Association office for assistance. Residents who live in service areas, such as the Townhomes or Landscape included, pay an additional fee for maintenance. While we work hard to contain expenses, periodic increases in your assessment may occur to cover the rising costs of operations and maintenance of your community.

When are assessments due?

Your first assessments were covered in your closing documents. Please check those documents to confirm how much was paid up front at closing. After this, assessments will be due on a quarterly basis at the first of the respective month moving forward - January 1, April 1, July 1, and October 1. You will receive statements for your assessments in the month before they are due.

Keeping in mind that assessments are the primary source of income for community associations, we encourage all members to pay them in a timely manner. Members who do not pay their assessments on time may be subject to various monetary penalties and usage restrictions. While this may seem extreme, please remember that your association can operate only if all members pay their assessments when due. That will allow your association to properly administer and maintain your community.

Can I get my statements delivered via email?

Your statements can be conveniently delivered to your email address to make keeping track of your assessments easier. You can opt-in here: <https://ccmcnet.opt-email.com/signup>

What do my assessments cover?

Your Association's assessments cover the maintenance of all the landscaping for the common areas at Painted Tree. This includes maintenance, operations, and supplies for all of the amenities, parks, trails, playgrounds, and more. This fee also covers all common area electricity, water, sewer and irrigation, trash/recycling services, insurance, legal and all administrative fees, all activities, supplies, management fees and staffing, as well as reserve funding deposits as recommended by a reserve fund analysis.



ASSESSMENTS FAQs

How do I pay my community association dues?

Below are the various options to pay your assessment dues. Whichever method you choose, please be certain to include your new account number to ensure the proper application of your payment. This six-digit account number can be found on your first paper statement. Should you have questions about your account or our payment options please be encouraged to contact CCMC's Customer Service Support Team at 1-480-921-7500.

Note: you only have to complete payment through one of these payment methods.

A. Direct Debit

This is CCMC's recommended payment option and is the last step on the New Resident Checklist. This is the only method that automatically updates when there's changes in assessment amounts. Sign up to have your assessment payment automatically drafted from your bank account the month your payment is due. Enrollment can be completed through your online web portal access. Withdrawals occur on the sixth of the month or the next business day following the sixth.

Online web portal: <https://vmsweb.ccmcnet.com/>

B. Electronic Checks and Credit Card Payments

In order to use either of these two services, please visit our website at <https://www.ccmcnet.com> and select Homeowners > Payment Options > Texas.

*From there, you will be linked to the Alliance Association Bank processing service center.

C. Mail

When paying by mail, make sure to include your account number on your check and send it with your statement stub to:

Painted Tree Residential Community Association
c/o CCMC Processing Center
PO Box 93327
Las Vegas, NV 89193-3327

*Recurring payments with Alliance Association Bank (AAB) are not associated with CCMC; AAB is a third-party banking service, and CCMC does not hold any rights to adjust your account details. If you establish recurring payments with AAB and your assessment amount changes, it will be necessary to update your payment information with AAB directly. To comply with privacy laws, we do not share personal information, nor does CCMC have access to adjust your recurring payment profile.

ARCHITECTURAL MODIFICATIONS

Architectural Control Committee

All exterior improvements or changes to your home or lot must have approval by the ACC. Approval must be received prior to any work starts. Please submit a completed application, copy of plans and specs, including copy of the summary with images of potential addition to the management company.

Guidelines

The guidelines for Exterior Modifications can be found in the Rules and Policies document located on the website document library. Refer to Article I, Section 1.6 (General Use of Lots). If you have a question about a specific guideline you can reach out to your Community Manager for clarification.

Application Process

You will need to complete an Architectural Control Committee (ACC) application to receive approval before starting any projects that modify the exterior of your home. The application will be completed through the application linked at the bottom of the page. You also have the option of completing an online application.

Application Progress

The ACC has up to (30) days to provide a decision to an application. Once we transition into an online application system, you will be able to check on the progress of your application online.

Appealing a Decision

If a disapproval was received from the ACC, resident have the right to a formal appeal the decision to the Painted Tree Residential Community Association Board of Directors, if the Board is not serving as the ACC. If applicable, the appeal process can be found in the Architecture Guidelines.

[Guidelines](#)

[Online Application](#)

[Application \(pdf\)](#)

ASSOCIATION GUIDELINES FAQs

What are the community guidelines, and how can I access them?

Painted Tree has CC&Rs (Covenants, Conditions & Restrictions) as well as HOA Design Guidelines. These documents contain all requirements, restrictions, guidelines, and expectations the HOA follows. These can be found under the Community Documents tab at www.lifeatpaintedtree.com.

What are the consequences of not following the HOA Guidelines?

The HOA completes regular inspections of the Community to ensure all guidelines are being followed. If a resident does not follow the guidelines, the HOA has a violation process which can be found in Article XII (Development Control), Section 12.11 (Enforcement of Article XII of this Declaration) in the CC&Rs.

Where do I need to store my garbage container?

Approved containers must either be stored in an enclosed garage or behind fencing in yards out of public view. Accumulation of rubbish, trash, or garbage is prohibited, with the exception of regular garbage collection times.

Find your trash day and learn about other services like bulky item pick up here: <https://www.mckinneytexas.org/503/Residential-Trash-Services>

Do I need to get prior approval to add decorative items in my yard? What about seasonal items?

Please refer to the Rules and Regulations document for items allowed for permanent and temporary holiday decorations.

Where can I find the community financials?

The Community's financial information is private to the members of the Association. To access this information as a resident of the community, you can log into your Painted Tree TX app and find it in the Document Library. Alternatively, if you would like to view them on your desktop, you can go to the resident website and go to the Document Library. To facilitate that access, you will be required to log in using your app credentials.



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COMMUNITY FAQs

Which properties within Painted Tree have access to the Association amenities?

All free-standing and attached single-family homes on the Painted Tree property are a part of the association and have access to the amenities. Any dwellings that are in the multi-family section of the community are not a part of the Association.

Does the Association manage my front yard maintenance?

The homes within the Avanta Residential and Curve Development sections of the community pay an additional assessment for front yard maintenance. Other homes within the community are the responsibility of the resident.

What is the community standard for lawn maintenance?

[CLICK HERE](#) for a summary of lawn maintenance standards for Painted Tree.

Can I swim in Painted Tree Lake?

The lake is closed to swimming and boating.

Are short term rentals allowed in the community?

Short-term rentals are not allowed, however, homeowners may lease their home in accordance with the Community Rules and Regulations, Article I, Section 1.5. All leases must be at least 12 months in length in their initial term.

How many guests are allowed to accompany me to the community amenities?

Each household may bring up to (4) guests to any of the amenities at any given time. For private parties at any of the community-designated rental spaces, an exception may be made with an approved application.

Is the Association responsible for anything on my lot? What about the fence or retaining wall?

You can refer to the responsibilities guidelines and matrix listed in [CC&Rs](#), Article VIII (Maintenance Responsibilities), and Exhibit B (Maintenance Responsibility Chart), respectively.

Are the amenities accessible only through the use of the mobile application?

Yes, access will only be granted through the Painted Tree TX mobile application. Your mobile device will be needed to scan in at each gated amenity.