

# Table of Contents

---

TABLE OF CONTENTS .....	1
CC&R OVERVIEW .....	2
CC&R CODES.....	3
Adding CC&R Codes .....	3
CC&R MAINTENANCE.....	6
Adding a CCR Record .....	6
CC&R VIOLATION ACTIONS.....	9
Printing Batch Letters .....	9
CC&R REPORTS .....	11
CC&R/Architectural Reports .....	11
Printing CC&R/ACC Reports.....	12
CC&R CONTROL INFORMATION .....	13
Control Information .....	13
Additional CC&R Features.....	14
Recommended CC&R Types.....	15

## CC&R Overview

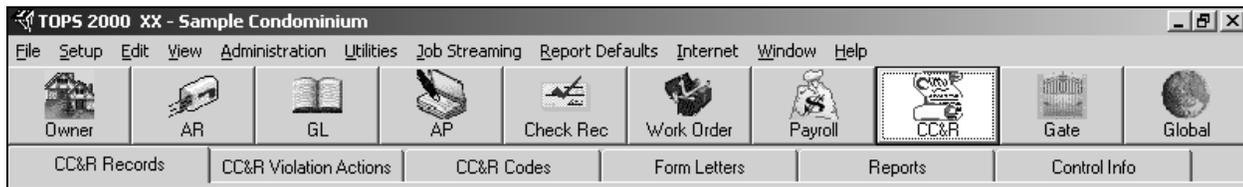
---

Deed Restrictions help define the basis of a community. Therefore, maintaining compliance with these restrictions is vital. The CC&R module of TOPS 2000™ allows a community manager to track CC&R rules, violations, histories, and more.

Included in the CC&R module of TOPS 2000™ is the architectural guidelines compliance interface. Like the CC&R rules, ACC guidelines help define the look of the community, and help improve curb appeal, leading to higher property values.

*Your CC&R database may be uploaded to a Palm Pilot or Windows CE system if you have purchased the Hand-Held Organizer Interface for TOPS 2000™.*

*Open CC&R Records will automatically be uploaded to owner accounts on the Internet if this community has a TOPS Community Web Site.*



- **CC&R Records** – Use this section to enter and maintain records for each home in your community. Details and history are stored here.
- **CC&R Violation Actions** – Select a range of upcoming actions to be taken, and print batch letters for those actions.
- **CC&R Codes** – Define the types of violations/requests/approvals (like fence, yard, window) to associate with each record. Further, define the default action steps to be taken.
- **Form Letters**\* – Use the simple word processor to create form letters, complete with merge codes, to be used in the action steps defined above.
- **Reports** – Print a number of reports, including complete histories, violation types, and a ride list with many sort options.
- **Control Info** – Define reminder settings and copy data settings between this and other communities.

### CC&R is an Optional Module

Unlike other modules referenced in this Quick Start Guide, the CC&R module is not a part of the basic system. If you did not purchase the CC&R module, and have no plans to do so, please disregard this section.

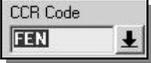
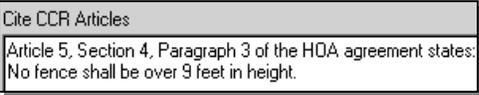
---

\* To learn more about designing form letters, see *Error! Reference source not found.*, on page **Error! Bookmark not defined.** of this Quick Start Guide.

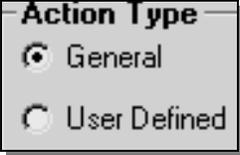
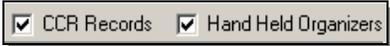
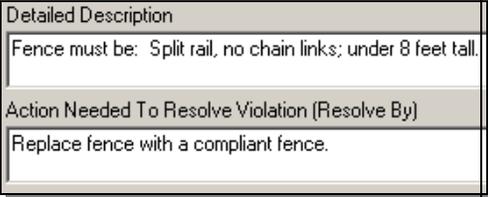
# CC&R Codes

