

Canterwood Division 12 STEP Association

Short Message Service (SMS) Terms and Conditions (10-13-2026)

The Canterwood Division 12 STEP Association governs the wastewater conveyance system for a residential subdivision of 71 households within the Canterwood community. To enhance safety and rapid communications, STEP management needs to communicate with its membership, residents, and their designated contacts about STEP business and community matters via SMS. These messages will include STEP system maintenance notifications, reminders, emergency notifications, system status, or community-focused announcements. Frequency will vary, as messages will be event driven.

SMS Messages may be subject to message and data rates for residents.

Opt-in—when owners purchase property and provide their contact information to our business management team, phone numbers are included. It is understood that they are being provided for the purpose of having another means of owner contact. Owners are also requested to provide renter and any alternate contact numbers in the event of system shut-down emergencies or maintenance interruptions.

Opt-out—any resident, renter, or emergency contact wanting to opt out of the program, can reply STOP to a message—and their number will be blocked from future messaging by the service provider. Or, residents can contact Diamond Community Management at info@diamondCM

Customer care needs for all STEP matters can be met by contacting Diamond Community Management at info@diamondCM or your STEP Board of Directors at: canterwooddiv12step

Personal information is important for our residents and its management is governed by Washington State law. Our STEP Association's Privacy Policy can be found by clicking [STEP Association Communications & Privacy Policy](#).