

KINGWOOD VILLAGE ESTATES

Welcome

To

KVE

Dear New Resident:

The residents and staff of Kingwood Village Estates feel privileged and delighted to have you among our “family”. We realize that you will be busy within the next few days, and we would like to assist you in any way. The enclosed information should help you become accustomed to living at KVE. Once again, we welcome you and hope you feel at home very soon.

The residents and staff of KVE.

KINGWOOD VILLAGE ESTATES

KEYS

When you purchase or lease an apartment you receive three (3) keys: one key for your apartment, one for the Clubhouse, and one for your mailbox in the mailroom. The key to the Clubhouse also gives you access to the swimming pool and front and back gates. The back gates are located behind Windsor House and Wilshire House and give you access to the shopping area (Ryan's Cleaners, Alspaugh's Ace Hardware, CVS Pharmacy, Randall's Grocery) behind the complex. **You should leave an extra key with someone in case you are ever locked out.** The front and back gates and pool gate are to be locked **AT ALL TIMES.**

The Fire Department code requires that each unit have a key in the central key box for fire or emergencies.

The previous owner, if you have purchased an apartment, or the current owner, if you are leasing, are to provide you with the keys and any remote/swipe card for the gate.

POSTAL SERVICE

The mailroom is located to the right of the lobby entrance. There you will find your box with your apartment number on it. You will have been issued a key to your mailbox. It is recommended that you have an extra key made. There is a fee for lost keys that have to be replaced.

Outgoing letters are to be placed in the slot to the lower right of the mailboxes.

Packages are delivered to the building, either to your apartment or left in the mailroom. If you are expecting a package, check the mailroom periodically.

You also have a pigeonhole slot ("cubby") with your name and apartment number on it in the mailroom. Resident up-dates, In-house messages, notices of activities, and notices from residents will be deposited in this box.

Kingwood Post Office:

4025 Feather Lakes Way

Hours: Mon.-Fri. 9:00AM-5:00PM; Sat. 9:00AM-2:00PM.

(281) 913-1999; (800) 275-8777

Federal Express Office:

2855 W. Lake Houston Parkway
(281) 360-6750

UPS Store:

4582 E. Kingwood Dr.
(281) 360-6868.

NEWSPAPERS

The Houston Chronicle will deliver to your door. Call (713) 220-7211 for more information.

BULLETIN BOARDS

The bulletin boards are located in the mailroom. The bulletin boards are for the posting of information regarding social activities, events, and meetings, notices to residents, minutes of Board of Directors meetings, etc. The counter below the bulletin boards is used for activity sign-up sheets and the pest control log book.

TRASH REMOVAL

Trash pickup by Republic Services is Monday and Thursday. Bag your trash and clean paper separately and place outside your apartment door between 6:00AM and 10:00AM on Monday and Thursday for pick-up by Ricardo - please do not place your trash outside your door the evening before pick-up. The trash bin (blue) is located between the Windsor and Wilshire carports and is accessible to residents 24 hours a day. **All cardboard boxes are to be broken down before being placed in the recycle bin.**

The recycle bin (green and yellow) is located at the back between the Windsor and Wilshire garages and is for paper only - newspapers, phone books, magazines, mail and cardboard which must be broken down. We receive income from Paper Retriever depending on the weight of the paper bin when it is picked up. Ricardo will pick up your paper recyclables if you separate them from the rest of your trash. There are also paper recycle bins in the mailroom.

Recycling of glass, cans, plastic, and cardboard is available on the weekend at Kingwood Park & Ride located behind the Kingwood Community Center at the corner of West Lake Houston Parkway and Rustic Woods.

In case of a holiday, a notice regarding a change in trash pick--up times will be placed on the bulletin board in the mailroom and in the elevator.

You can always take your own trash to the blue trash bin located at the end of the carports.

AIR CONDITIONING/HEATING

Windsor House

While you are responsible for the geothermal air conditioning and heating unit itself, the connections to the geothermal water loop are the responsibility of the Association. Any issues with the circulating pump or pumps on the water loop are the responsibility of the Association and will be addressed upon request of the Manager by the approved service company.

The filter to your geothermal air conditioning and heating unit is located to the left side of the unit inside your appliance closet or on the inside of the appliance closet door. Check the filter in your unit monthly and change every six weeks to two months. Use algacide tablets (2 per month) in the drain pan on your unit. Ricardo can show you how this is done. If Ricardo changes your filter, you must pay him for providing that service. Your geothermal heating and cooling unit and the geothermal loop system requires a company with experience in servicing this type of unit therefore, it has been established that RELM is the only company to be contacted at this time.

