



## WILLOW POINTE News March 2022

### Notice of Annual Homeowners Association Meeting & Board of Directors Election

The 2022 Annual Meeting of the Willow Pointe Homeowners Association, Inc. will be held on **Tuesday, May 24, 2022 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 23, 2022 by 5:00 p.m. The Annual Meeting Notice, Agenda, Absentee Ballot and Letter to Homeowners regarding Electronic Meeting and Absentee Ballot form will be mailed to all homeowners in April. You can join the meeting with any computer, tablet or smartphone and ask questions during the open forum.

### Calling all Homeowners: Serve on the Board of Directors

We are looking for two (2) volunteers to serve the Willow Pointe community as members of the Board of Directors. Any owner in good standing with the Willow Pointe Homeowners Association, Inc., is eligible for consideration. If you are an owner and would like to be a candidate, please submit your name, contact info, and a short bio to Carlos Mata at Randall Management via email to [cmata@randallmanagement.com](mailto:cmata@randallmanagement.com) or via first class mail to 6200 Savoy Drive, Suite 420, Houston, TX 77036. Your request must be received by the office no later than April 8, 2022, so your name can be placed on the ballot for the 2022 annual meeting in May.



### 2022 Board Meetings

Open Board Meetings will be held on the last Tuesday during the months of 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 so you can mark your calendar:

- March 22, 2022
- May 24, 2022 (Annual Meeting & Board Election)
- July 26, 2022
- September 27, 2022
- November 29, 2022

### Deed Enforcement & New Fining Policy

Did you hear about the homeowner who, no matter how many violation letters they receive, refuse to repair gaps or broken boards in their fence? Or the homeowner who won't move a wrecked, inoperable vehicle from their driveway, or keeps a trailer parked in his front yard? Or leaves debris in public view for weeks or months? The basic idea behind every HOA is to ensure a good quality of life and the right to the quiet enjoyment of your home for ALL homeowners. Ensuring compliance with our governing documents. And, helping to keep property values from declining. Most of us follow the rules, some of us bend the rules, and others unknowingly cause inconveniences for our neighbors. First time homeowners may be unsure what a HOA is and never read the governing documents that include architectural guidelines (these documents are posted on the Association website). While Willow Pointe's governing documents already state that the Board can impose fines for a variety of reasons, it was determined that a clearly defined policy was needed to ensure that enforcement efforts are effective.

During the February 22<sup>nd</sup> Open Board Meeting, the Board of Directors presented for discussion, and unanimously approved, the new Deed Enforcement & Fining Policy. The deed enforcement process begins with the inspector documenting a violation. A friendly reminder notice or first letter is mailed to the homeowner notifying them of the violation. After the following month's inspection, should the matter not be resolved, a second letter will be sent. The second letter reminds the homeowner of the violation, advises them to cure the violation within 30-days and also notifies the homeowner that they may request a hearing to discuss the violation. If not corrected, a third letter is mailed where the homeowner is charged a \$15 certified letter fee, and given 30-more days to clear up the violation. With the fourth letter, a \$100 fee is charged to the homeowner's account. The construction of exterior improvements without notice or prior approval would also start with a deed violation letter. Failure to respond would result in a \$100 fine. A health and safety violation may result in an immediate fine not to exceed \$150. Occasionally egregious violations may require that the letter series be expedited. In such cases the first and second letter maybe omitted, and the certified letter fee waived. The first letter will be the certified demand. After the new Policy is signed and recorded, it will be posted on the Association website. The unrecorded document is now posted under the "Documents" tab, along with the other governing documents. If you have any questions, please contact the Board. **Enforcement of the new Deed Enforcement & Fining Policy shall begin on June 1, 2022.**



## Clean Out Your Closets for Willow Pointe's Spring Community Garage Sale

WPHOA's spring community garage sale is scheduled for **Friday, April 22 - Sunday, April 24, 2022**. 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. You can make your own sign to put at the end of your street but **DO NOT** attach your sign to any street sign, pole, light fixture or mailbox. Please remember to remove your signs at the end of the garage sale so we can keep Willow Pointe looking its best.

