

## Welcome to Canterwood Division 12—your neighborhood within Canterwood!

Canterwood has been built in phases and there are multiple Home Owner Associations (HOAs) within the Canterwood boundary that were established as a part of the development process. As one of 71 homes/lots within Canterwood Division 12\* you are served by a stand-alone HOA with the sole purpose of managing the infrastructure for your STEP sewer system. A STEP (**S**eptic **T**ank **E**ffluent **P**ump) system consists of your septic tanks, a grinder pump and the HOA managed conveyance system that “pre-treats”\*\* our wastewater before being discharged to the City of Gig Harbor for final treatment.

The Division 12 STEP HOA is responsible for the infrastructure, monthly operation and maintenance expenses associated with pretreatment and the City of Gig Harbor monthly treatment costs. Monthly dues are assessed to each Division 12 homeowner to cover STEP system operation and maintenance costs. You have an elected Board of Directors (BOD) who meets regularly and has at least one annual general membership meeting, usually in November. The annual meeting usually includes a status report on: STEP finances, including the Reserve Account, past year expenditures and projected upcoming budget (including a vote on the homeowner monthly billing rates); election of new Board members; a look at the previous year’s accomplishments, plans for the next year; and open discussion. Look for the announcements, please attend, and consider getting involved and serving on the BOD. The BOD established a website [www.canterwooddiv12STEP.org](http://www.canterwooddiv12STEP.org) to provide information to the community and a repository for STEP related community resources. Please check it out for Frequently Asked Questions, tips regarding your system and BOD activities. Any comments or suggestions about the website are welcome. Let your BOD know!

We also need to contact you from time to time about STEP related concerns. Please call or email Carol Burton [carol@diamondcm.net](mailto:carol@diamondcm.net) with contact preferences and Lisa Dillon [lisa@diamondcm.net](mailto:lisa@diamondcm.net) to establish monthly payment arrangements. Both are with Diamond Community Management, our management support team, at 253-514-6638.

Again welcome to the community!

### Your STEP Board of Directors

Lynn Singleton, President  
[beebarb@hotmail.com](mailto:beebarb@hotmail.com)

John Soukup, Vice President/Sec  
[js@soukup-schiff.com](mailto:js@soukup-schiff.com)

Rick Meeder, Treasurer  
[rmeeder@hotmail.com](mailto:rmeeder@hotmail.com)

\*Forest Village is located within Division 12 and contains 33 homes. Forest Village is also governed by a separate HOA and has a Board of Directors.

\*\*Your Division 12 STEP system chlorinates (“pretreats”) the wastewater as it flows to the City of Gig Harbor wastewater treatment plant for final treatment.

***CW Division 12 STEP Association***  
C/o Diamond Community Management  
7512 Stanich Lane #6  
Gig Harbor, WA 98335  
253.514.6638

**BOARD OF DIRECTORS  
2018/2019**

**PRESIDENT:** Lynn Singleton  
13706 47th Ave Ct NW  
Gig Harbor, WA 98332  
[beebarb@hotmail.com](mailto:beebarb@hotmail.com)

**VICE PRES/SEC:** John Soukup  
13711 49<sup>th</sup> Ave CT NW  
Gig Harbor, WA 98332  
[jssoukup@soukup-schiff.com](mailto:jssoukup@soukup-schiff.com)

**TREASURER:** Rick Meeder  
13612 49<sup>th</sup> Ave Ct NW  
Gig Harbor, WA 98332  
[rmeeder@hotmail.com](mailto:rmeeder@hotmail.com)

***CW Division 12 STEP Association***

c/o Diamond Community Management

7512 Stanich Lane #6

Gig Harbor, WA 98335

253-514-6638

Hello Division 12 STEP Homeowner and Welcome!

This letter is to introduce us, Diamond Community Management, and to let you know your Board of Directors has contracted with us to assist with the management of the STEP association.

Our objective is to provide the association board with administrative and financial solutions while providing personalized customer service to community homeowners.

Enclosed is an introduction flyer so you will know who we are and how to get in touch with us.

- ◆ If you would like to set up your monthly payment of \$90.00 with an auto- deduction, we have enclosed the ACH form. Please mail it with a voided check to the address below.
- ◆ If you currently use on-line banking you will need to set up your system to mail the monthly payment to:
  - **STEP Association, c/o DCM,  
7512 Stanich Lane, Suite #6, Gig Harbor, WA 98335.**
- ◆ If you have any questions, please feel free to contact us at our office:
  - 253-514-6638 Monday through Friday 9:00 AM to 5:00 PM.

We look forward to the opportunity of working with the STEP Board and homeowners.

Sincerely,  
Diamond Community Management

***Carol Burton***  
Community Manager

***Lisa Dillon***  
Accounting Manager



Diamond Community Management

Debit Authorization (ACH) Form

I (we) hereby authorize **CW Division 12 STEP Assoc.** to Initiate a **Debit** entry to my (our) Checking/Savings account at the financial institution indicated below, and initiate adjustments (if necessary) for any transactions debited in error. This authority will remain in effect until the company is notified by me (us) in writing to cancel it in such time as to afford the company and financial institution a reasonable opportunity to act on it.

\_\_\_\_\_  
Name of Financial Institution

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Financial Institution Routing/Transit Number

\_\_\_\_\_  
Checking Account Number

(Please attach a voided check)

For Debit Entries: Recurring debit amount of **\$101.00** to be made the **5th** of each month.

\_\_\_\_\_  
Customer Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Signature

Please be sure to attach a VOIDED check

*CW Division 12 STEP Association*

c/o Diamond Community Management

7512 Stanich Lane #6

Gig Harbor, WA 98335

253-514-6638

Dear Homeowner,

The Board of Directors of CW Div. 12 STEP Association is looking to improve our communications. If you have an email address, we would like to send the Board meeting Minutes, notices and other correspondence to you using email. If email is preferred, please send an email to [carol@diamonddcm.net](mailto:carol@diamonddcm.net) with your name(s), email address(es), contact phone numbers and type, mailing address and communication preference so we can update our records. Alternately you can send us the information via regular mail if that works better – see form below. Our mailing address is: DCM, 7512 Stanich Lane #6, Gig Harbor, WA 98335.

Your assistance regarding this matter is greatly appreciated. Please feel free to call 253-514-6638 with any questions. Please respond as soon as possible.

Thank you.

Carol & Lisa

Diamond Community Management

Name(s) \_\_\_\_\_

Email Address (es) \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone Number(s) Please Specify Type—home or mobile (with owner)

\_\_\_\_\_

Information Preference: Email \_\_\_\_\_ Regular Mail \_\_\_\_\_ Both \_\_\_\_\_