Wilshire House

Check the filter, which is located on the right backside of your unit monthly and change it every six weeks to two months. To guard against clogs caused by hardened algae, please use algacide tablets (2 per month) in the drain pan on your unit. Rene can show you how this is done. If Rene changes your filter, you must pay him for providing that service. Your air conditioning and heating unit and the building's air conditioning and heating system require a company with experience in servicing this type of unit and this type of system. You are urged to

use one of the companies listed under Air Conditioning/Heating below. It is recommended to use RELM but not mandatory.

HOT WATER HEATER

As recommended in your Hot Water Heater Manual, the Heater should be flushed once or twice per year. Flushing involves opening the bottom drain valve to flush out deposits that are collecting in the bottom of the Heater. This will reduce build-up of deposits around the heating coil and protect against early failure of the Heater. You may need a hose to drain the water into a bucket if there is insufficient space to collect the water into a bucket directly from the drain valve.

UTILITIES

Residents are responsible for their own telephone and electrical service.

Water, sewer, and extended basic cable service are provided by Kingwood Village Estates and are covered by your maintenance fee.

Suddenlink is the provider of extended basic cable service for Windsor House. For HD TV or to upgrade your cable package, contact Suddenlink at (281) 8980298; Account Number 6153657-01. Suddenlink is located at 4103 West Lake Houston Parkway.

MONTHLY MAINTENANCE FEE

Monthly maintenance fee payments are made to Associa/Principal Management Group of Houston, within ten (10) days from the due date each month. A late fee will be charged on accounts not paid after 10 days. Checks are to be made payable to Kingwood Village Estates and mailed, along with the appropriate coupon for the month directly to:

Kingwood Village Estates
c/o Associa/Principal Management Group of Houston
P. O. Bo 3157
Houston, TX 77253-3157

Please do not drop off your payment to the office or in the Manager's drop box.

You can also make a payment online at www.pmgghouston.com

0118. A refundable cleaning deposit of \$50 and a non-refundable usage fee of \$50 are required.

PEST CONTROL

The contract for pest control is with ABC Lawn & Pest Control. The first floor is treated on the second Thursday of March, June, September, and December; the second floor on the third Thursday of January, April, July, and October; and the third floor on the second Thursday of February, May, August, and November. If you have a pest problem between treatments, please so indicate in the log book located on the counter in the mailroom. Any service provided between regularly-scheduled treatments is at the resident's expense.

MEETINGS/SOCIAL ACTIVITIES

The Board of Directors meets in the clubhouse. The dates will vary, but are posted on the website and on the bulletin boards in each house. These meetings are open to all interested parties. Check the bulletin boards for information regarding these meetings.

Both Houses have social activities (birthday celebrations, ice cream socials, pizza parties, dinners) from time to time; watch the bulletin boards for notices. There is a KVE Social Hour on the First Thursday of each month at 5:00PM in the Forest Room of Windsor House. Everyone is encouraged to attend.

Please check the bulletin board in the mailroom or the calendar on our website to keep apprised of these activities.

PARKING

Each apartment has a parking space or garage assigned to it under Article I, Section 1.3, Exhibit C of the Amended and Restated Declaration of Condominium. All residents are to park in their assigned parking space or garage in the back of Windsor House leaving the front parking area for guests. Please park as close as possible to your side of the parking space, giving your parking neighbor adequate room to pull in next to your vehicle. There is overflow parking to the northeast of the Clubhouse. Please advise your housekeeping help, health care personnel, and other service personnel to park in the overflow area.

PETS

Move-in and Move-out Policy

Effective April 1, 2015

1. Move-in and Move-outs will be scheduled Monday-Friday from 8am to 4:30pm
2. Move-in and Move-outs may be scheduled for Saturday, but only after payment of a non-refundable fee of \$250, to cover Association costs in providing management monitoring.
3. Move-in and/or Move -outs are not allowed on Sunday's.
4. The front doors are not allowed to be left open therefore, a front door monitor must be provided, to open and close the doors, by the responsible person scheduling the Move-in or Move-out.
5. Any facility damages resulting from a Move-in or Move-out will be billed at cost to the owner of record of the Condo unit involved.

WATER SHUT-OFF VALVE

The main water shut-off valve for your apartment is located in a closet either by your front door or in your bedroom. It is important that any time the main water supply is turned off that you also turn off your water heater. The water heater is turned off at the electrical breaker box.