## Adding CC&R Codes

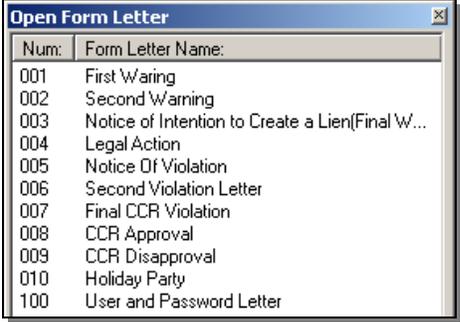
To maximize effectiveness and efficiency, we recommend that CC&R Codes be setup before adding any CC&R Records. The CC&R Codes let you define the violation action steps and the special letters for those steps so the system can handle violation follow-up for you. When you add new CC&R violations, TOPS 2000™ will automatically setup the action steps to follow.

Instruction	Illustration
1. Click the <b>CC&amp;R</b> button on the main TOPS 2000™ window.	
2. Click the <b>CC&amp;R Codes</b> tab.	
3. Click the <b>Add New</b> button to create a new CC&R Code.	
4. Enter a <b>unique 3-digit code</b> for this violation type. Press <TAB>. <p><i>For example, if you wish to setup a CC&amp;R Definition for a fence problem/violation, you could use 'FEN'.</i></p>	 <p><i>The browse button (down arrow) is available if you wish to view the existing CC&amp;R Codes.</i></p> <p><i>See the end of this section for a list of suggested codes.</i></p>
5. Enter a <b>CC&amp;R Description</b> for this violation type. Press <TAB>. <p><i>(This becomes the summary description if the Use Defaults option is activated.)</i></p>	
6. Enter the <b>specific articles</b> that apply to this CC&R definition. Press <TAB>.	

# CC&R Codes

Instruction	Illustration
<p>7. Select an <b>Action Type</b> and press &lt;TAB&gt;. This begins the action table.</p> <ul style="list-style-type: none"> <li>▪ <b>General</b> – a standard action using the default action table and letters. (Most CC&amp;R codes have the same action levels and letters, just the Code and Code name are different)</li> <li>▪ <b>User Defined</b> – a definition that does NOT follow the normal course of action.</li> </ul> <p><i>A good example of a user defined action type is if you have an unknown car parked in a NO PARKING zone. You would not send a letter after the car had been there for 30 days, because immediate action is called for. Therefore, you could define a CC&amp;R Definition 'TOW' (Tow parked car, after 1 day, fee of \$150) and select 'User Defined'.</i></p>	 <p><i>Making a change to the general table will change all CC&amp;R Codes marked as "General", however no existing CC&amp;R records will be affected.</i></p>
<p>8. If desired, check to define the default values for all new records made under this CC&amp;R Code.</p>	
<p>9. Click the button to add the CC&amp;R Article to the default detailed description. Press &lt;TAB&gt;. This may be skipped if not needed.</p>	
<p>10. Enter a default detailed description, and a default action needed to resolve the violation. These can be automatically inserted in any new CCR records if the "Use Defaults" option is activated.</p> <p>Press &lt;TAB&gt;.</p>	
<p>11. Enter a <b>number of days</b> that indicate how soon after the creation date of the record the first action should take place.</p> <p>Press &lt;TAB&gt;.</p>	
<p>12. Enter any <b>admin fees</b> associated with this action level. Press &lt;TAB&gt;.</p> <p><i>This might include processing fees, copying fees, or legal fees. The fee can be printed on Form Letters but not formally added to the owner's account since there are no accounting functions in TOPS 2000™.</i></p>	

