



WILLOW POINTE News March - April 2023

Notice of Annual Homeowners Association Meeting & Board of Directors Election

The 2023 Annual Meeting of the Willow Pointe Homeowners Association, Inc. ("WPHOA") will be held on **Thursday, May 18, 2023 at 7:00 p.m.**, via Zoom videoconferencing. The election of two (2) Board Members will be held at this meeting. All voting will take place by Absentee Ballot and your Ballot must be cast and received no later than May 17, 2023 by 5:00 p.m. The Annual Meeting Notice, Agenda, Absentee Ballot and Letter to Homeowners regarding Electronic Meeting and Absentee Ballot will be mailed to all homeowners on or around April 21st. You can join the meeting with any computer, tablet or smartphone and all owners are encouraged to ask questions during the open forum.

Serve on YOUR Board of Directors

Two (2) seats on WPHOA's Board of Directors need to be filled and any owner in good standing with WPHOA is eligible for consideration. If you have an interest in serving on the Board of Directors and volunteering to improve the Community, then submit your name, a short bio and your contact info to Carlos Mata at Randall Management, 6200 Savoy Drive, Suite 420, Houston, TX 77036, or by email to cmata@randallmentatment.com. **Your request must be received no later than April 17, 2023, if you want your name placed on the ballot to be mailed to each owner.**



Spring is Here!

Time to Tackle that Yard Work

December's freeze caused extensive damage to plants, flowers and trees in our area, including in WPHOA's common areas. In recent weeks, Willow Pointe volunteers have removed dead plants; rearranged some of the Holly and Liriope in the Trail Ridge Drive median; pruned plants; planted caladium bulbs and other plants in front of the community swimming pool complex. Volunteers are also planting new knockout roses at the entrances to the community and the landscape vendor is scheduled to install seasonal color in early April.

It's time for homeowners to prune shrubs, remove dead plants, plant new sod, and begin work on your spring landscaping projects. Remember: major landscape changes such as xeriscaping and removing or planting new trees require prior ARC approval.



Willow Pointe's Spring Community Garage Sale - April 21-23rd

Time to clean out your closets and garage! WPHOA's spring community garage sale is scheduled for **Friday, April 21 - Sunday, April 23, 2023**. Homeowners are invited to take part in the garage sale by setting up items to sell in your own garage or driveway. You can participate 1-day or all 3-days, with suggested hours between 8am - 3pm. Volunteers will put up signs at the entrances to the subdivision to help with advertising. You can make your own sign to put at the end of your street but **DO NOT attach signs to any street sign, pole, light fixture or mailbox**. Please remember to remove your signs at the end of the garage sale.

Attention: All Landlords in Willow Pointe

WPHOA's Board of Directors has adopted a Leasing Policy requiring Owners to submit the following information to the Association prior to initiating a lease (short-term and long-term) in Willow Pointe:

- A blank copy of the lease form utilized by Owner for the lease;
- The name, mailing address, phone number, and email address of each person who will reside at a property in the subdivision under a lease;
- The commencement date and term of the lease; and
- The duration of the lease.

Failure to comply and provide the information to WPHOA may result in a \$100 fine per violation. The recorded policy and Landlord Form to complete may be found on the association website at www.willowpointe.org.

Landlords in Willow Pointe are responsible for ensuring that your lessees-tenants have copies of Willow Pointe's rules, regulations, covenants and restrictions, and that your lessees-tenants abide by these governing documents while they reside in your Willow Pointe property.

Reporting Maintenance Issues

If you notice a broken sprinkler, water leaking from the pool, lights out at the park, broken playground equipment, damaged or fallen trees, or a similar problem in the common areas, please report it by calling Dee Jarvis at 832-702-4528 during normal business hours or call 713-850-4729 after hours/weekends. You can also email the Board or Randall Management.

2023 Pool Season is Almost Here!

The 2023 pool season begins on Memorial Day Weekend and runs through Labor Day. **The Pool Sneak Preview event will be held on Saturday, May 20th from 11am to 3pm.** The Recreation & Social Committee is organizing a fun event and will provide snacks and refreshments for the whole family!

New for 2023: For the littlest Willow Pointe residents, we are pleased to let you know that the community wader pool has been re-plastered! And, by popular demand, the pool hours of operation have been changed so that more owners may enjoy the use of the community pool. Below are the new hours for 2023 (holiday hours may vary slightly).

