



## Grand Mission Homeowners Association, Inc.

*Life on a Grand Scale*

### Welcome to your New Home!

We know that home-buying can be a very stressful, yet rewarding experience, and we want to congratulate you on your new home purchase. **Welcome to the community!**

*It is a Grand Idea. It is Life on a Grand Scale. It is a Grand Life!*

Grand Mission began as a dream inspired by you. Today, it's **your** still developing master-planned community which is currently comprised of almost 3,000 residential lots, with additional sections being added each year. The stunning homes, exemplary schools, and exciting amenities make up Grand Mission. **We have included some helpful information to get you started in your new community.**


#### **THE HOMEOWNERS ASSOCIATION**

A homeowners' association (HOA) is an organization of property owners that administers the rules and upholds the covenants of the subdivision. So when you live in a neighborhood with an HOA, its rules affect and limit what you can do to the property you own. The rules and covenants are enforced by the HOA's homeowner-elected or developer-appointed board of directors.

That's good news to some, since HOA covenants and bylaws preserve the value of your land by ensuring neither you nor your neighbors do anything like paint your house a distasteful color or park several commercial vehicles in your driveway. The debatable news is that you can't necessarily do what you want with your own private property. Both directors and homeowners have a duty to uphold their ends of the bargain. Neglecting to do so could lead to legal action. HOAs have other roles, as well. In return for your annual assessment, HOAs provide neighborhood amenities, such as lakes, parks, clubhouses, fitness facilities, pools, common area landscape maintenance, and even social events.

When you purchased your home in Grand Mission, you automatically became a member of the Grand Mission Homeowners Association, Inc. Each year, you will pay an assessment to the association which allows for community maintenance and repairs, amenity usage, community utilities (such as irrigation, pool and building facilities, etc.) and the management and administration of association affairs.

#### **HOA MANAGEMENT**

Grand Mission HOA is managed by Inframark. Therefore, you may receive community correspondence that displays this Inframark logo . Your onsite Management Team is Community Manager, Kaye Follie, and Asst. Mgr./Event Planner, Tiffany Higgs. They are available at the clubhouse office Monday through Friday from 8AM – 6PM.

#### **There are Four Ways to Contact HOA Management:**

<p><b>By Phone:</b> (281) 870-0585 Our Customer Care Center is open 7:30 AM to 6:00 PM Mon. – Fri. Report Common Area Maintenance Emergencies 24 hours a day</p>	<p><b>By Email:</b> <a href="mailto:CustomerCare@inframark.com">CustomerCare@inframark.com</a></p>
<p><b>In person (2 locations):</b> <u>Community Clubhouse Office</u> – 7302 Grand Mission Blvd. @ Bellaire Blvd. 8:00AM – 6PM Mon. – Fri. (unless otherwise noted) (281) 232-6621</p> <p><u>Corporate Office</u>                      2002 W. Grand Parkway North, #100 Katy, TX 77449 8AM to 5PM Mon. – Fri., closed Holidays.</p>	<p><b>Online:</b> <a href="http://www.grandmissionhoa.com">http://www.grandmissionhoa.com</a></p>



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### **ANNUAL ASSESSMENTS:**

The assessments are necessary to maintain the common areas of the community. The assessments help pay for landscape service, lake maintenance, amenity maintenance, insurance, and administrative services, etc. The Annual Maintenance Assessment invoices will be mailed out to each Homeowner no later than December 1<sup>st</sup> of each year. It is due on January 1<sup>st</sup> of each year and becomes delinquent on January 31<sup>st</sup> of each year.

