



Annual Homeowner Disclosure

Civil Code §4041 requires owners, on an annual basis, to provide notice to their association of four pieces of information:

- 1) Mailing address to receive notices from the Association (if different than Property Address)
- 2) Secondary address (if any) to receive notices from the Association
- 3) Name and address of Legal Representative (if any), including any person with power of attorney or other person who can be contacted in the event of the owner's extended absence
- 4) Status of Property (Owner-Occupied, Rented, Vacant or Undeveloped Land)

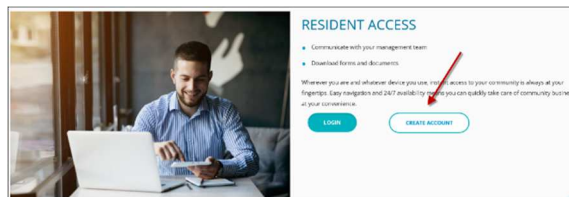
Please provide the information listed above by visiting the Connect Resident Portal at <https://LaderaRanch.connectresident.com> under the "My Account" section by: **June 15, 2021**.

Your responses to the questions above will dictate your proper receipt of important Association information. Please note that if the information above is not provided, the last address provided in writing by the owner, or if none, the property address shall be deemed the address to which notices are to be delivered. The Association thanks you for your cooperation as they seek to comply with this legislation.

Registering for the Connect Resident Portal

If you have not registered for the Connect Resident Portal, please complete the following steps:

- Navigate to <https://LaderaRanch.connectresident.com>
- Click CREATE ACCOUNT on the landing page of the webpage or "Create Account" via the Connect Resident app



- A verification code will be sent via email, which will expire within **10 minutes**; this 2-factor authentication method ensures the highest levels in security!
- After verifying your email, create a secure password
- Login using these newly created credentials
- Read the Terms and Conditions and select the check box if you agree
- Complete the registration by either entering the Property Address or Account Number (listed as "Customer ID" on the Assessment Statement)
- Once you are registered, the **Connect Resident Portal** will allow you to opt-in to receive association documents electronically and opt-out of the association membership list, if preferred.

Need Assistance? Contact the Customer Care Center for fast, live support 24/7 at 1-800-428-5588.

Connect Resident Portal Registration



Access your community's Connect Resident Portal to view your account balance, important forms and documents, view community event information, submit service requests and more! Please complete the following to register:

- 1) Visit your Connect Resident Portal address <https://LaderaRanch.connectresident.com> or complete the registration through the Connect Resident app (just search "Connect Resident" in your smart phone's Google Play or Apple App Store)

2) a) Portal Registration

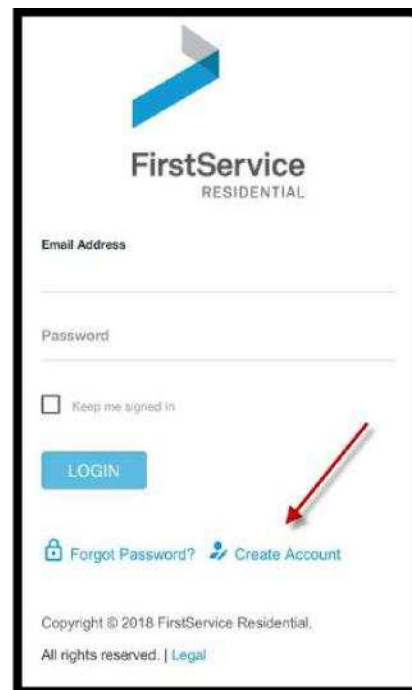
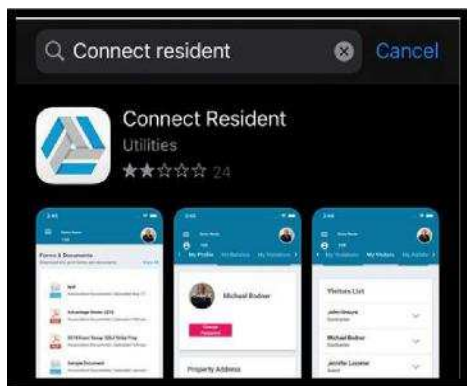
Note: Aside from the initial "Create Account" screen, the registration steps are the same for the website and app.

