



WILLOW POINTE News

May 2022

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. 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. No voting will take place at the meeting. You can join the meeting with any computer, tablet or smartphone and ask questions during the open forum.

The Annual Meeting information and Absentee Ballot was mailed to all homeowners in early May. If you did not receive it, contact Randall Management at 713-728-1126 and ask for Dee Jarvis or Carlos Mata. You can email them at cmassistant@randallmanagement.com or cmata@randallmanagement.com, respectively. You may also send an email to the Board and request the Annual Meeting packet and all the information will be emailed back to you.

In order to hold the Annual Meeting and elect new Board Members, we must receive at least 59-completed Absentee Ballots, so please take a few minutes to complete and return your Ballots. The link to the revised Annual Meeting Agenda may be found on the Association website.

Willow Pointe's Community Swimming Pool Opens Saturday, May 28, 2022 at 11:00 a.m.

The 2022 pool season begins Memorial Day Weekend and runs through Labor Day.

The pool registration process requires that every homeowner (and tenant) sign a **new** Waiver and complete a **new** Pool Registration Form before receiving a 2022 Pool Pass. Forms are available to download from the Association website and instructions on how and where to return the completed forms are included. As a convenience for homeowners that do not have access to a printer, printed copies of the pool forms may be picked up from the Little Free Library at the community pool.

After your completed forms are returned to WPHOA, homeowners (and tenants) can pick up your Pool Card at the Pool Sneak Preview event on May 21st between 11 am and 4 pm. If you cannot pick up your Pool Pass on May 21st, it will be mailed to you unless you send an email to poolforms@willowpointe.org and make arrangements to get your Pool Pass from one of WPHOA's volunteers.

Candidates for the Board of Directors

We are pleased to present you with some brief information on the two individuals interested in serving on the Board of Directors. **Jacquie Sedgwick-Landry and Beant S. Lambda.**

Jacquie Sedgwick-Landry. I am re-running for a board position on the Willow Pointe Home Owners Association. I have been a member of Willow Pointe since 2006. I am an Accountant with a strong focus on cash management and bring a wealth of knowledge to the post. Compassion, understanding, dedication, and focus are all personal qualities I offer our residents as we continue to make Willow Pointe a wonderful place to live.

Beant S. Lamba. I want to volunteer to serve the Willow Pointe Community as a member of the Board of Directors. I have been an owner of property in Willow Pointe for 20 plus years, in good standing. I worked at the United States Postal Service for 23 years and retired in 2020 as Supervisor, Maintenance Operations. I am interested in serving my community where I've lived for 20 plus years and use my skill and experience. Thanks in advance.

Community Pool Sneak Preview Saturday, May 21, 2022 from 11 am to 4 pm

The **Pool Sneak Preview** event will be held on **Saturday, May 21st from 11 am to 4 pm.** WPHOA's Recreation & Social Committee is providing refreshments and organizing a fun event for the whole family. Eligible homeowners that have completed and returned the 2022 Pool Registration Form and Waiver can also pick up your Pool Card at the Pool Sneak Preview. Please make plans to attend!

Committee Volunteers Needed

Some of you have questioned why WPHOA no longer recognizes the yard of the month or gives prizes for the best decorated house during holidays. The answer is simple: We Need Volunteers! Whether your interest is Landscaping, Safety Awareness or Modifications-Architectural Control, there is a place for you to serve your community. Just send the Board an email with questions or to let us know your area of interest.

Reminder: Enforcement of the new Deed Enforcement & Fining Policy goes into effect on June 1, 2022. Details may be found with the Governing Documents on the Association website at www.willowpointe.org.

Landscape & Grounds Maintenance Contract

WPHOA recently made the difficult decision to part ways with our long-time landscape vendor. There were many reasons that led to this decision – and a newsletter isn't the place to communicate all those details. The landscape contract accounts for 22% of WPHOA's annual budget and the community has over 30-common areas to maintain that require: mowing; weed-eating/edging; blowing; pruning; weed removal; ant treatment; bed maintenance; insecticides & fungicides; sprinkler maintenance; etc. The contract also includes emptying 8-common area trash cans monthly and inspecting the playground equipment.

In January, the Board began preparing the RFP (request for proposal) package to solicit bids for a new 1-year landscape maintenance contract including, but not limited to, providing the community with:

- 42-general turf care visits
- 8-brush hog mowings of the pipeline easements
- Seasonal color changes for the subdivision entrances
- 1-Crepe Myrtle Pruning in February (approx. 38 trees)
- Quarterly irrigation checks
- Either party can cancel contract with 30-days' notice

We personally met with 4-prospective vendors, showed them all the common areas to be maintained, toured the community with the irrigation specialists, and checked references. The Board received 4-comprehensive proposals and after careful review, the 1-year contract was awarded to **Ace Scapes, Inc.**, effective May 1, 2022. Mowing-turf care is now scheduled for Mondays, the pipeline easements were mowed on May 14th, and seasonal flowers at the Trail Ridge & Willow Crossing monuments and medians are scheduled to be planted on or around May 21st.

