

## **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 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 (Sepic Tank Effluent Pump) system consists of your septic tanks, an effluent pump and the Association managed conveyance system that “pre-treats”\*\* our wastewater before being discharged to the City of Gig Harbor for final treatment.

The Division 12 STEP Association is responsible for the infrastructure, monthly operation and maintenance expenses associated with pretreatment, the conveyance system 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. Dues are set for the year at the annual meeting. You have an elected Board of Directors (BOD) who meets regularly and has at least one annual general membership meeting, usually in November. See our website [www.canterwooddiv12step.org](http://www.canterwooddiv12step.org) for the current BOD members and their contact information. The website also provides information to the community and is the repository for STEP related materials and 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!

The annual meeting 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 dues); election of new Board members; a look at the previous year’s accomplishments, plans for the next year; and a forum for questions. Look for the announcements, and consider getting involved by serving on the BOD.

As a new community member, you may have noticed a transfer fee for the STEP system in your closing documents. The BOD has authorized Diamond Community Management to charge each new homeowner a small fee to set up your administrative account in the systems they run and manage for the community. Forms for part of the needed information can be found at the end of this document.

These include your contact information. We need to be able to contact you from time to time about STEP related concerns or emergencies. Your information is only used for community related matters and is never disclosed to outside parties. Please call or email Carol Burton [carol@diamonddcm.net](mailto:carol@diamonddcm.net) with contact preferences and Lisa Dillon [lisa@diamonddcm.net](mailto:lisa@diamonddcm.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!

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

\*\*Your Division 12 STEP system chlorinates (“pretreats”) the wastewater before 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

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 \$95.00 with an auto-debit, 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 Form

I (we) hereby authorize **CW DIV 12 STEP ASSOCIATION** to Initiate a **Debit** entry to my (our) checking account at the financial institution indicated below. **By signing this form, I (we) authorize adjustments of future Dues/Assessment amount based on the Association's approved Budget and any transactions debited in error (if necessary).** 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 \_\_\_\_\_\$95.00\_\_\_\_\_ to be made the 5<sup>th</sup> of each month. **If the 5<sup>th</sup> occurs on a weekend, the Debit will happen on the first Banking Day after the weekend.**

\_\_\_\_\_  
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@diamondcm.net](mailto:carol@diamondcm.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 \_\_\_\_\_