# CC&R Codes

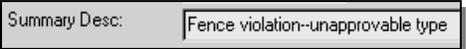
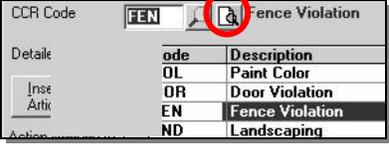
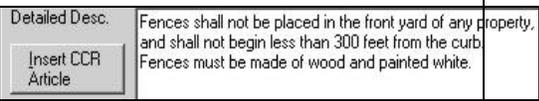
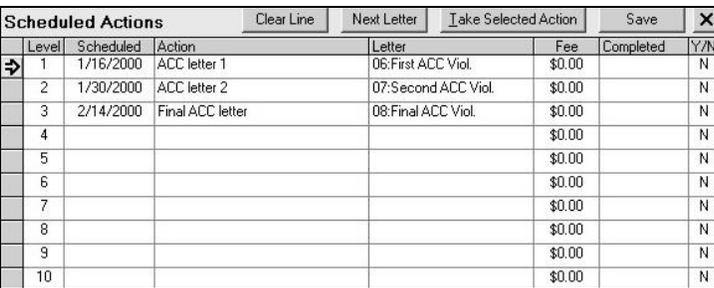
Instruction	Illustration																								
<p>13. Enter the <b>Violation Action</b> to be taken.</p> <p>Press &lt;TAB&gt;.</p> <p><i>This is typically a literal explanation of the actions to take, such as "Send first violation letter."</i></p>																									
<p>14. Click the <b>browse folder</b> button to browse through the existing form letters in this community for the form letter template to attach to this action step.</p>																									
<p>15. Click the <b>name of the form letter</b> you wish to attach to this action step, and click <b>OK</b>.</p> <p><i>Alternately, you can simply double click the appropriate form letter name.</i></p> <p>Press &lt;TAB&gt;.</p> <p><i>In the 'Notice Template' field, you should now see a number, followed by a colon, and the name of the letter. (The name may be cut-off due to the size of the field)</i></p>	 <table border="1"> <thead> <tr> <th>Num:</th> <th>Form Letter Name:</th> </tr> </thead> <tbody> <tr><td>001</td><td>First Warning</td></tr> <tr><td>002</td><td>Second Warning</td></tr> <tr><td>003</td><td>Notice of Intention to Create a Lien(Final W...</td></tr> <tr><td>004</td><td>Legal Action</td></tr> <tr><td>005</td><td>Notice Of Violation</td></tr> <tr><td>006</td><td>Second Violation Letter</td></tr> <tr><td>007</td><td>Final CCR Violation</td></tr> <tr><td>008</td><td>CCR Approval</td></tr> <tr><td>009</td><td>CCR Disapproval</td></tr> <tr><td>010</td><td>Holiday Party</td></tr> <tr><td>100</td><td>User and Password Letter</td></tr> </tbody> </table>	Num:	Form Letter Name:	001	First Warning	002	Second Warning	003	Notice of Intention to Create a Lien(Final W...	004	Legal Action	005	Notice Of Violation	006	Second Violation Letter	007	Final CCR Violation	008	CCR Approval	009	CCR Disapproval	010	Holiday Party	100	User and Password Letter
Num:	Form Letter Name:																								
001	First Warning																								
002	Second Warning																								
003	Notice of Intention to Create a Lien(Final W...																								
004	Legal Action																								
005	Notice Of Violation																								
006	Second Violation Letter																								
007	Final CCR Violation																								
008	CCR Approval																								
009	CCR Disapproval																								
010	Holiday Party																								
100	User and Password Letter																								
<p>16. Return to step 11 and continue to add action steps until you have defined all of the default action steps that will be taken for this violation type.</p> <p><i>If these action steps were defined under the General action type, any subsequent CC&amp;R types under the General action type will automatically display and use these action levels.</i></p> <p>Click <b>Save</b> to save the record and complete this CC&amp;R Definition.</p>																									

