

# SHADOW CREEK RANCH FAQs

12234 Shadow Creek Pkwy Suite 3112. Pearland TX 77584  
Phone: 713.436.4563 | Email: [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com)  
Website: [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com)

## 2022 SHADOW CREEK RANCH HOA ASSESSMENTS \$999

### ASSESSMENT DUE DATE:

Assessment dues are due in full on **January 1<sup>st</sup>** and becomes delinquent on **January 31<sup>st</sup>**. Payment received after **January 31<sup>st</sup>** will incur a late fee of **One Hundred Dollars (\$100.00)** and a **monthly interest finance charge of 18% per annum until paid in full**. If your account is at collection there may be additional legal fees not reflected on the current balance.

There are **FOUR (4)** ways to remit payment:

#### 1. Online

Visit [www.clickpay.com](http://www.clickpay.com)

Use a credit or debit card for a nominal fee or by e-check (ACH) from a bank account, FREE!

#### 2. U.S Postal Mail

Send your check/money order with payment coupon to:

**Village of (Name of your Village) Bay c/o First Service Residential**

PO Box 30419

Tampa, FL 33630-3419

#### 3. Telephone Payment

Call **888-354-0135 Option 1**

Additional processing fees may apply.

#### 4. Shadow Creek Ranch HOA Office

**12234 Shadow Creek Parkway, Bldg 3 Suite 112, Pearland TX 77584** (behind Sherwin Williams).

The HOA office can accept payments presented by credit or debit card for a nominal fee or by e-check (ACH) from a bank account at no charge during regular business operating hours. Business operating hours are Monday – Friday from 8:30 a.m. – 5:00 p.m.

\*Note: The HOA office cannot accept payments for accounts that are in collections.

Prepayment Plan Options are available to pay your HOA dues and offers many benefits.

1. To Split your dues into more manageable, monthly payments.
2. Avoid receiving one large statement during the holidays.
3. The earlier you sign up, the lower the monthly payment.

To participate, simply go to [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com), login to the Pay Online tab using ClickPay, then look for the “Auto Pay” option and follow the prompts.

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## COMMUNITY INFORMATION ACCESS

Shadow Creek Ranch HOA offers a web-based service that utilizes proprietary software to give you real-time information about your community and your homeowner account.

By logging on to your Village Portal

<https://villageofdiamondbay.connectresident.com/>

<https://villageofbiscaynebay.connectresident.com/>

<https://villageofemeraldbay.connectresident.com/>

<https://villageofreflectionbay.connectresident.com/>

<https://villageofreflectionbaygated.connectresident.com/>

you will be able to, when available:

- View your account balance and history
- Be the first to know the latest news in your neighborhood
- See your community calendar
- Access the governing documents for your association
- Search frequently asked questions
- Read current and archived newsletters
- View account information, including your mailing address, phone numbers and email addresses registered to your account

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## SHADOW CREEK RANCH MEMBERSHIP ACCESS CARDS

Shadow Creek Ranch Membership Access Cards allow access to four (4) people per card at any of the community's four (4) popular swimming pools as well as the community amenity facilities during operating hours. The cards prevent unauthorized users from gaining entry while promoting community-wide safety.

To confirm your Shadow Creek Ranch Membership Access Cards are active email Shadow Creek Ranch HOA Member Services at [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com). Include your **Property Address & Membership Access Card Numbers**.

Contact Shadow Creek Ranch HOA Member Services to report lost/damaged cards.

Replacement card costs are **\$100.00 per card**.

Membership Access Cards are available at the Shadow Creek Ranch HOA office..

### GUEST POLICY

A guest is defined as anyone who does not live in Shadow Creek Ranch and does not have an SCR Membership Access card. Guests must be accompanied by a Shadow Creek Ranch Membership Access card holder. Residents are responsible for the behavior of their guests and must remain at the pool with their guest at all times.

Shadow Creek Ranch Resident Owners are issued (2) Cards are ONLY issued to the property Owner of record. To obtain the Membership Access cards your account must be in good standing.

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## **TRASH PICK UP DAYS:**

Trash pick-up days are Tuesday and Friday. Heavy trash day is every Friday. Trash must be placed in plastic bags for pick-up.

Recycle: West of Kingsley- Tuesday

Recycle: East of Kingsley- Friday

Green Waste- Tuesday

*Curbside Household Hazardous Waste call 1.800.449.7587 to schedule a pick-up.*

Animal Control will provide formula for trash if animals are tearing into trash bags.