- Scroll to the bottom of the page to the Resident Access section and select "Create Account"



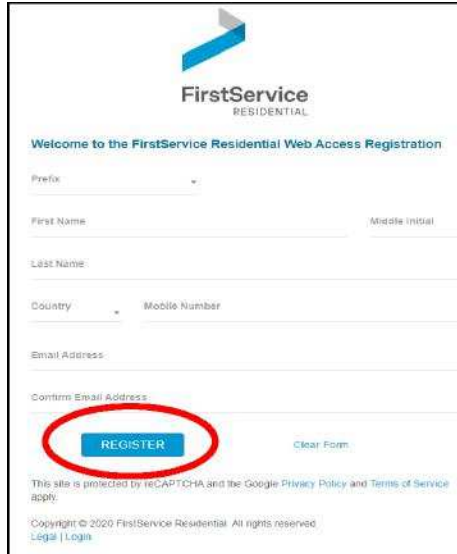
b) App Registration

- Click "Create Account" at the bottom of the screen



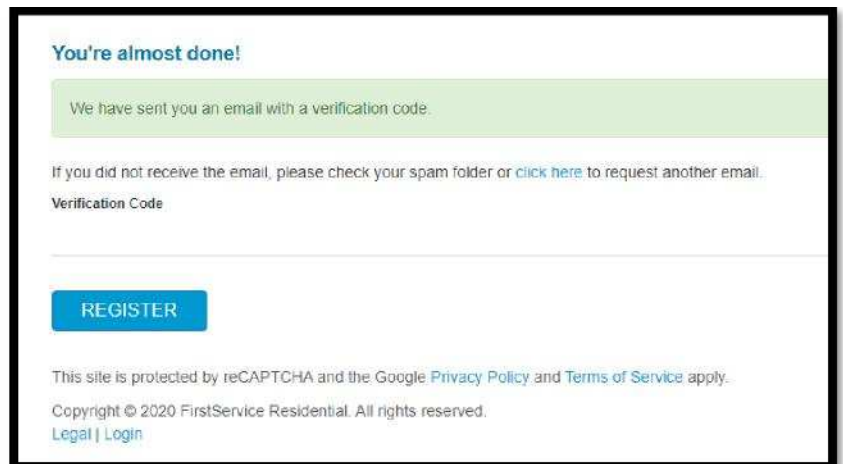
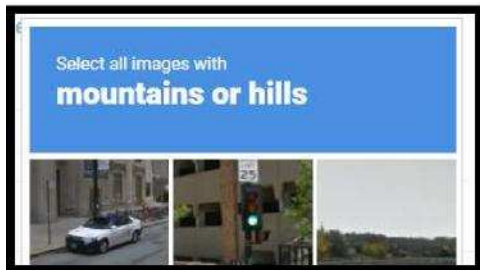
Connect Resident Portal Registration

- 3) Fill in your First Name, Last Name and Email Address. (*Prefix, Middle Initial, Country and Mobile Phone are optional as long as your email address is registered with the Association.*) Click REGISTER.



The screenshot shows the registration form for the FirstService Residential web access. The form includes fields for Prefix, First Name, Middle Initial, Last Name, Country, Mobile Number, and Email Address. A 'Confirm Email Address' field is also present. A red circle highlights the 'REGISTER' button. Below the form, there is a disclaimer: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.' and a copyright notice: 'Copyright © 2020 FirstService Residential. All rights reserved. Legal | Login'.

- 4) For security purposes, a Captcha verification process is presented. Click the relevant pictures until there are no more required and click the VERIFY button, which will prompt a verification code to be sent to you. The following screen will be presented:



The screenshot shows the verification screen with the heading 'You're almost done!'. A green banner states 'We have sent you an email with a verification code.' Below this, there is a link to request another email: 'If you did not receive the email, please check your spam folder or [click here](#) to request another email.' A 'Verification Code' field is provided, followed by a 'REGISTER' button. At the bottom, there is a disclaimer: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.' and a copyright notice: 'Copyright © 2020 FirstService Residential. All rights reserved. Legal | Login'.