# CC&R Maintenance

## Adding a CCR Record

Instruction	Illustration
1. Click the <b>CC&amp;R</b> button on the main TOPS 2000™ window.	
2. Click the <b>CC&amp;R Records</b> tab.	
3. Search for the appropriate home for this record. <ul style="list-style-type: none"> <li>▪ Click the down arrow next to the Account # field to search for a home by <b>account number</b> (This feature only works if you have input account numbers into your owner database.)</li> <li>▪ Click the down arrow next to the <b>Lot/Unit #</b> field to search for a home by lot or unit number.</li> <li>▪ Click the <b>Street Address, Owner Name, or Renter Name</b> buttons to search by that category.</li> <li>▪ Click <b>Clear</b> to clear the fields and start a new search.</li> </ul>	
4. At the top of the window, click the <b>Add New</b> button.  <i>You must select a home before adding a CCR record since they are stored as part of the records for each home.</i>	
5. Click the <b>down arrow</b> next to the Record Type field to select the type of record you will be recording for this home. Press <b>&lt;TAB&gt;</b> . <ul style="list-style-type: none"> <li>▪ <b>Violation</b> - A violation of the covenants, conditions, and restrictions for this community</li> <li>▪ <b>Approved</b> – An approved architectural (ACC) request.</li> <li>▪ <b>Disapproved</b> – A disapproved ACC change request.</li> <li>▪ <b>Pending</b> – An ACC change request that has been neither approved, nor disapproved.</li> </ul>	 <p><i>The record type defaults to violation. If this is a violation, it is not necessary to select this option.</i></p>
6. If necessary, click the <b>down arrow</b> next to the Create Date field, navigate to, and click on the correct creation date of this record.  <i>The creation date defaults to today's date, so if that is the correct date, it is not necessary to change this option. The creation date is important because violation actions are based on this date.</i>	

# CC&R Maintenance

Instruction	Illustration
<p>7. Enter a <b>Summary Description</b> for this record. Press &lt;TAB&gt;.</p>	 <p><i>This required field describes the purpose of the record. This description is displayed in the CC&amp;R browser, and in CC&amp;R reports.</i></p>
<p>8. Enter a <b>Summary Description</b> for this record. Press &lt;TAB&gt;.</p>	 <p><i>This description is displayed in the CC&amp;R browser, and in CC&amp;R reports.</i></p>
<p>9. Click the <b>browse</b> button next to CCR Code to select from the list of available CC&amp;R codes. Click the desired <b>CC&amp;R code</b>. Press &lt;TAB&gt;.</p> <p><i>Alternatively, click the <b>Open CCR Codes</b> button to add or edit CC&amp;R codes.</i></p>	 <p><i>The description will automatically display to the right of the violation code.</i></p>
<p>10. If desired, enter a <b>Detailed Description</b> of the request or violation. Press &lt;TAB&gt;.</p>	
<p>11. If desired, enter any required <b>Owner Actions</b>. Press &lt;TAB&gt;.</p>	
<p>12. Click <b>Save</b> to finish creating this CC&amp;R record.</p>	
<p>13. If this is a violation record, Click <b>View Action Table</b> to open the list of actions associated with this CC&amp;R record.</p>	
<p>14. Click any field to edit the contents, or add actions as desired.</p> <ul style="list-style-type: none"> <li>▪ <b>Clear Line</b> - delete an uncompleted action from the list.</li> <li>▪ <b>Next Letter</b> - print the letter associated with the next uncompleted action.</li> <li>▪ <b>Take Selected Action</b> - print the letter associated with the selected action.</li> <li>▪ <b>Save</b> - save any changes you have made to the action table.</li> <li>▪ <b>X</b> - close the action table.</li> </ul>	 <p><i>This action table is specific to this CC&amp;R record and will not affect the predefined actions for the CC&amp;R code. You can change the dates and actions as desired for each record.</i></p>

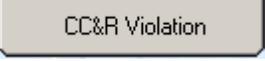
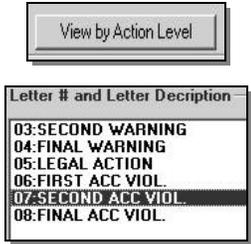
# CC&R Maintenance

---

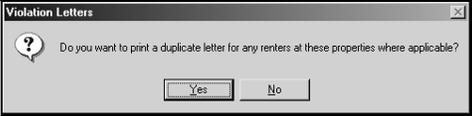
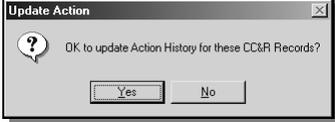
Instruction	Illustration
15. Click <b>Back</b> to close this CC&R record.	
16. Return to step 3 to add more CC&R records, or click ' <b>Exit CCR Records</b> ' to exit back to the CCR Menu.	