There is also an individual shut-off under each sink and behind each toilet, the washing machine, and the refrigerator.

RESERVATIONS FOR GUEST SUITES, CLUBHOUSE, AND SWIMMING POOL

There are two guest suites in each building, #225 and #325, in Windsor House and # 223 and # 323 in Wilshire House, that residents can reserve for overnight stay for family or friends. A reservation for up to one week (7 days) can be made in accordance with Article IX, Section 9.8 of the Amended and Restated Declaration of Condominium. There is a \$40/day charge plus a one-time \$10 charge if the sofa bed is used. For reservations, call the KVE Manager at (281) 312-0118.

To reserve the Clubhouse or pool, please contact the KVE Manager at (281) 312-

Dogs: Dogs (no more than 1) are allowed on the first floor **ONLY** and must be contained in the owner's apartment. If not contained in the owner's apartment, they must be carried or kept on a short leash and attended by a responsible person. Entrance to and exit from the owner's apartment must be via the patio.

Cats: Cats (no more than 2) are allowed on all floors and must be contained in the owner's apartment. If not contained in the owner's apartment, they must be carried or kept on a short leash and attended by a responsible person.

Birds: Birds (no more than 2) are allowed on all floors and must be contained in the owner's apartment. If not contained in the owner's apartment, they must be carried and attended by a responsible person.

Animals are NOT permitted in the lobby area, common areas, or in the guest suites. Pets are not permitted at any time to be tied or left unattended on your patio.

ARRIVAL OF GUESTS

You should advise the gate attendant when expecting a guest or service company (phone: 832-433-1778). When the gate attendant is not present to operate the front gate directory, your guest will use the up or down arrows to find the resident's name. Press the call button (picture of phone) or the # key on the key pad to call the resident. The resident will press nine (9) on their telephone which will release the gate to the open position. Another option is to press the number 1 button and then press the apartment unit number. This will call the resident, and the resident will press nine (9) on their telephone for the gate to open.

When your guests(s) arrive at the front door, they will use the # key to scroll the directory to find your code number. They will dial this number to call you from the front door. Press nine (9) on your telephone, and this will release the lock so they may enter.

SMOKING

In Wilshire, smoking is allowed inside your apartment **ONLY**. No smoking is permitted in any common areas. Please be courteous when smoking inside your apartment. Keep all doors and window closed so as not to disturb other residents and those with allergies to smoke.

In Windsor House, no smoking is allowed in the building, including the apartments, since the air from each individual unit is circulated into the common area hallways and could pose a problem for other residents.

SMOKE ALARMS

Smoke alarms should be checked on a regular basis for proper operation. If the smoke alarm begins to beep for no reason, please replace the batteries. Batteries should be replaced twice a year. Here is a reminder: **When you change your clocks to daylight savings time and back to central time, it is time to change the batteries in your alarms.**

FIRE EMERGENCY

In case of fire, **DO NOT USE THE ELEVATOR!** Go directly to the nearest stairwell (stairwells are located at the ends of each hallway) and exit the building. If you cannot go down the stairs to exit the building, remain in the stairwell. Fire department or emergency personnel will look for you in the stairwell and assist you. All interior walls have one (1) hour "fire protection" sheet rock on them.

PHYSICAL/MEDICAL ASSISTANCE

When any person, be it a resident, owner, visitor, or vendor, is on the Kingwood Village Estates premises and has any type of physical/medical problem (falls, faints, has a seizure, suffers some type of injury, etc.), **CALL 911 IMMEDIATELY!!! YOU ARE STRONGLY ENCOURAGED NOT TO ATTEMPT TO HELP THEM UP OR RENDER AID. INSTEAD, TRY TO KEEP THE PERSON COMFORTABLE UNTIL THE EMTS OR FIRE DEPARTMENT ARRIVES.**

This will help prevent further injury to that person, as well as to you, and will also help prevent possible litigation.

