



RIVERSTONE

Welcome!

NEW RESIDENT INFORMATION

Riverstone Homeowners Association	Pages 1-2
Resident Life & Amenities	Pages 3-5
Staying Connected & Resident Committees	Page 6
The Riverstone Foundation	Pages 7
Good Standing & Deed Restrictions	Page 8
Resource Guide	Pages 9-11



RIVERSTONE

WELCOME TO RIVERSTONE

On behalf of the Riverstone Homeowners Association, the Riverstone HOA Staff extends a special welcome to you! This brief summary of information has been designed to provide you with a quick overview of the Association's operations and general services. We have also attached a page of Quick Reference Numbers for community services.

Riverstone HOA Board of Directors: Trey Reichert, Tom Wilcox, and Ning Kang.

RIVERSTONE HOMEOWNERS ASSOCIATION, INC.

Your Board of Directors has elected to have a dedicated on-site management team to handle the day-to-day administrative affairs of the Association. The on-site team provides financial services, billing and receipting of maintenance fees; serves as the central office for the members and records of the Association; inspects the community for deed restriction enforcement; receives and logs all architectural review applications for committee review and approval; and administers all inquiries, complaints and/or concerns of Association members. The dedicated Riverstone team has been formed as a means of assuring the proper maintenance and upkeep of Riverstone, as well as to provide for the enforcement of deed restrictions and to, ultimately, protect property values. The Riverstone HOA on-site team also serves as the liaison between the Board of Directors and all contractors serving the Association.

The Riverstone community is located in Fort Bend County and is governed by recorded restrictions, which provide for use limitations, as well as determination and collection of annual maintenance fees. In addition, the restrictions outline the duties and responsibilities of the Association, as well as each Owner. As such, certain services normally provided by a city are not available unless they are paid for directly and/or incorporated into the maintenance fees. The Association assists in the administration of certain services, if agreed to and deemed appropriate by the Board of Directors managing the Association. Services provided through the Association are not an obligation of the Association; rather, the Association (through its governing documents) has the option to provide them if it so desires. Specific services presently provided through your Association maintenance fee are street lights; general liability insurance (and related insurance as required for physical properties); administration; recreation centers and landscape maintenance; lake maintenance; deed restriction enforcement; utility costs relating to the recreation centers and landscape irrigation; maintenance and repair of all physical assets; and provision for appropriate reserves for the long-term repair and/or replacement of such assets.

RIVERSTONE HOA OFFICE HOURS

Riverstone HOA office hours are 9:00 a.m. – 5:00 p.m., Monday, Tuesday, Thursday and Friday (excluding holidays) and 9:00 a.m. - 7:00 p.m. on Wednesdays.

RIVERSTONE HOA CONTACT INFORMATION

Any correspondence regarding Riverstone Homeowners Association, Inc. should be sent to:

Riverstone Homeowners Association, Inc.
18353 University Blvd. • Sugar Land, Texas 77479
(281) 778-2222

RIVERSTONE HOA DEPARTMENTS

Mr. Jaime Villegas, CMCA, AMS, PCAM
Community Manager
jaimev@rshoa.org

Finance

finance@rshoa.org

Felecia Alexander
Finance Supervisor
feleciaa@rshoa.org

Ashley Bodungen
Finance Assistant
ashleyb@rshoa.org

Operations

operations@rshoa.org

Julie Kveton
Operations Supervisor
juliek@rshoa.org

Jeff Gajewsky
Maintenance Coordinator
jeffg@rshoa.org

Miguel Castro
Maintenance

Community Standards

communitystandards@rshoa.org

Sean Parker
Community Standards Supervisor
seanp@rshoa.org

Nancy Arteaga
Community Standards Coordinator
nancya@rshoa.org

David Ippoliti
Community Standards Coordinator
davidi@rshoa.org

Community Relations

customercare@rshoa.org

Alexa Goldstein
Front Desk Administrator
alexag@rshoa.org

RESIDENT LIFE & THE CLUB AT RIVERSTONE

Keeping Riverstone residents busy is a community lifestyle director who plans events throughout the year, including on-site family festivals and outings to popular destinations in the surrounding area. Riverstone provides quality living and a full calendar of activities for the whole family to enjoy. From pool parties to movie nights, our Lifestyle Team plans ample opportunities to meet your neighbors, fostering friendships for years to come!

