



MANAGEMENT OPERATION SERVICES [MOS Team]

Have questions about your HOA? At FirstService Residential, your Community Manager works on the day-to-day operations of your community, placing them in the field frequently and working closely with your Board members. With this in mind, we have implemented a new support system of well-trained team members that are able to assist homeowners with general inquiries about the community. This will ensure a timely response, 24-48 hours, to the frequently asked questions that residents have.

Please include your address and the name of your community when contacting us.

Email contactus.tx@fsresidential.com or call 281.681.2000 for general homeowner / resident inquiries

Email shared.mos@fsresidential.com for inquiries about:

- Pool / Gate access cards
- Gate directory programming
- Amenity reservations

Email compliance.mos@fsresidential.com for inquiries about:

- Confidential reporting of deed restriction violations
- Receipt of a notice of a deed restriction violation