### **Frontier Waste: Recycle Bins: (City Issued)**

The new recycle bins issued the City of Pearland must be stored out of view. They cannot be stored on the side of the home or in front of the house.

Please contact the City of Pearland for removal of the large Recycle Bin

City of Pearland will contact Frontier Waste and inform them the homeowner wants it removed.

(281) 652-1600 City of Pearland.

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## **SCHOOL DISTRICTS:**

Fort Bend Independent School District: 281.634.1000

Alvin Independent School District 713.436.0180

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## **MAILBOX KEYS:**

Contact the U.S. Post Office, 2700 Cullen Blvd. Pearland TX 77584 | Phone (800) 275-8777

A photo ID and closing documents are required for keys to be issued.

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## **CLUBHOUSE:**

The Village of Emerald Bay Clubhouse is located at: 11814 N. Clear Lake Loop.  
Rentals are available for Shadow Creek Residents.

Rental Fee is \$130.00.

Please contact the HOA office at 713.436.4563 or [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com) for additional information and reservation availability.

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## **COMMUNITY LIGHTING:**

Please report streetlight outages to <https://slo.centerpointenergy.com/>  
Monument light outages should be reported to the HOA at [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com) or  
713.436.4563

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## **DOGGIE BUSINESS:**

Attention dog owners: Please make sure your pet does its "business" in the privacy of its own home and not in your neighbor's yard. Pets must always be restrained.

## **REGISTER YOUR PET**

All residents who reside in the city limits must register their pets with the City of Pearland. Only five pets are allowed per household. There is an annual fee of \$10 if your animal is sterilized and \$30 if your animal is not sterilized. Proof of current rabies vaccination must be provided. The licensing documents (to register your pet) can be found at all local veterinarian offices or the Animal Control office or you can register your pet [online](#).

### PEARLAND ANIMAL CONTROL

2002 Old Alvin Rd  
Pearland, Texas

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## **MOSQUITO CONTROL:** (Handled by counties)

Fort Bend: 281.342.0508  
Brazoria- 281.864.1532

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## **IS IT BROKEN?**

Please report Common Area Work Orders to the HOA by visiting the website at:  
[www.ShadowCreekRanchHOA.com](http://www.ShadowCreekRanchHOA.com)  
(Log-in required) or contacting the HOA office by calling 713.436.4563 or by email  
[Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com)

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## **ARC REQUIREMENTS:**

All exterior change requests must be submitted to the Architectural Review Committee for review and written approval must be obtained prior to commencement of work.

There is a \$25.00 administrative fee (\$125.00 administrative fee for pools) and a \$25.00 post inspection fee for each application made payable by check or money order to your Village.

A copy of the lot survey is required for any home modifications excluding exterior paint. Color photos are required for all modifications List of materials, drawings should be included when applicable.

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## **CHANGE OF ADDRESS?**

Remember to notify the Homeowners Association office in writing of address changes. If you are leasing your home, the HOA needs to know. The HOA mails important information to the address on record unless notified otherwise.

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## **STREET PARKING:**

For the safety of our children and neighbors, if you have multiple vehicles, please park them in your driveway. Street Parking is not prohibited in Shadow Creek Ranch or the City of Pearland. Report illegal parking or safety issues to:

Pearland Police Dept. Non-Emergency **281.997.4100**  
City of Pearland Code of Compliance **281.652.1766**

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## **BRAZORIA-FORT BEND COUNTY MUNICIPAL UTILITY DISTRICT 1**

<http://www.bfbcmud1.com/>

The District generally meets on the first Friday of the month at 12:00 p.m. at the offices of [Allen Boone Humphries Robinson LLP, 3200 Southwest Freeway, Suite 2600, Houston, Texas 77027](#). In addition to the website, agendas for each meeting are posted at the Recreation Center at [14210 Windward Bay Drive, Pearland, TX 77584](#), and at the Brazoria and Fort Bend County Courthouses at least 72 hours before every meeting, and the Board of Directors invites all members of the public to attend its meetings. Please contact the District through the [Contact Us](#) page if you need confirmation of a Board meeting.

As a reminder, the City of Pearland operates our water and sewer system and provides garbage collection services. If you have any questions about your service, please call the City of Pearland at (281) 652-1603 or visit the following link:

<https://www.pearlandtx.gov/departments/public-works/water-production>