In addition to planning events and outings for residents, the Riverstone Lifestyle Team also manages the Club at Riverstone rentals. The Club at Riverstone has two rooms for rent. Rentals are reserved for our Riverstone residents only. All rentals will have access to a variety of tables and chairs. For more information, please contact our Assistant Lifestyle Director, **Andy Thomas**, at the email address below or by calling the Riverstone HOA office at 281-778-2222.

Lifestyle Team

Nick Deacon
Director of Fun
directoroffun@riverstone.com

Andy Thomas
Assistant Lifestyle Director
theclub@riverstone.com

RIVERSTONE FITNESS CENTER

Riverstone Fitness Center offers residents a variety of equipment for cardiovascular, strength and flexibility training. Riverstone Fitness Center is for the exclusive use of Riverstone Property Owners, their accompanied guest, and Riverstone tenants. Access to the Fitness Center is controlled by the resident amenity ID card. The amenity ID card must be scanned every time a resident enters the facility. Use of Riverstone Fitness Center is restricted to adult Members and guests. Children ages 12-13 are permitted only if supervised in a youth program, with a personal trainer, or with an adult who is giving direct supervision. An adult is defined as someone 18 years or older. Youth under age 12 are not permitted in the weight room.

Riverstone Fitness Center Hours*

Monday – Thursday: 5:00am – 9:00pm

Friday: 5:00am – 8:00pm

Saturday: 8:00am – 5:00pm

Sunday: 10:00am – 5:00pm

(*Fitness Center hours are subject to change.)

Blake Crawford
Fitness Director
fitnessdirector@riverstone.com

RIVERSTONE TENNIS

Riverstone residents have access to two different tennis court locations in the Riverstone community. The Club at Riverstone location offers residents a total of eight courts; one of which can also be used for pickleball. The Riverstone Recreation Center offers two tennis courts. Courts are first come, first served, unless a resident has a prior reservation. Residents may reserve a tennis court by visiting www.riverstone.com and following the steps listed below. Tennis camps and lessons are also available. For more information, contact Riverstone's Tennis Professional, **Giorgio Botto**.

Giorgio Botto
Tennis Director
tennispro@riverstone.com

The Club at Riverstone Court Hours*

7:00am – 10:30pm
(*Hours are subject to change.)

Riverstone Blvd. Court Hours*

7:00am – 10:00pm
(*Hours are subject to change.)

Tennis Court Reservations:

1. Visit www.riverstone.com
2. Log in with your personal login. (If you have not created a login, you will need to click the "resident intranet" button and fill out the form. Your login will need to be finalized prior to making a reservation by a member of the HOA. You will receive a confirmation email.)
3. Click "Resident Intranet" on the list of options at the left.
4. Click "Community Information" at the right under Community Info.
5. Scroll down to click "Tennis Court Reservations" under COMMUNITY AMENITIES.
6. Follow instructions provided on the tennis reservation webpage. (You will have to create a new login for the tennis reservation page.) From there you will choose the desired date and timeslot.



RIVERSTONE POOLS

Riverstone residents can enjoy the summer season by visiting the three Riverstone pools. All residents age 5 and older require an amenity ID card for entrance into the pools. Adult residents may bring up to five guests per household per visit provided they have a valid amenity guest card. Children under the age of 14 must be accompanied by a parent or guardian over the age of 18. Residents needing a new or replacement amenity ID card, should visit the Riverstone HOA office during normal business hours. New residents must show ID and proof of residency. Replacement amenity ID cards are \$15 each.

In an effort to maintain healthy and safe aquatics facilities, only proper swim attire manufactured specifically for swimming may be worn in Riverstone pools. Additional pool rules may be found at each of the pool locations as well as online by visiting rshoa.org > Lifestyle & Fun > Pools.