There are two (2) ways to pay your assessments:

#### **Mail to:**

Grand Mission Homeowners Association, Inc. c/o Bank Lockbox  
P.O. Box 219  
Richmond, TX 77406-0006

*Check or money order made payable to Grand Mission H.O.A. with your account number written on the payment. Mail your check 7 days prior to the end of the payment deadline to avoid late fees. Do not sent post-dated checks to the lockbox as all checks are deposited immediately.*

#### **Pay online at:**

[www.grandmissionhoa.com](http://www.grandmissionhoa.com)

Via credit card – Mastercard / Amex / Discover (*Surcharge may apply*)

Via Echeck (*Free*)

**\*\* You will need the Assoc. I. D. (870) and your individual 5-digit account number that can be found on your invoice to utilize this option.**

### **DEED RESTRICTIONS**

Many property owners are not made aware of the restrictions and requirements of property ownership within the community at the time they purchase their home. The standards of your community are outlined in the Covenants, Conditions, and Restrictions (CC&Rs) which is a recorded instrument of rules and regulations governing your community. Make sure that you read through these documents and fully understand all of the restrictions (such as trash containers cannot be stored out in public view on non-trash pick-up days). This entire document (it is lengthy!) is available on the community website ([www.grandmissionhoa.com](http://www.grandmissionhoa.com)) under the “RESOURCES” menu.

One of Inframark’s many functions is the regular inspection of all properties and enforcement of deed restrictions. Your community’s deed restrictions will be strictly enforced; therefore, it is important that you know the HOA’s rules and follow them. Ignorance of the rules, does not exempt you from the rules. Therefore, contact Inframark if you have any questions, need information, or you did not receive a copy of your restrictions at the time you purchased your home.

### **EXTERIOR MODIFICATIONS:**

ANY change to the exterior of your home (landscaping, painting, fence alterations, etc.), no matter how insignificant it may seem, requires prior approval from the Architectural Review Committee (ARC). This procedure is important in maintaining the aesthetic integrity of our neighborhoods. It is very important you receive approval **prior** to the start of work. This could save you money if the work does not comply with the Association’s Guidelines and must therefore be redone. You can submit an ARC Application for ALL exterior improvements, additions, and/or modifications on the community website ([www.grandmissionhoa.com](http://www.grandmissionhoa.com)) to initiate the review process. You can complete the ARC Application in its entirety and submit all supporting documents for review completely online.



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### **EXTERIOR MODIFICATIONS (Cont.):**

The ARC Application can be found in the "ONLINE FORMS" menu, under the "FOR RESIDENTS" tab. The ARC Committee has up to thirty (30) days to review the application.

### **HOME ALARM MONITORING:**

Home Alarm Monitoring Service is an additional amenity provided to you through the payment of your annual maintenance fee. Please contact OnDuty Systems Customer Service Department at 713-378-7500 upon move-in to schedule the installation and activation of your basic service.

### **AMENITY ACCESS:**

As a Grand Mission Resident, you have access to the following community amenities:

- (1) Clubhouse
- (1) Fitness Center
- (1) Lake-side pool facility
- (1) Junior Olympic Pool, 18' Dual Chute Slide, and Kid's Water Spray Park
- Hiking and Biking Trail System
- Soccer Fields
- Lakes, Parks, and Playgrounds

Please visit the community website, [www.grandmissionhoa.com](http://www.grandmissionhoa.com), to submit an electronic request for your initial amenity access card, or if you need to purchase an additional or replacement access card or key fob. The Community Clubhouse is open Mondays thru Fridays from 8:00 AM until 6 PM (*unless otherwise noted*). Residents can enter the clubhouse during office hours to lounge, shoot pool, watch TV, eat lunch, drink coffee, or speak with the HOA Manager regarding Association business, deed restrictions, community events, inquire about clubhouse rental reservations, and more.

### **COMMUNITY WEBSITE:**

Please visit the Grand Mission HOA community website at [www.grandmissionhoa.com](http://www.grandmissionhoa.com) for event information and community announcements. You can also pay your annual assessment fee online, find electronic copies of your governing documents, as well as submit requests for ARC applications for improvements, amenity access, and clubhouse rentals.

**WELCOME HOME!!!**