Tuesdays & Thursdays	9:00 a.m. – 2:00 p.m.
Wednesdays & Fridays	4:00 p.m. – 9:00 p.m.
Saturdays	9:00 a.m. – 9:00 p.m.
Sundays	12:00 p.m. – 9:00 p.m.
Mondays	Closed

How Do I Get a Pool Pass for 2023?

WPHOA's community swimming pool is a privately owned recreation amenity, funded entirely by annual assessment paying members. Membership and use of the pool is a privilege extended to all Willow Pointe Homeowners, unless you have an outstanding balance owed to the Association. Every eligible homeowner (and lessee) must complete, sign, and return the Registration & Waiver Agreement BEFORE receiving a Pool Card.

The Registration & Waiver Agreement will be emailed to all homeowners that have provided their email to the Board, and will also be available to download from the Association website, no later than April 1, 2023. We ask that you return the forms by May 5, 2023, so we can process them and have pool cards ready for you to pick up at the Pool Sneak Preview. Dates to remember:

April 1, 2023	Pool Forms to be emailed and available to download from WPHOA Website
May 5, 2023	Deadline to Submit Forms
May 20, 2023	Pool Sneak Preview (eligible owners-residents can pick-up Pool Card ONLY if signed form has been returned to WPHOA)
May 22, 2023	Pool Cards will be mailed if you submitted forms and did not pick up your Pool Card on May 20 th

Attention: All Swimmers Ages 4-18! Come Join YOUR Area Swim Team!



Did you know the Winchester Hurricanes Swim Team serves hundreds of neighborhood kids each year, **including Willow Pointe?** 2023 registration is open now and information can be found

at <http://www.winchesterhurricanes.swimtopia.com>.

Living in a Deed Restricted Community

Willow Pointe is a deed restricted community and has a homeowner's association with rules and regulations pertaining to the use of land and the look of the neighborhood. Willow Pointe Homeowners Association, Inc. ("WPHOA") was established by the developer in 1995 and is a registered non-profit corporation. WPHOA is governed by the Declaration of Covenants, Conditions & Restrictions (CCR's) and operates according to the Association By-Laws. An elected Board of Directors manages the affairs of the Association and each Director must use their best discretion, care and diligence in carrying out their duties. One of the major responsibilities of WPHOA is to protect your investment and enhance the value of your property. WPHOA is also responsible for enforcing the governing documents which includes the CCR's, Architectural Review Guidelines, supplemental rules, policies and amendments.

Each deed restricted community has different rules about what you can and cannot do with your home and lot. When you purchased your Willow Pointe home, you automatically became a member of the Association and agreed to adhere to certain standards of maintenance, upkeep and behavior in order to make the community as attractive as possible for ourselves and our neighbors, and to maintain or increase property values.

Deed violation letters are frustrating, but they do help improve the appearance of the neighborhood. If you receive a letter, **CONTACT** the Association and let us know you are aware of the problem, and discuss how you can resolve the violation. It may be a simple fix, or you may need to complete and submit a Home Improvement Application (sometimes called the ACC Form). **DON'T ignore the situation as this may lead to more letters, possible fines or other administrative actions.**

Architectural / Exterior Modifications

There is some confusion among homeowners about what type of exterior improvement or modification needs prior approval. Owners **MUST** submit a completed Home Improvement Application - or ACC Form - **BEFORE making any exterior changes to your home and property: EVEN if you are replacing your fence, roof, or repainting.** The application must include all applicable plot plans/site plans/surveys/sketches, photos, and project details. You may find this form, along with WPHOA's Architectural Review Guidelines and related documents, on the Association website. Click on the "About" tab, open "Documents", and scroll down to "ARC, Modifications & Home Improvements" to find the Application.

If you do not include a plot plan/site plan/survey/sketch, design details, material samples or colors, dimensions, etc., with your application, it will be DENIED. Once you submit a completed application with all necessary information, the Modifications Committee-ARC has 30-days to render a decision, but turnaround time can be faster depending on the type of request and whether **all the required information** is included with the application.

If you have questions or concerns about improvements you are considering for your home, or about what information should be included with your application, please email the Board for assistance.