## AT&T Fiber Installation Project

By now, all Willow Pointe homeowners have some experience dealing with the AT&T contractors working in the community to install new fiber optic communication lines. This project may require workers to enter your property to access the network that is located in easements or public right-of-way, and they try to keep disruptions to a minimum. On March 16<sup>th</sup>, we learned that the work in Willow Pointe is nearing completion but homeowners should leave orange flags or markers that may have been placed on your property until April 1<sup>st</sup>.

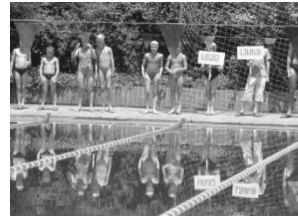
If you have questions or issues that need to be addressed on your property, contact AT&T directly at 281-374-3725; AnSCO & Associates at 855-520-1757; or Jose Perez at Sand Utilities, 703-656-5927. Reference ATT Job Number AO2ODWT.

## 2022 Pool Season is Almost Here!

The 2022 pool season begins on Memorial Day Weekend and runs through Labor Day. The Pool Sneak Preview event will be held on Saturday, May 21<sup>st</sup> from 11:00 a.m. to 4:00 p.m. The Recreation & Social Committee is organizing a fun event for the whole family. More details coming soon!

The pool registration process will be the same as last year. Every homeowner (and tenant) will be required to sign a waiver and complete a registration form before receiving a pool card (that you can pick up at the Sneak Preview event May 21<sup>st</sup> from 11:00 a.m. to 4:00 p.m. The forms will be mailed to all homeowners and also available to download from the website no later than April 1, 2022.

## 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**? The Hurricanes are excited and doing lots of fun planning for the 2022 swim season! Details and registration information can be found at: <http://www.winchesterhurricanes.swimtopia.com>.

## Architectural / Exterior Modifications

You **MUST** submit a completed Architectural Review Form, also called the Home Improvement Application, with all applicable plot plans, photos, and project details **BEFORE** making exterior changes to your home and property. You may find this form, along with Willow Pointe's Architectural Review Guidelines and other related home improvement and modifications documents on the association website. Click on the "About" tab and open "Documents".

If you do not include a plot plan, 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, or ARC, has 30-days to render a decision, but turnaround time for approval can be faster depending on the type of request and whether **all the required information** is submitted with your original application.

## New Sidewalk on Round Up



You may recall that the Board previously contacted Harris County about extending the sidewalk on Round Up at Willow Crossing Drive heading towards Winchester Country. That's when we learned about the County's sidewalk policy guidelines and limited funding, and that our proposed sidewalk didn't meet the parameters.

Enter Scott Ward, West Harris County MUD No. 10 Board Member (and previous HOA Board President). Expanding walking trails within the district has been very important to Scott, and as part of that initiative, the sidewalk extension project on Round Up was completed in December 2021. TOPS, the water district operator, did a great job on the sidewalk and even planted some new sod. So if you know Scott and see him around, tell him THANKS!



## Safety & Crime Watch

In case of an emergency, always call 911. 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. Provide as much information as possible. The call can be anonymous, or you can leave your contact information so deputies can follow-up.

Willow Pointe receives additional coverage through a 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 to our website. Willow Pointe calls are listed as contract code EO38 and Winchester calls are contract code EO39. Here is a summary of the January 2022 calls for Willow Pointe:

Accidents – Major & Minor .....	1
*Local Alarms .....	0
Burglary Residence.....	0
Burglary Motor Vehicle.....	1
Disturbance Family .....	2
Disturbance Loud Noise.....	1
Domestic Prevention.....	2
Mental Health Call.....	1
Suspicious Person .....	2
Suspicious Vehicle.....	2
Traffic Stops.....	5
Vehicles Stolen .....	1

\*False alarms not included.

## Keep our Streetlights Lit Up!

As a homeowner, you are paying for the streetlights in the community. Help reduce crime and keep our streets illuminated by reporting street light outages to Center Pointe at 713-207-2222 or by visiting at their website at [www.centerpointenergy.com/outage](http://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.