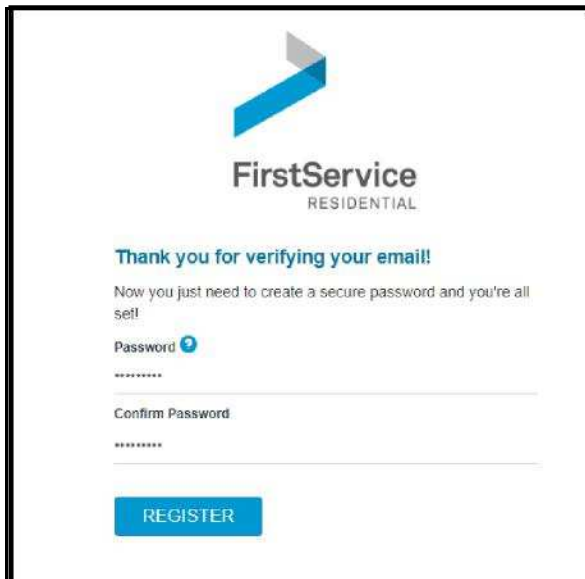
Connect Resident Portal Registration

- 5) Minimize the registration screen and sign onto your email account. A VERIFICATION CODE will be sent to your email from residentportal@rp.connectresident.com (*The verification code will expire in 10 minutes*).
- 6) Enter the verification code into the registration screen presented. (*It can be copied and pasted into the screen from the email as well.*) Click REGISTER.



Example of the code within your email received from Connect Resident Portal with the subject "Complete your registration"

- 7) Once the email address is verified, a screen will be prompting for creation of a PASSWORD

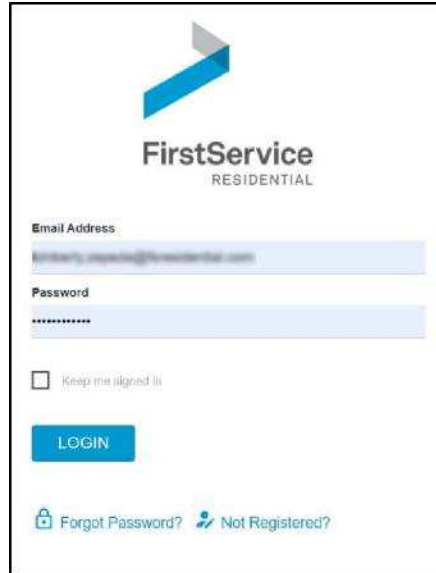


Password Criteria:

- Minimum of 8 characters in length
- 25 characters maximum
- Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & *)

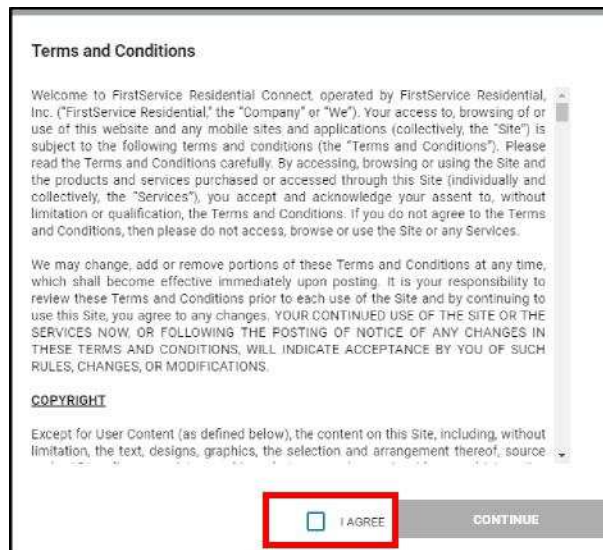
Connect Resident Portal Registration

- 8) After the password is created successfully, the **Login Page** to the portal will be presented. Enter in your email and password. Click LOGIN.