Safety Awareness

In case of an emergency, always call 911. Get to a safe place away from immediate danger or threat. For non-emergencies, call the Harris County Sheriff's Office (HCSO) at 713-221-6000. Do not be afraid to report a suspicious person, vehicle, or activity, and provide the dispatcher with as much information as possible. The call can be anonymous, or you can leave your contact information so deputies can follow-up with you.

Willow Pointe receives additional coverage through a patrol contract between West Harris County MUD No. 10 and Harris County for 2-deputies to provide law enforcement services to Willow Pointe, Winchester Country and Winchester Village. Complete monthly service call reports are posted on our website. Below is a summary of the last 3-months' incidents-calls for Willow Pointe that was taken from the reports.

Type of Incident	Dec 2022	Jan 2023	Feb 2023
Assault & Family Assault	2	0	2
Auto Accidents	0	0	0
Local Alarms (excl. false alarms)	0	0	0
Burglary – Home	0	0	0
Burglary – Motor Vehicle	1	0	0
Theft – Residence	0	0	1
Theft-Other, Criminal Mischief	0	1	0
Disturbance – Family	0	1	0
Disturbance – Loud Noise	1	2	0
Disturbance – Other	1	0	0
Domestic Prevention	0	0	1
Mental Health or Welfare Check	0	2	3
Suspicious Person	1	2	1
Suspicious Vehicle	2	0	0
Terroristic Threat	0	1	3
Traffic Stops	6	13	2
Vehicles Stolen	0	0	1
Runaway	0	0	2
Nuisance-Graffiti Abatement	1	0	0

Note: Does not include calls coded as Willow Pointe on Lazy Meadows Dr. which is part of Winchester Country subdivision.

Parking & Traffic Matters

Homeowners and residents are strongly encouraged to park in your own garage or driveway, especially if you live on Willow Crossing Drive, Pony Express Road or Trail Ridge Drive. But, the HOA cannot prohibit parking on public streets: ALL of the streets in Willow Pointe are operated and maintained by Harris County.

By now, most homeowners have seen the “No Parking” signs that were installed by Harris County in February on Trail Ridge Dr. between Bayou Trail Ct & White Oak Trail. Although the signs weren’t installed exactly where the Board anticipated, owners have reported that fewer cars are parked along Trail Ridge Drive. (The County determined the signs’ current location after observing a parked landscape truck & trailer on the south side of Trail Ridge Drive.)

The County may consider moving or installing additional signs if they are provided with information and photos

indicating that vehicle parking is causing hazardous conditions for other vehicles and pedestrians. But, Harris County will not install “No Parking” signs directly in front of a residence because property owners have a reasonable expectation of being able to park in front of their own home.

Earlier this year, as requested by several homeowners, the Board contacted Harris County about lowering the speed limit in Willow Pointe. The County’s Engineering Department reviewed the streets in Willow Pointe and determined they are ALL eligible for a lower speed limit of 20 MPH, BUT 51% of residents (300-homes) must sign a petition endorsing this change. On several occasions, the Board asked for volunteers to help collect signatures; however, since no homeowners expressed an interest in facilitating the petition process, the Board tabled the matter during a recent open Board Meeting.

Finally, every homeowner has a responsibility to report illegally parked vehicles to HCSO so deputies can take the appropriate actions. Texas state law prohibits vehicles that:

- Block driveways;
- Park less than 15-feet from a fire hydrant;
- Park less than 20-feet from a crosswalk;
- Park less than 30-feet from a stop sign;
- Park more than 18-inches from the curb;
- Are inoperable or stored on the street for more than 48-hours; and finally
- Vehicles must park in the same direction of traffic flow and cannot pull-in or back-in straight on the curbs on cul-de-sacs. The excessive number of vehicles parked on some of our cul-de-sacs is not only a nuisance and inconvenience for our neighbors: many of them are illegally parked.

This is only a partial list. If you see any of these violations in Willow Pointe, report them directly to HCSO by calling the non-emergency number 713-221-6000. Note: you will need the location and description of the vehicle including the license plate number when making the report.

Keep our Street Lights Lit Up!

Did you know there are 195 street lights in Willow Pointe? A portion of your annual HOA assessment is used to pay for the electricity and maintenance of the street lights in our community. Help reduce crime and keep our streets illuminated by reporting street light outages to Center Pointe at 713-207-2222 or by visiting their website at www.centerpointenergy.com/outage. You will need the 6-digit number on the front of the pole or nearby address/intersection to make the report.

