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Dear Homeowner,

We are excited to share an important update that will enhance your experience as a member of your community.

As part of our continued commitment to providing best-in-class service, myStreet Community Management is transitioning to a new management software platform, **CINC**, along with a new banking partner. This upgrade will officially go live on **June 1, 2026**.

What This Means for You

This transition is designed to make managing your account easier, faster, and more transparent. With the new system, you will have access to a modern owner portal and mobile app that allows you to:

- Make and manage assessment payments
- View your account balance and payment history
- Submit architectural requests and work orders
- Access important community documents
- Communicate directly with our support team

The new app provides a centralized, user-friendly experience so you can manage everything related to your home in one place, anytime, anywhere.

EARLY SET UP AVAILABLE! Set up your online account first and then download the myStreet Mobile App!

Register for your community portal online by scanning the QR code or by visiting:

<https://mystreetva.cincconnect.com>



- Choose “**Request an Account**”
 - Viewing on your mobile device? Click the three lines in the top left
 - Viewing on your desktop? Click the “Request an Account” option in the top right
- Follow the prompts –
 - Enter your email address and click submit - You will be redirected to a page that states “We Couldn’t Find an Account”. Please disregard and move forward with completing the form.
 - Complete the form by entering your **First Name, Last Name, Email, Phone Number, Address, Relation to Unit (Owner)** and the **Password** of your choosing. Leave the **Account Number** field **blank** (if you enter an account number, it will not impact your request)
 - Submit your Request and your account will be verified and confirmed by our office within 48 hours

Once you have completed the registration, you may download the **myStreet Mobile App!**

This app has all the capabilities of the online portal, plus so much more. It is best practice to utilize the mobile app but not required. **(You MUST register online before logging into the mobile app).**

IMPORTANT NOTE: Account details, such as your account balance, will not be available until after **June 1, 2026**.

You can download the mobile app by searching **myStreet Community Management** in the app store or by using the following links:

Apple App Store: <https://apps.apple.com/us/app/mystreet-community-management/id6760407071>

Google Play Store: <https://play.google.com/store/apps/details?id=com.cinc.mystreet>

Action Required

To ensure a smooth transition, **you will need to set up your account within CINC and update your payment method before June 1, 2026.**

- Existing recurring payments **will automatically end after May 30, 2026**
- If you have autopay through your bank, **the address for payments will need to be updated to the new PO Box listed below**
- You will need to **re-enroll in autopay through the new portal or mobile app**
- Please note that the cutoff date for making payments through the SmartStreet portal or mailing a check will be **May 20, 2026.**

Payment Options & Details

The new platform offers several convenient payment options:

- **Recurring e-check:** \$1.99 per transaction
- **One-time e-check:** \$2.99 per transaction
- **Credit card payments:** 3.5% fee
- **Check or bank bill pay:** No Fee

Replacement coupons will be sent in the coming weeks, so there is no need to submit a request.

Mail-in payments should be sent to the updated address (including bill pay through your bank):

c/o myStreet Community Management

PO Box 878

Commerce, GA 30529

****Check must be made payable to your community name. Checks payable to myStreet will be rejected****

****Verify with your bank that Bill Pay sends a physical check - electronic Bill Pay not accepted****

Questions or Need Assistance?

If you have questions or need assistance related to this exciting enhancement, please contact our below dedicated support team.

Email: Ana@mystreetva.com

Phone: 804-533-4208

This is more than just a software update - it's a significant step forward in improving communication, transparency, and ease of use for all homeowners. We are confident this new platform will provide a better overall experience for you and your community. If you have any questions in the meantime, please don't hesitate to reach out to our team. Thank you for your continued support and cooperation during this transition.

For self-help options, please visit our website at www.mystreetva.com for tutorials on setting up your new account.

The myStreet Community Management Team!

