Custom Community Management

"A Proactive Community Management Company Serving Your Association"

PO BOX 2225 Cranberry Twp. PA 16066 - (724) 799-5152

January 2, 2026

Dear Residents of The Links of Treesdale,

Welcome to your new partnership with Custom Community Management (CCM). We are pleased to officially begin working with your community effective **January 1, 2026**. It is our privilege to serve you, and we are committed to providing proactive, professional, and responsive service.

Due to the expedited nature of this transition, we kindly ask for your patience as we complete the onboarding process. Under normal circumstances, transitions begin approximately three weeks in advance; however, for your association, this process is just getting underway.

You will be able to log in to the Vantaca homeowner portal; however, only the Master Association account will be visible, after January 15, 2026. Access to both the Master and Sub-Association accounts will be available beginning **February 1, 2026**.

Enclosed in this packet, you will find important information about your community and an overview of how CCM operates. Our procedures may differ from those of your prior management company, so we encourage you to review these materials carefully to familiarize yourself with our processes.

Important information regarding your account balance: During the transition between management companies, all homeowner balances must be transferred from the prior management company to CCM. While this process is underway, you may temporarily see a $0.00 balance in your Vantaca homeowner portal. This is normal and part of the transition process. As balances are received, CCM will carefully import and reconcile this information to ensure each homeowner's account is accurate and up to date. Any late fees incurred during the transition will be automatically waived.

To allow adequate time for this process, we kindly ask that homeowners refrain from submitting billing-related inquiries until the first full week of **February 2026**. This ensures that when you review your account, the information presented is complete and accurate.

As always, CCM is committed to transparency, accuracy, and proactive service. Thank you for your patience, cooperation, and trust as we work to make this transition as seamless as possible.

Our team is here to support you. Please do not hesitate to reach out with any non-billing-related questions during this period. We look forward to working with you and continuing to raise the standard of community management.

Warm regards,

Andrew Beneigh
CEO, Owner
Custom Community Management

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Welcome to Custom Community Management
&
Welcome to Vantaca

Dear Neighbor,

On behalf of your Condominium Association (COA), You may have already heard about *Vantaca* — our user-friendly online system that helps you stay connected and manage your community needs more easily. We believe this platform will become a valuable tool for you to track communications, make payments, and stay updated on community activities.

With the new system, you'll be able to:

- View your account
- Pay your bills
- Submit work requests and alteration requests
- Receive important community emails
- See upcoming events and community calendars
- Access HOA documents…and more!

You have the option to use this system as much or as little as you like, but we ask that everyone signs up. This platform will become the main way for us to communicate with you, and it will make everything faster and more efficient going forward.

How to Get Started:

To access your community's portal and stay connected, follow the steps listed below.
For your reference, screen captures are shown on the next page.

1. **Go to:**
   https://home.cranberrypm.com/login
2. **Scroll down and click**
   "Don't Have an Account? Sign Up" at the bottom of the login page.
3. On the next page, click:
   "Don't have an account number or registration key?"
4. Complete the form by entering:
   a. **Your Contact Information**
   b. **Association Name**: The Links of Treesdale
5. After submitting the form, you'll receive an email with your account number or registration key. Use that information to complete your portal registration—and you're all set!

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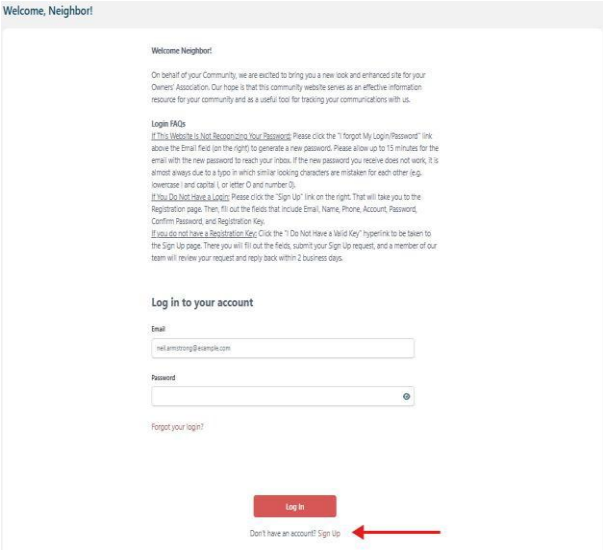
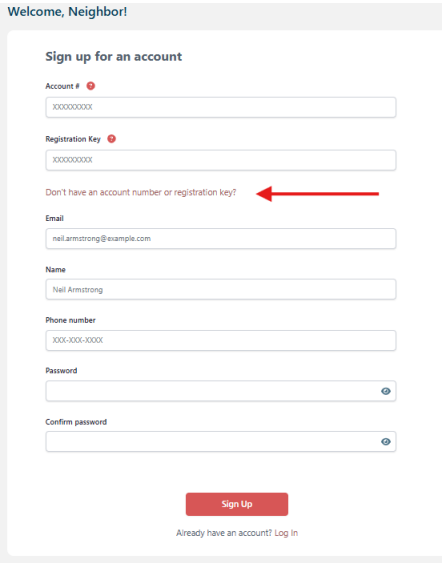
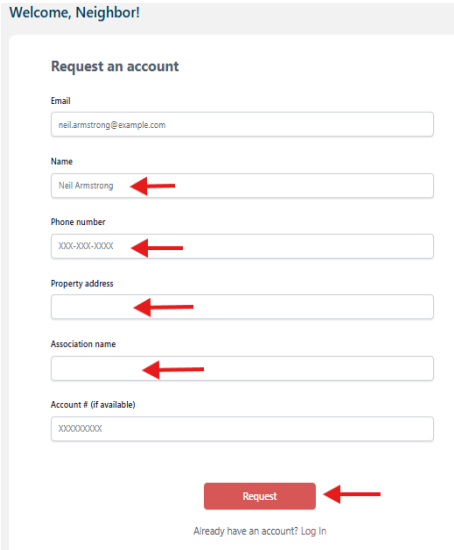
Visual Guide of How to Get Started:







What You Will See When You Log In:

Once logged in, you'll find a simple and easy-to-navigate dashboard with several helpful features, such as:

- **Dashboard**: An overview of your account and updates.
- **Payments**: Pay your HOA dues directly online.
- **Calendar & Events**: Stay up-to-date with community events.
- **Owner Directory**: Access contact information for your neighbors.
- **Documents**: View important community documents like HOA rules, insurance info, and governing documents.

You'll also have 24/7 access to:

- Your account details
- Association financials
- Forms for requests (e.g., alteration requests)
- The Welcome Packet for new homeowners

Setting Up Your Preferences:

When you first log in, you can adjust your settings to fit your preferences. We recommend using **email** for communications to help reduce the costs of paper copies and mailing. Here are some options you can customize:

- **General Communication**:
  - Email
  - Paper
- **Billing Communication**:
  - Email
  - Paper
- **Payment Confirmation**:
  - Receive payment confirmation emails (Yes/No)
  - Receive payment reminders via text (Yes/No)
- **Directory Preferences**:
  - Hide your name, email, phone, or property in the directory? (Optional)

Board Members' Access:

Board members will have full access to all owner records, allowing them to efficiently track and respond to inquiries, as well as manage alteration requests.

Need Help or Have Questions?

We're here to assist! For any questions or issues, please email us at **info@cranberrypm.com**. This will allow us to track and respond to your inquiries in the system more effectively.

Payment Methods:

You can make payments using any of the following methods:

- **ACH (Automatic Bank Transfer)**
- **Check**: Make checks payable to The Links of Treesdale
  and send to: PO Box 5337 – Deptford, NJ 08096
- **Special Assessment (if applicable)** – to be paid via check where/when applicable

We hope you find this new system helpful and easy to use. If you have any trouble getting started or need additional assistance, please don't hesitate to reach out to Custom Community Management at info@cranberrypm.com or by contacting your designated Community Manager.

Dues Collection

You *will not* receive an invoice unless your account becomes past due.

Make checks payable to: The Links of Treesdale

$210/monthly, billed as $630 quarterly

Payment Mailing Address

The Links of Treesdale
PO Box 5337
Deptford, NJ 08096

Questions about payments? Contact:
accountsreceivable@cranberrypm.com

Association Correspondence Address

The Links of Treesdale
c/o Custom Community Management
PO Box 2225
Cranberry Township, PA 16066
DO NOT REMIT PAYMENT TO THIS ADDRESS

Office Location and Hours

Custom Community Management
227 S. Division Street
Zelienople, PA 16063

Phone: 724-799-5152
Website: www.cranberrypm.com
Office Hours: Monday – Friday, 9:00 AM to 4:00 PM

Maintenance Requests

To submit a request, log into the **Homeowner Portal** and select "Submit a Request."

Maintenance requests apply only in communities where structural elements are not the homeowner's responsibility. If you cannot submit via the portal, contact your Community Manager (info below).

Exterior Alterations – Architectural Review Committee "ARC" Requests

Planning an exterior change? You must submit an **Alteration Request Application** and receive approval before beginning any work. Unauthorized changes may result in **financial penalties**.

If you are unsure whether your project requires approval, please reach out. We are here to help you stay compliant with your community's governing documents.

Non-compliance or unapproved changes are subject to enforcement until resolved. Refer to your **Rules and Regulations** for guidance.

Architectural & Covenant Inspections

Our team conducts regular inspections. Homeowners found in violation will receive a written notice with a deadline for correction.

Resale Certificates

Custom Community Management utilizes **HomeWiseDocs**, a third-party platform that manages all official document requests, including:

- Resale Certificates
- Lender or Condo Questionnaires
- Governing Documents
- Request status updates

To submit a request or check the status of an existing one, please visit:

www.HomeWiseDocs.com

For assistance with your order or technical support, contact **HomeWiseDocs Customer Support** at **866-925-5004**.

Questions and Concerns

Questions about the Board, buildings, common areas, or anything else?

Phone: 724-799-5152
Email: info@cranberrypm.com

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Owner Information Form

Please complete and return this form to help us keep our records current.

Return via email to tricia@cranberrypm.com

or mail to: *Custom Community Management, PO Box 2225, Cranberry Township, PA 16066*

OWNER INFORMATION FORM

Name(s): _____

Association: The Links of Treesdale

Property Address: _____

Phone (Main): _____Alt 1: _____Alt 2: _____

Primary Email: _____Secondary Email: _____

Emergency Contact: _____Phone: _____

Is this a rental unit? ☐ No ☐ Yes (If yes, complete below)

Homeowner Billing Address (if different): _____

Tenant Name: _____Tenant Phone: _____Tenant Email: _____