Be a Good Neighbor: Don’t Throw Debris Over the Fence!

The Board has received recent calls and photos of neighbors tossing dead tree limbs and fence pickets into another neighbor’s yard, HOA common areas, trails or easements. Not only is this a violation of Willow Pointe’s deed restrictions, littering is against the law. It is unsightly for our fellow neighbors, encourages rodents and critters, and is an extra cost to the HOA to enforce the deed restrictions, and for cleanup. Help us keep Willow Pointe beautiful by disposing of waste properly.

Trash & Recycling

Our trash provider is Green for Life Environmental-GFL and the normal trash pickup schedule is:

Mondays: Household waste & heavy trash
Thursdays: Household waste, heavy trash & recycling
Holiday Schedule: No pick-up on New Year's Day, Thanksgiving or Christmas

Trash cans should be placed curbside on Sunday and Wednesday evening, or before 7am the day of trash collection. Trash cans need to be collected that evening and stored out of site from the street.

For more information, call 281-368-8397 or visit the website at www.gflenv.com. West Harris County MUD No. 10 is the entity that pays for trash & recycling: it is not part of your annual HOA assessment.

Water & Sewer Services

West Harris County MUD No. 10 provides water and sewer services for the community and the contractor for water/sewer maintenance is now SI Environmental Services or SiEnviro (TOPS Water joined with SiEnviro and began operating under that name January 1st). You may notice the new name on vehicles riding through the community, uniform logos, and District signage at payment locations, but your current account billing, customer service and payment information remain the same. Just call 281-807-9500 or visit their website at www.topswater.com.

Electronic water meters are active in the community and the website to monitor water usage is available for use by all homeowners. You can review and analyze your water usage and receive alerts on possible water leaks at your home. Create and set up your account today at www.eyeonwater.com.

Finally, the NHCRWA (North Harris County Regional Water Authority) recently voted to reduce surface water rates and groundwater pumpage fees (the "Regional Water Authority Fees" listed on your monthly bill). For example: In December, a homeowner used 4000 gallons and the total bill was \$54.92. In March, the bill for that same 4000 gallons was \$51.54. How much you may save each month depends on your usage.

Electricity Providers

Texas' **Power to Choose** (www.powertochoose.org) is the official electricity choice website run and owned by the Public Utility Commission of Texas (PUC). It provides consumers with information to stay on top of energy choice options within the state. To shop for electricity providers, visit the official PUC website www.powertochoose.org.

No matter which electric provider you choose, always report electricity outages or downed power lines to CenterPoint Energy at 713-207-2222.

Natural Gas Provider: CenterPoint Energy

To report a suspected natural gas leak, immediately leave your home, go to a safe location and call 911. Then call 713-659-2111 or 888-876-5786 to report the leak.

How Do I Report...Missing or Damaged Street Signs, Potholes, and More?

Contact Harris County Commissioner Precinct 3 at:

Phone: 713-274-3000
Website: www.pct3.com

HOA Committee Volunteers Needed

The Board is always looking for volunteers to serve on one of our committees. Half of our standing committees do not have a chairperson or active members. Whether your interest is Landscaping, Social & Recreation, Safety Awareness or Modifications-Architectural Control, there is a place for you to serve your community. Just send the Board an email with any questions or to let us know your area of interest.

2023 HOA Board Meetings

Open Board Meetings will be held every other month, in January, March, May (Annual Meeting), July, September and November at **7:00 p.m.** Board meetings will be held via zoom until further notice and all homeowners are invited to attend. Below are the meeting dates for the remainder of 2023 so you can mark your calendar and make plans to attend:

Thursday, May 18, 2023 (*Annual Meeting*)
Tuesday, July 25, 2023
Tuesday, September 19, 2023
Tuesday, November 28, 2023

Willow Point HOA's Board of Directors

Leo Feldman - President
Beant Lamba - Vice President
Regina Wall - Secretary
Jacquie Landry - Treasurer

If you have questions or comments for the Board, please send an email to wphoa.board@willowpointe.org.

Randall Management

Willow Pointe is professionally managed by **Randall Management, Inc.** You can visit their website at www.randallmanagement.com or call 713-728-1126. Additional contact info:

Carlos Mata, Property Manager
cmata@randallmanagement.com

Dee Jarvis, Association Assistant Manager
cmassistant@randallmanagement.com
Phone: (832) 702-4528

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