Riverstone Blvd. Rec. Center
4515 Riverstone Blvd.
Missouri City, TX 77459

Creekstone Village Rec. Center
5438 Creekstone Village Drive
Sugar Land, TX 77479

The Waterpark at Riverstone
18353 University Blvd.
Sugar Land, TX 77479

RIVERSTONE POOL PARTY and SWIM LESSON INFORMATION

To book a party at a Riverstone pool, or to sign up for swim lessons, residents should contact Riverstone HOA's pool management company, Aquatico Pool Management.

Pool Party Information- Parties are only permitted at either the Creekstone Village or Riverstone Boulevard pools. Pool party reservations will not be accepted at The Waterpark at Riverstone. Parties should be booked at least 14 days in advance and may be held during regular pool hours or after hours. For pricing and to a pool party, residents should contact Aquatico at 281-578-7665, by emailing poolparties@aquatico-pools.com, or by completing a booking online at aquatic-pools.com.

Swim Lesson Information- Aquatico offers swim lessons for children between the ages of 3-14. Both group and private lessons are available in the afternoons/evenings. To enroll a child or for additional information, please contact Aquatico Pool Management at 281-578-7665 or email them at swimlessons@aquatico-pools.com.



RSHOA.org and Riverstone.com

Our goal is to keep you informed of the latest news, community events and activities. To that end, we have developed two ways for you to stay connected.

www.RSHOA.org is available for residents to access Riverstone governing documents/deed restrictions, Board agendas and meeting minutes, Association financial information, and commonly used forms such as Architectural Modification Applications, Amenity ID Forms, Gate Access Forms, and Foundation Grant Applications.

www.Riverstone.com is a community intranet site where residents can make clubhouse reservations, book tennis court reservations, and sign up for Riverstone events. Residents can also create a profile for the community directory and sign up to receive eBlasts (email notifications regarding events and other important community information).

RESIDENT COMMITTEES

Hearing Advisory Committee – This committee is responsible for holding hearings for members of the Association to determine if fines or other penalties should be imposed for violations of the Association’s respective dedicatory instruments.

Landscape Committee - Residents serving on this committee shall assist in identifying landscaping related projects, as needed. They shall coordinate yard of the month and annual holiday decorating contest, as well as, help HOA staff identify areas which may not accurately reflect the pride of this community (i.e. littering) and work with HOA staff to brainstorm and implement ideas that promote taking pride in our community.

Foundation Committee – The Foundation Committee serves as an advisory committee to the Association’s Board of Directors. The purpose of this committee is to review grant requests and make recommendations to the Board regarding sponsorship of programs, activities, and events which are deemed beneficial to the general good and welfare of Riverstone.

THE RIVERSTONE FOUNDATION

“One of the newest housing trends in the nation is the establishment of trusts and foundations to provide communities with unlimited opportunities for the future. Such foundations set their communities apart by going above and beyond the responsibilities and activities of traditional homeowners’ associations. They provide a higher level of services and resources to the community, residents and non-residents alike, in a manner that is less intrusive than the standard method of annual assessments.”

– Trey Reichert, Riverstone General Manager

Each time a property in Riverstone transfers ownership, one-quarter percent (0.25%) of the gross selling price is collected in the form of a Foundation Payment. The collected funds are then used to supplement and complement the functions of the Riverstone Homeowners Association through the sponsorship of programs, activities, and events that are deemed beneficial to the general good and welfare of Riverstone.

Designed to create a profound sense of community and invest in the future of Riverstone, Foundation Payments help fund a wide variety of innovative projects and enriching programs that have an impact on the quality of life of Riverstone residents and, by extension, the community at large.

Additionally, some of the Foundation funds are appropriated to provide monetary assistance to Riverstone families challenged with the financial stress of caring for a child with a chronic, debilitating illness or birth defect. These funds are in the form of a special grant known as the Children’s Catastrophic Fund Grant.