## 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.

## Trash & Recycling Service

Our trash provider is GFL (Green for Life Environmental) and the normal trash pickup schedule for Willow Pointe 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

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

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.

## Household Hazardous Waste Disposal

The Harris County Household Hazardous Waste Facility provides a free service that allows residents in Harris County a safe way to dispose of chemicals and other non-hazardous recyclable items used in your home. There is no home pick-up service: You must bring your items to the facility and drop-off is by appointment only. Contact them directly for more information:

Location: 6900 Hahl Road (near 290 & Gessner)

Phone: 346-286-4299

Website: [www.eng.hctx.net](http://www.eng.hctx.net) (Click the Link to HHW)

## 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 TOPS (Texas Operations & Professional Services). For service or billing inquiries, call TOPS at 281-807-9500 or visit their website at [www.topswater.com](http://www.topswater.com).

New electronic water meters are active in the community and the website to monitor water usage is available for use by all homeowners. By creating an account at **Eye on Water**, you can review and analyze your water usage and receive alerts on possible water leaks at your home. Set up your account by visiting the website at [www.eyeonwater.com](http://www.eyeonwater.com) by using your personal computer or smart phone app. If you have any questions, please contact TOPS at 281-807-9500.

## 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 our Harris County Commissioner: Tom Ramsey. New boundary maps were drawn for Harris County, resulting in Willow Pointe now being part of **Precinct 3** (not Precinct 4). Staff from both precincts is working closely together to make the transition as smooth as possible for all citizens. You can call or visit their website:

Downtown Office                      713-755-6306  
Westside Service Department      281-463-8703  
Website:                                    [www.pct3.com](http://www.pct3.com)

## Committee Volunteers Needed

The Board is always looking for volunteers to serve on one of our committees. Whether your interest is Landscaping, Social & Recreation, Safety Awareness or Modifications-Architectural Control, there is a place for you to serve your community. It is gratifying to know that spending just a small commitment of your time can make such a big difference in our little community. Just send the Board an email with any questions or to let us know your area of interest.

## WPHOA Website

Want to know when the next Board meeting is? Read minutes from past meetings? Read the latest financials? Find a form or catch up on the latest news? Then, check out our website at [www.willowpointe.org](http://www.willowpointe.org). Also, email the Board if there is something you would like to see added to the website.

## New Mosquito Abatement Contract

WPHOA has selected a new pest control company to provide neighborhood mosquito control fogging in the community for 2022: **BUGCO Pest Control**. The first application was completed on March 14<sup>th</sup>, and we are scheduled for weekly applications through mid-November. If you have any questions, please contact the Board.

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

Please do not toss debris and garbage over your fence into your 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 for cleanup. Help us keep Willow Pointe beautiful by disposing of waste properly. **DON'T MESS WITH WILLOW POINTE!**

**Reminder: Next Open Board Meeting is  
Tuesday, March 22, 2022 at 7:00 p.m., via Zoom  
Log-in Details Posted on the Website**

## Your WPHOA Board of Directors:

Leo Feldman - President  
Raissa Conwell - Vice President  
Regina Wall - Secretary  
Jacquie Landry - Treasurer

*If you have questions or comments for the Board, please send an email to [wpha.board@willowpointe.org](mailto:wpha.board@willowpointe.org) or visit the website at [www.willowpointe.org](http://www.willowpointe.org)*

Willow Pointe is professionally managed by **Randall Management**. You can call their office at 713-728-1126 or visit their website at [www.randallmanagement.com](http://www.randallmanagement.com). Additional contact info:

Carlos Mata, Property Manager  
Dee Jarvis, Association Assistant Manager

[cmata@randallmanagement.com](mailto:cmata@randallmanagement.com)  
[cassistant@randallmanagement.com](mailto:cassistant@randallmanagement.com)  
(832) 702-4528

Mailing Address:

6200 Savoy Drive, Suite 420  
Houston, TX 77036