Most of the sprinklers were turned on during the first week of May; however, several are inoperable and scheduled for repairs (AT&T should reimburse WPHOA for about a third of the repair costs, or \$1300±, since some of the damage was caused by their contractors.) If you have questions about the landscaping contract or want to be involved in upcoming landscape projects in Willow Pointe, please send the Board an email. We need your help!



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.

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".

A question many homeowners ask is "What is a plot plan and why do I need one?" A plot plan, also known as a site plan, is the map or diagram of your property that details the exterior features and layouts such as all existing structures, features and dimensions (i.e., your house, garage, fence, driveway, patio, utility easements), plus the added description & dimensions of the proposed improvement you want to make. The plot plan is drawn to scale and should have been included in your closing documents. You may also be able to obtain a copy from the Harris County Clerk's office.

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.

If in doubt about what to submit with your application, ASK. Send an email to wphoa.board@willowpointe.org and we will forward to the Modifications Committee-ARC so they can assist you.

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. 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.

Please store your trash cans, recycle cans-carts, yard debris, and heavy trash out of public view to avoid deed restriction violations. The Board is receiving complaints about garbage being left on the curb for days, so your help in addressing this issue is appreciated.



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 continues to receive additional patrol 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 Point calls are listed as contract code EO38 and Winchester calls are contract code EO39. Here is a summary of the April 2022 calls for Willow Pointe:

Accidents – Major & Minor	2
*Local Alarms.....	0
Burglary Residence.....	0
Burglary Motor Vehicle.....	2
Disturbance Family	0
Disturbance Loud Noise.....	0
Domestic Prevention.....	0
Mental Health Call.....	2
Suspicious Person	2
Suspicious Vehicle.....	1
Theft-Other.....	2
Traffic Stops.....	6
Vehicles Stolen	0

*False alarms not included.

Graffiti in Willow Pointe

It has come to the Board’s attention that one of the masonry walls on Pony Express Road was recently “tagged”. This has been reported to the HCSO’s Graffiti Abatement Program and arrangements have been made for the graffiti to be removed.

Graffiti was also found in Winchester Country last month and the HCSO Graffiti Abatement representatives acted quickly. If you notice anyone tagging pools, fences, playground equipment or any other property in Willow Pointe, please contact HCSO’s non-emergency line at 713-221-6000 and/or report it by sending an email to GraffitiAbatement@sheriff.hctx.net. Then, report it to WPHOA’s Board. With your help, we can eliminate graffiti in our community.

Harris County Animal Cruelty Taskforce

If you ever need to report a case of animal cruelty or neglect, there is a new resource: Harris County Animal Cruelty Taskforce. The taskforce was formed with the primary goal of streamlining the process of where and how animal cruelty can be reported in the Greater Houston area. Call 832-927-PAWS (7297) to report or go to their website and fill out the form provided at www.927paws.org.



Parking Do’s and Don’ts

Parking in the neighborhood can be challenging and we strongly encourage all homeowners to park in your own garage or on your driveway, especially if you live on Willow Crossing Drive, Pony Express Road and Trail Ridge Drive, as these main, “spine” streets cross the entire neighborhood. Cars parked on the street can create a hazard for other cars, pedestrians and bicycles. Additionally, when cars are parked on each side of the street, it may render the street impassable or passage unreasonably inconvenient or hazardous for emergency vehicles (like fire trucks), and law enforcement officers can issue citations for these kind of violations.

Many homeowners are unaware that seemingly simple things we do each day are against the law. Texas state law prohibits:

- Blocking driveways.
- Parking less than 15-feet from a fire hydrant.
- Parking less than 20-feet from a crosswalk.
- Parking less than 30-feet from a stop sign.
- Parking more than 18-inches from the curb.
- Inoperable or stored vehicles on the street for more than 48-hours.
- Not parking parallel to curb (this means you must park in the same direction of traffic flow & cannot pull-in or back-in straight on the curbs on cul-de-sacs).

The HOA and Management Company cannot direct law enforcement officers to go out and write citations; however, you may be ticketed by HCSO for any of these violations.

Lastly, many of us are also unaware that our parking practices are causing an inconvenience to our neighbors, and that some of those nuisances are also deed restriction violations, such as parking on the grass or blocking the sidewalk.

Safety Tips to Protect Your Car & Prevent Break-Ins: Never leave your car running or unlocked; Check that all windows are closed; Take your keys; Hide personal items; and Park in plain sight.

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

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.

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 by using your personal computer or smart phone app. If you have any questions, please contact TOPS at 281-807-9500.

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. You will need the 6-digit number on the front of the pole or nearby address/intersection to make the report.

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 (Click the Link to HHW)

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.

If you have questions or comments for the Board, please send an email to wphoa.board@willowpointe.org or visit the website at 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. Additional contact info:

Carlos Mata, Property Manager

cmata@randallmanagement.com

Dee Jarvis, Association Assistant Manager

cassistant@randallmanagement.com
(832) 702-4528

Mailing Address:

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