An advisory committee, known as the Foundation Committee, serves to review grant applications and make recommendations to the Association’s Board of Directors in determining projects and programs believed to best reflect the needs and interests of the community. Projects include, but are not limited to:

- Community events, clubs, groups, and sports
- Health and wellness
- Technology
- Education
- The environment
- Enhancements and improvements to infrastructure with the development

Grant guidelines and applications are available on the Association’s website at www.rshoa.org > Foundation.

MEMBERS IN GOOD STANDING

In order to maintain a good standing with your Association, maintenance fees must be paid on time each year and the property should not be in violation of the rules, regulations and/or deed restrictions. Maintenance fee billings are issued each year in advance of the due date of January 1st, to provide the Owner a statement of the fees due. Also, only applicable neighborhood fees should be paid as required by your neighborhood documents.

DEED RESTRICTIONS

Each Owner (and/or his tenant) has agreed to abide by the recorded deed restrictions as a result of the purchase of the property. The deed restrictions run with the land and are the obligation of each Owner. In the event a tenant resides on the property; the Owner remains responsible for any and all actions of their tenant. An inspection of the community is performed routinely for the benefit of noting any violations that are visible. The enforcement procedures for deed restriction violations are outlined through a policy adopted by the Board of Directors. The Association is committed to the enforcement of the deed restrictions for the benefit of enhancement of quality of life, as well as the protection of property values. Should you encounter any problems with deed restrictions, please contact the Community Standards Department.

ARCHITECTURAL REVIEW PROCESS

IMPORTANT! Prior to making any change to the exterior of your home, each Owner is obligated to submit an application for architectural review, which shall include drawings, specifications, description of materials to be used, and a lot survey which is marked to indicate the location of such proposed improvements. Any and all exterior improvements require architectural approval, i.e., without limitation, exterior paint, swimming pool, basketball goal, storage building, playground equipment, sprinkler system, landscape renovation, etc. This information will first be logged in the Association records and forwarded to the Architectural Review Committee and/or its designated representative for appropriate review. Thereafter, the Committee has forty-five (45) days to complete the review and provide a written response to the applicant. **NO IMPROVEMENTS AND/OR MODIFICATIONS ARE APPROVED, NOR SHALL ANY WORK COMMENCE, PRIOR TO RECEIPT OF SUCH WRITTEN APPROVAL.** To begin any improvement and/or modification prior to completion of the application process may result in an expense to you for the removal, reconstruction, and/or relocation of your improvement. ARC applications are available for download by visiting www.rshoa.com, Resource Center, Forms.

RESOURCE GUIDE

To assist you in getting settled into your new home, please use the information below as a guide in setting up your utilities in Riverstone. If you experience problems getting service from any of these providers, please contact us at 281-778-2222 so that we can assist in getting the situation corrected. We are here to serve you; please let us know if you have any questions. You may also contact us by email at customercare@rshoa.org.

Cable, Internet, and Phone Service

Please refer to the information below to see which companies serve your neighborhood.

<u>Provider</u>	<u>Neighborhoods</u>
Comcast Cable & High-Speed Internet (713) 341-1000 http://www.comcast.com/customer-home	All Riverstone neighborhoods
enTouch (281) 225-1000 http://www.entouch.net/ Area Representative: Francisco Miranda (281) 394-7299 fmiranda@entouchsystems.net	Most neighborhoods; with the exception of a few neighborhoods north of Oilfield Road
Windstream 1-800-501-1754 www.windstream.com	Alden Springs, Avalon at Riverstone, Crossing Cove, The Crossing II, Marble Bend, Olive Hill

Driver's License

Texas Department of Public Safety
(281) 633-5400
www.dps.texas.gov

Electricity

Electric provider of your choice. Call your electric service provider of choice if you already have a meter. If you do not have a meter, call CenterPoint Energy at (713) 207-2222 to request one. Wait two business days, then call your provider.

Call toll free 1-866-PWR-4-TEX (1-866-797-4839) or visit www.powertochoose.com for a current list of retail electric providers for the area.