# CC&R Violation Actions

## Printing Batch Letters

Instruction	Illustration
1. Click the <b>CC&amp;R</b> button on the main TOPS 2000™ window.	
2. Click the <b>CC&amp;R Violation Actions</b> tab.	
3. If necessary, enter the <b>cut-off date</b> for the violations to be calculated.  <i>This field defaults to the current date. If desired, you may enter a six-digit date, or click the down arrow to select a date from the calendar.</i>	 <p><i>Any CC&amp;R records whose 'Next Action to Take' is the same as, or older than the cut-off date will appear. If no actions are found, no candidates will be displayed</i></p>
4. Select which action levels to display. <ul style="list-style-type: none"> <li>▪ <b>Next Action Only</b> – Displays only the next action level on or before the cut-off date. If more than one action exists, the subsequent actions will not be displayed</li> <li>▪ <b>All Actions</b> – Displays all actions to be taken for each record, even if there is more than one action for a record base on the cutoff date used.</li> </ul>	
4a. Alternatively, you can click the <b>View By Action Level</b> button. This opens a new screen, which allows you to select a specific action level and display only those CCR records where that action needs to be taken.  <i>You may continue to print reports on this screen, or you may return to the previous window. To do so, click the exit button at the bottom right of the window..</i>	
5. Select which CC&R Codes to display. <ul style="list-style-type: none"> <li>▪ <b>Selected CCR Code</b> – allows you to select and display records for one specific CC&amp;R code.</li> <li>▪ <b>All Violations</b> – displays records for all of the existing CC&amp;R codes.</li> </ul>	

## CC&R Violation Actions

Instruction	Illustration
7. You may choose to print a <b>Candidates Report</b> . This report will display, in summary or detail, the CC&R records selected to receive a violation letter.	
8. Click <b>Print Letters</b> to print the letters for the selected candidates.	
9. Click <b>Yes</b> if you wish to print a duplicate copy of letters for homes with renters.	
10. Enter the number of copies you wish to print, and click <b>OK</b> .	
11. After the letters have printed, click <b>Yes</b> to update the action history with the CC&R record status. <i>Clicking 'Yes' moves this candidate to the next action level.</i>	
12. Click <b>Back</b> to close the window, or return to step 3 to print more letters.	

# CC&R Reports

---

## CC&R/Architectural Reports



The CC&R History is a detailed history of CC&R violation actions and ACC decision actions. Includes a number of sort and range options, and may be defined by record type or status.



A ride list is intended to give you an easily followed hard copy of active CC&R violations and ACC requests. Print this report when you need to take a ride around the community to check the status of violations/requests.



The CC&R Violation Codes Report prints a simple, easy to follow list of all of the action codes entered in the CC&R Definition area.



You can quickly generate an ACC report using the most common options, or selecting the sort order, status, type, and date range in an abbreviated, simple to read interface.



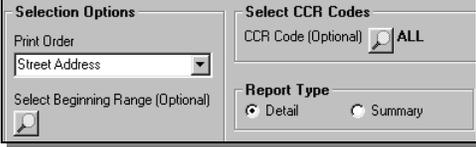
You can quickly generate a CC&R Violation report using the most common options, or selecting the sort order, status, type, and date range in an abbreviated, simple to read interface.



This is a mirror report to the reminders that you see on the screen when the CC&R module is first opened. You have a choice of printing pending requests (Architectural) or violation next inspections (CCR).

