

March 1, 2017



Did you know?
Membership cards are MANDATORY for access to Century Hall Facility & Park for all residents 12 years and older. Your first card is FREE! Lost yours? You can purchase a replacement at the front desk for \$10.

Dear Riverstone Resident:

Re: Cranston Residents Association (CRA) 2017/2018 Annual Fees

As a property owner in the community of Cranston, you are a member of the Cranston Residents Association (CRA). The CRA is a not-for-profit organization which manages assets owned by the Association for the benefit of Cranston residents. An encumbrance is registered on all property titles in Cranston in favor of your Association to ensure annual payments are provided in accordance with the Articles of Association. Membership is mandatory and applies to each and every property owner in Cranston.

Enclosed is your CRA 2017/2018 annual fee notice. Following a comprehensive review of the 2017/2018 budget, the CRA Board of Directors has approved an inflationary increase in fees of 1.0%. The CRA will continue to run an annual deficit until the community becomes established with more homes. A copy of the 2017/2018 budget is enclosed and will be posted on our website at www.cranston-connect.com. **Annual fees are due April 1, 2017. Interest is applied to all accounts outstanding after April 30, 2017.**

The CRA annual fees support maintenance of the 22,000 square foot Century Hall Facility and seven acre outdoor park, CRA events, activities, programs and the Cranston Connect website. The CRA also owns and maintains several decorative corners, the Art Park, the Windmill site and Cranston entry features. In Riverstone, the CRA provides an upgraded landscaping/maintenance plan. This includes: enhanced decorative corners, annual and perennial planting, entry lighting, annual holiday light displays and increased maintenance for CRA controlled green spaces and enhanced landscape maintenance in certain City of Calgary public green spaces. Benefits of membership also include access to the Century Hall Facility and Park, events hosted in Riverstone, priority registration for certain programs and events, and resident rates for programs and rentals.

Methods of Payment

1. **CASH, CHEQUE, DEBIT, and/or CREDIT CARD - 9:00am-10:00pm Monday to Sunday in person or by phone; OR**
2. **CHEQUE - Mailed to the address listed below. Please make your cheque payable to the Cranston Residents Association; OR**
3. **ONLINE – Starting March 1st - www.Cranston-Connect.com (Click on 'Pay CRA Fees' at the bottom of the homepage)**
Please note there is a \$5 transaction fee to use the online payment system.
4. **PHONE: Using secure Telepay system (587) 393-7373**

If you are not the original owner to whom the envelope has been addressed, these fees still apply to you as the current owner. If you are a renter at this address, please give this letter and fee notice to your landlord. Please contact the Cranston Residents Association at 403-781-6614 if you have any questions or to update our records.

Membership Cards: To gain access to the Century Hall Facility or Park, it is mandatory for every resident 12 years and older to present their membership card. To receive your permanent membership card, present CRA a completed *Membership Form* with all the current members living at your property and a copy of your *Certificate of Title*. If you have not yet received your Certificate of Title, you are still eligible for a temporary card. Youth ages 12 to 17 will need to be accompanied by their parent to receive permission for their first membership card. Children 11 and under must be accompanied by a card carrying member at all times.

We look forward to seeing you at Century Hall.

Sincerely,

Lannie Anderson, General Manager
Cranston Residents Association – CRA

Have a great idea for a program or an event in Riverstone? Connect with us!

Facebook Cranston Century Hall
 @CenturyHall/@CranstonRA
 @CranstonCenturyHall
www.cranston-connect.com

Online Fee Payment Instructions

The Cranston Residents Association has transitioned to a new version of payment software. This program will allow homeowners to more easily and securely pay annual fees online, and over the phone by credit card; all you need is the access code and invoice number as outlined on your annual fee renewal notice.

To get started, go to www.cranston-connect.com from any internet browser. Click on the "Pay My Fees" button on the homepage. You will be asked to enter your **invoice number** and **access code**.

Invoice Number:	<input type="text"/>
Access Code:	<input type="text"/>

Welcome

Please make sure that you checkout your cart before proceeding. You will be automatically logged in to pay this invoice

* Statement or Invoice Number

* Access Code

Submit

Click **Submit**.

You will then be directed to a short multi-step process to confirm payment amount, update contact information, accept waiver(s), and enter payment details. At the final step, click **Proceed with entering credit card information**.

2 Profile 3 Questions

Effective Amount:

Proceed with entering credit card information

Telepay Fee Payment Instructions

The Cranston Residents Association has also implemented a new way to pay by phone. Telepay is a fully secure and PCI-compliant method for paying by credit card over the phone, through auto-attendant.

To get started, have your invoice and credit card ready, and dial **(587) 393-7373**. Follow the prompts given by the auto-attendant to complete your payment.

For more information, or instruction on how to use these new systems, please call the Cranston Residents Association at 403-781-6614 x 0.