The image shows the login page for FirstService Residential. At the top is the FirstService Residential logo. Below it are two input fields: "Email Address" with the placeholder "firstservice.residential@firstservice.com" and "Password" with a masked password "*****". There is a checkbox labeled "Keep me signed in" which is unchecked. A blue "LOGIN" button is positioned below the fields. At the bottom, there are two links: "Forgot Password?" with a lock icon and "Not Registered?" with a person icon.

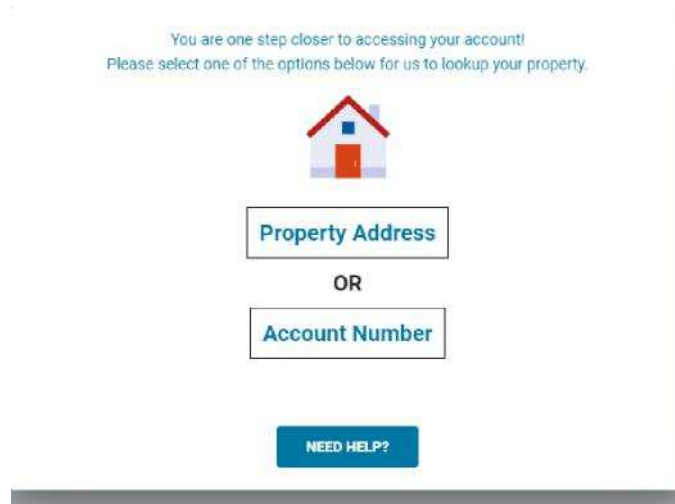
- 9) Accept the "Terms & Conditions" by clicking the box "I AGREE" and click the pink box "CONTINUE"



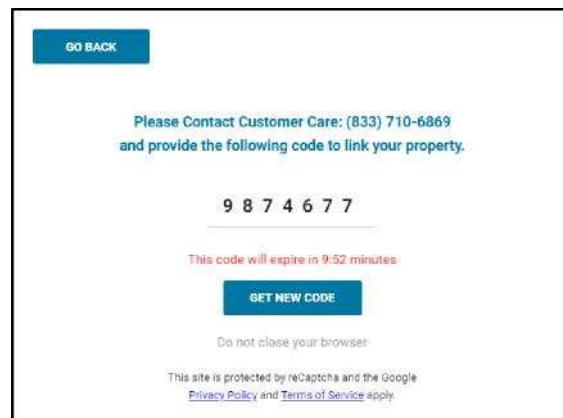
The image shows a "Terms and Conditions" page. The title "Terms and Conditions" is at the top left. The main text describes the user's access to the site and the services provided, and states that the user agrees to the terms and conditions by using the site. Below the main text is a "COPYRIGHT" section. At the bottom of the page, there is a checkbox labeled "I AGREE" which is highlighted with a red box, and a pink "CONTINUE" button.

Connect Resident Portal Registration

- 10) Final step is to link your unit to your login profile by either the PROPERTY ADDRESS or your 12-digit ACCOUNT NUMBER (Customer ID) – **Important!** This number is listed as the “Customer ID” on your assessment statement).
- If you experience issues with the Property Address entry, ***please use the Account Number/Customer ID instead, and vice versa.***



- 11) During this process, if help is needed, click the button “Need Help?” The following item will be presented, call the Customer Care number and someone will be ready to assist; the team is available for you 24/7!



Connect Resident Portal FAQs

Q: Which web browsers can I use to access my community portal? Is there an app?

A: To navigate the portal, the most commonly used browsers are compatible: Chrome, Edge, Firefox, Internet Explorer, or Safari.

Yes, the app version of the portal is also available by searching “Connect Resident” in your smart phone’s app store.



Connect Resident Portal Registration

Q: What devices or equipment can I use to access my community portal?

A: The community portal can be accessed on a desktop, laptop, tablet or mobile device. The Community Portal features a responsive design which will match your device's screen size.

Q: Can I share a profile with another resident in my unit?

A: Each resident needs one unique email address on file. Residents are unable to share an email address or an account with other residents.