HELPFUL TELEPHONE NUMBERS

Kingwood Village Estates

Office (281) 312-0118

Emergency:

Police - 911 Fires - 911 Ambulance - 911

Non-emergency:

Houston Police Department (713) 884-3131

Houston Fire Department - Station 102 (281) 361-7450

Medical:

Kingwood Medical Center (281) 359-7500

Herman Northeast Medical Center (281) 540-7700

Thomas Ambulance (281) 353-2555

Services:

Plumbing

Alpha-Omega Plumbing (281) 358-2486

Lakeside Plumbing (281) 354-8295; (281) 358-3609

LesCon Plumbing (281) 446-7427

Electrical

Reylin Electric (281) 541-2211

Cruz Electric (281) 446-4272

Air Conditioning/Heating

R.E.L.M. Services (832) 352-9995

Carpet Cleaning

Coit (713) 461-6171

Stanley Steemer (713) 896-1511

ServiceMaster (281) 358-0363

Appliance Repair

Paul's Appliance Services (281) 360-1841

KINGWOOD VILLAGE ESTATES

The following buildings comprise Kingwood Village Estates:

Windsor House - 2803 Kings Crossing Dr., Kingwood, TX 77345

Wilshire House - 2815 Kings Crossing Dr., Kingwood, TX 77345

Clubhouse - 2811 Kings Crossing Dr., Kingwood, TX 77345

CONTACT LIST

For emergencies and other issues concerning Kingwood Village Estates, please contact:

8:00AM - 5:00PM Monday - Friday

Dean Chandler - KVE Manager
(281) 312-0118 (office)

After Hours – Contact PMGH after-hours service:

Nights and Weekends

Jim Kane - President
(713) 320-2511 (C)

Phil Ruziska- Vice President
(281) 360- 7991 (H)
(281) 216-7991 (C)

Bill Lange- Secretary
(281) 361-8504 (C)

Mary Myers - Treasurer
(832) 644-0062 (H)
(713) 586-9155 (C)

Annemarie Dworak- Member
(281) 450-7003 (H)

Painting

Jack Warren (281)723-1723

Sheet Rock

Frank Silva (832) 526-8104

General Repairs

Forest Cove Repair - Dave Hintzman (713) 816-8788

KVE EMERGENCY RESPONSIBILITY

Please read the following emergency responsibilities which apply to each and every **resident** living in either Windsor or Wilshire House. The Board of Directors (BOD) are being called on to perform duties far beyond what they were elected to do. The BOD is elected to run the business of our Association and not as Apartment Building Superintendents.

WATER

1. Know where your main water shut off valve is located, and be sure you are able to perform the task of shutting it off.
2. Also insure that you can locate and manage the shut off for toilets, sinks and washers.
3. Have the phone numbers of your neighbors who might be affected by a mishap in your condo (neighbors above and below you).
4. Have the numbers of several certified plumbers readily available, and call a plumber immediately **NOT** the BOD.
5. **When you are leaving your unit unoccupied while out of town, you must turn off the main water shut off valve in your unit.**
Caution: 1st turn off the breaker to your hot water tank and then turn off your water valve. Upon your return 1st turn on the water valve and then turn on the hot water tank breaker. This will prevent damage to the water tank element.

KEYS

Make arrangements to have a spare key with a neighbor, or relative in case of an accidental lock out. A Board member is only to be contacted as a last resort.

As stated in the First Amendment to Kingwood Village Estates Condominiums Amended and Restated Declaration of Condominium, Section 3--□11, Right of Entry. The Council of Owners, or its duly authorized representative (including the KVE Manager), shall have the right and authority to maintain a master key to the Apartments and to enter any Apartment (refer to the declarations for further explanation).

SMOKE ALARMS

If your alarm is beeping due to a low battery you are responsible for it. If you can't change it yourself, call a family member (landlord) to do it. If the problem continues you may have to replace all your detectors at once, as they operate in conjunction with one and other. If the hallway detector is beeping notify the KVE manger and if he/she is not available then notify a Board member.

TELEVISION

Check with neighbors if they have service you have a problem. If there has been a power outage, disconnect the small black box provided by SuddenLink. If the problem is not resolved when the box is reconnected, contact SuddenLink 281--□360--□7500.

POWER OUTAGE

Front doors will not lock during an outage, Windsor will reset automatically when the power is restored. In Wilshire if you find yourself locked out after and outage, phone or contact a neighbor to let you an entrance door. The panel will be reset manually as soon as possible.

ELECTRICITY

Be sure any loose or troublesome outlets or switches are taken care of immediately by a licensed electrician to prevent a fire or shock.

MAINTENANCE STAFF

Rene and Ricardo are responsible for the Common Area maintenance and duties **ONLY** during working hours. If you wish to have them do a chore for you, they may do so only after hours and you are responsible to compensate them no matter how menial you consider it to be.

An emergency situation such as a water leak would be considered an exception, as this could lead to considerable damage to others and the Association.