



## IMPORTANT OWNER ANNOUNCEMENT

Dear Homeowner,

CMA/Community Management Associates is excited to announce we are launching new software to provide you with an improved experience with your online CMA account. Your Board will have greater access to our systems than ever before. Vantaca, our new software, replaces our current systems (VMS/Village Management Software used for accounting and owner records for all of our associations) and Smartwebs (used for violation processing in 450+ associations, ARC processing in 195+ associations, and work order processing in 60+ associations). All associations will now operate under Vantaca and have the same services available to them, etc.

**Vantaca will be launched by CMA on Monday, October 3, 2022. Owners who had email addresses on file as of September 16, 2022 will be emailed their account access information beginning the morning of Monday, October 3, 2022. All other owners will be able to visit the CMA website, <https://cmacommunities.com>, to create their new online access.**

**Initially, owner balances will not be fully up-to-date** in the new portal as we reconcile and close out the prior systems' records of our 1150 associations with 150,000+ owners, transfer that accounting data into Vantaca, and then reconcile it again within Vantaca. **We expect to see owner balances, payment postings, etc. to be correct by mid-October.**

**Homeowners who make payments through their online CMA account will be able to continue to do so through September 28 and resume doing so on Monday, October 3, 2022.** CMA is archiving all data from the prior systems. No data will be lost. Your CMA Community Association Manager will be able to update your association if your and the association's information has been reconciled and is fully available.

While you will receive a new account number in the new system, your former account number will continue to be processed by our bank and software through the end 2022. **Please update your online banking with your new account number if you are paying the association through that service.** CIT Bank will continue to process your online and mailed payment. Online payment options will remain the same and, as an added bonus, you will receive electronic payment receipt notifications once your profile has been created in Vantaca.

**Please review the attached Conversion Frequently Asked Questions (FAQs). Once you have logged into your account, you will find Owner How Tos on the menu to see short instructional videos on using the new portal.** Prior to registering, you can preview portions of the portal by visiting <https://cmacommunities.com/ownervantaca>.



There were many features that made Vantaca our new software of choice, but what really put Vantaca over the top is its customizable workflow task management. Increasingly over the years, our customers have requested better tracking of both association and homeowner issues. Vantaca provides the tools for your Board and CMA to track association matters. It also will provide you and CMA with that ability for most of your own matters with your association.

Here are just a few other highlights:

- Real-time access to your ledger, obtaining an account statement, etc.
- Automated communications to acknowledge receipt of requests, request updates, and messaging/making notes on all action item types by the manager and you. All happens without clogging up everyone's email inbox!
- Up-to-date violations and their statuses
- Submission of and status of architectural modification requests
- Work order status and updates
- Amenity calendar reservations
- Association calendar
- Document repository

We sincerely thank you for your patience while we continue to modernize your CMA portal experience.

Our best to you!

Your CMA Manager

Your CMA Division Manager

All of the CMA Support Teams