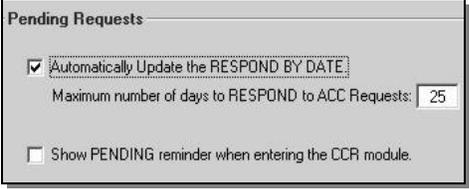
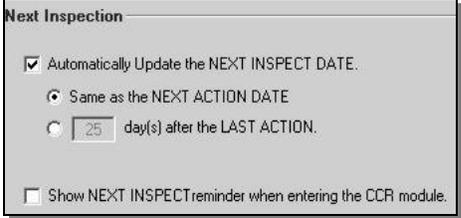
# CC&R Reports

## Printing CC&R/ACC Reports

Instruction	Illustration
1. Click the <b>CC&amp;R</b> button on the main TOPS 2000™ window.	
2. Click the <b>Reports</b> tab.	
3. Click the appropriate report button.	
4. Select the desired options for sorting, date ranges, record types, etc.	
5. Click <b>Print</b> to print the report.	

# CC&R Control Information

## Control Information

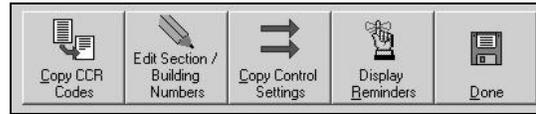
Instruction	Illustration
1. Click the <b>CC&amp;R</b> button on the main TOPS 2000™ window.	
2. Click the <b>Control Info</b> tab.	
<p>3. Check the appropriate boxes for pending architectural request reminders.</p> <ul style="list-style-type: none"> <li>▪ <b>Automatically update the respond by date</b> – if community bylaws dictate that the community must respond to a request within a certain time period, check this box and enter the maximum number of days in which you have to respond.</li> <li>▪ <b>Show Pending Reminder</b> – check this box to display reminders for pending requests so you don't go beyond the Respond By date.</li> </ul>	
<p>4. Check the appropriate options for CCR Violation inspection reminders.</p> <ul style="list-style-type: none"> <li>▪ <b>Automatically update the next inspection date</b> – auto completes the inspection date field based on the selection made below:</li> <li>▪ <b>Same as next action date</b> – next inspection date will update each time the action table is updated. Inspection dates match the date of next action.</li> <li>▪ <b>## days after last action</b> – enter a number of days to auto-update the next inspect date field based on the Last Action date.</li> <li>▪ <b>Show Next Inspect Reminder</b> – check this box to display reminders on the screen for next inspections as you enter the CCR module.</li> </ul>	

# CC&R Control Information

---

## Additional CC&R Features

The Control Info window provides access to several additional CC&R control features. Those are explained briefly below:



- **Copy CCR Codes** – Use this option to copy the CC&R Codes and their associated action tables from one community to one or more other communities.
- **Edit Section/Building Numbers** – Define the names of pre-set section and building numbers. This is used for grouping the Quick Architectural or Violation reports.
- **Copy Control Settings** – After defining control settings for this community, you may copy those settings to one or more other communities
- **Display Reminders** – Click to display pending requests and inspection dates.
- **Done** – Click to close the Control Information screen.

## CC&R Control Information

---

### Recommended CC&R Types

1.	CHG	Misc. Architectural changes that were not pre-approved
2.	PNT	House painted the wrong color, not approved, or needs painting
3.	LND	Landscaping missing or needs attention
4.	CAR	Cars parked illegally
5.	GAR	Garbage or debris that needs to be removed
6.	VES/BOT	Vessel or Boat parked where it should not be or not concealed.
7.	WIN	Windows or glass missing/broken etc
8.	ROF	Roof Repairs Needed
9.	PLU	Plumbing repairs Needed
10.	ANI	Animals that are not acting in an appropriate manner (not on leash, barking, threatening neighbors, etc) that need to be addressed
11.	ELE	Electrical repairs
12.	TRE	Trees need trimming
13.	IRR	Irrigation Problems