Emergency Contact Information

Note: If your home is in the city limits of Missouri City, you are protected by Missouri City Police and Fire. If your home is located in Fort Bend County, you are protected by Fort Bend County Sheriff's Dept. and either Sugar Land Fire and EMS or the Missouri City Fire Department.

Emergency – All residents	Dial 911
Fire Non-Emergency Residents in the city limits of Missouri City Residents in Stonebrook or with a Sugar Land address	(281) 403-4300 (281) 275-2525
Police Non-Emergency Residents in the city limits of Missouri City Fort Bend County Sheriff	(281) 403-8700 (281) 342-6116
Fort Bend County Crime Stoppers	(281) 342-TIPS (8477)
Poison Control	(800) 764-7661

Gates

If you live in a gated community (not including The Manors) and:

- The gates are not operational (if after-hours, email operations@rshoa.org)
- You need to program a new toll tag or entry code
- You would like to request a special gate code for a party, etc.

Please call the on-site HOA office at (281) 778-2222.

If you live in The Manors, call FirstService Residential at (713) 932-1122.

Mail Activation/Mail Keys

To set up your mail service, take your closing papers and driver's license with you to the applicable post office listed below.

All residents with a Missouri City address (77459)	Missouri City Post Office	3701 Glenn Lakes Lane (not a full-service post office) 281-208-1832
All residents with a Sugar Land address (77479)	First Colony Post Office	3130 Grants Lake Blvd. (full-service post office) 281-494-4150

Natural Gas, Water & Sewer

NATURAL GAS

All Residents except for The Manors	Si Energy	Call (281) 778-6250 for service activation and billing.
Residents in The Manors	CenterPoint Energy	Call (713) 659-2111 for service activation and billing.

WATER & SEWER

All residents	Si Environmental	Call (832) 490-1600 for service activation & billing. For 24/7 Emergency Repair, call (832) 490-1601.
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Newspaper

Houston Chronicle	(713) 220-7171	www.chron.com
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Recycling & Trash

To set up billing: Your trash service will automatically be set up after you first establish water service through Si Environmental (832) 490-1600. Garbage will be listed under "Sewer" on your water bill.

All residents with a Missouri City address, except for residents in The Manors or Stonebrook (MUD 46, 115)	Recycling	WCA Waste Corporation – (281) 403-5800 Pick-up day: Every other Monday
	Trash	WCA Waste Corporation – (281) 403-5800 Pick-up days: Mondays and Thursdays *Call WCA to give them your move-in date.
Residents in The Manors	Trash	WCA Waste Corporation – (281) 403-5800 Pick-up days: Wednesdays and Saturdays *Call WCA to give them your move-in date.
	Recycling	Best Trash – (281) 313-2378 Pick-up day: Friday
All residents with a Sugar Land address and Stonebrook residents (MUD 128, 129, 149)	Recycling	Best Trash – (281) 313-2378 Pick-up day: Friday
	Trash	Best Trash – (281) 313-2378 Pick-up days: Tuesdays and Fridays
Local Recycling Center for all residents		Fort Bend County Recycling Center (281) 633-7581

Residential Alarm Permit

Missouri City residents	City of Missouri City	(281) 403-8643 / www.missouricitytx.gov
Residents with a Sugar Land address and	Fort Bend County	(281) 341-4610 *ask for the Alarm Permit Unit www.fortbendcountytx.gov

Schools

Fort Bend Independent School District	www.fortbendisd.com	16431 Lexington Blvd., Sugar Land, TX 77479 (281) 634-1000
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Street Lights Out in the Community

Standard "Cobra Head" Street Lights *Please have the pole number available	CenterPoint Energy	www.centerpointenergy.com/outage (713) 207-2222
Decorate Street Lights Please have the pole number available	Riverstone HOA	(281) 778-2222

Voter Registration & Election Information

Visit www.fortbendcountytx.gov for more information. Once on the site, select "Departments" and "Elections/Voter Registration"