



BENTWATER®

PROPERTY OWNERS ASSOCIATION, INC.

170 Hillsborough Dr. West • Montgomery, TX 77356
936-597-5532 • 800-599-2134 • Fax: 936-597-6221
Website: bentwaterpoa.com

Welcome to Bentwater! We are so glad to have you in our neighborhood!

Now that you have closed on your property, you may have several questions on where to start to get things set up. Please begin by submitting a copy of the signed and recorded Warranty Deed as well as your Final Settlement Statement that details the amounts to be wired to the Bentwater Property Owner's Association for the property to be transferred into your name. You can do that by emailing them to: Closings@BentwaterPOA.com or you can drop off paper copies at the office in the dropbox to the right of the front door.

Your next step is to fill out the online "New Owner Registration", which is included in this packet but can also be found online at:

<http://www.bentwaterpoa.com/forms/newresreg>

Please fill out the form on page 2 and get it back to the office as soon as possible so we can complete the setup of your access to Bentwater. You can email it to Closings@BentwaterPOA.com or you can drop it off at the office in the dropbox to the right of the front door.

The Forms on page 3 to 5 can be printed and filled out or on a computer. They are also available on the website. Once you have sent in page 2, you can register for electronic access, the instructions to assist you with that are below.

1. On the website main page, click on "Contact Us", then "New Resident Registration" button.
2. Enter the email address that you gave us on the "New Owner Registration" form
3. Continue on thru the process from there.

Page 6-8 of this document is how to do "online guest approvals"

Pages 9-10 of this document contains contact information for the utilities and area.

**Every property in Bentwater must have a membership to the
Bentwater Yacht & Country Club (a separate company from the POA)
Call 936-597-6219 for information**



BENTWATER[®] Property Owners Association, Inc.

Phone: (936) 597-5532
Facsimile: (936) 597-6221

PROPERTY OWNER INFORMATION FORM

Name of Property Owner(s) on Deed: _____

Name of Tenant(s) or Residents (not on deed): _____

Lease Start Date: _____ Lease End Date: _____

Bentwater[®] Street Address _____ Section _____ Block _____ Lot _____

Mailing Address: _____

City/State//Zip: _____

Name: _____ : Phone # _____ Type (circle): Work Cell Home

Name: _____ : Phone # _____ Type (circle): Work Cell Home

Name: _____ : Phone # _____ Type (circle): Work Cell Home

Name: _____ : Phone # _____ Type (circle): Work Cell Home

Email Address for _____ : _____

Email Address for _____ : _____

Property Owner Signature: _____

EMERGENCY CONTACT INFO:

Name of Contact: _____

Relationship to Property Owner: _____

Phone # _____ Type (circle): Work Cell Home

Phone # _____ Type (circle): Work Cell Home

Email Address: _____

Initials of Property Owner Authorizing: _____ Date: _____

Last Name:



Guest Authorization List

Property Owner Names (**Names must be on the deed of the above referenced property.** If more than one name, including the spouse, is listed on the property's deed, both must sign):

(please print)

Property Owner #1 _____
Last *First*

Property Owner #2 _____
Last *First*

Bentwater Address _____
Section Block Lot

Residence Phone # _____

Owner #1 Cell _____ Owner #2 Cell _____

Work _____ Work _____

Email _____ Email _____

Please list on the next page individuals/groups for which you authorize the POA to grant access to your home site even when you are not at home. These individuals/groups include: certain family members or friends, housekeepers, lawn maintenance, pet and /or house sitters, UPS and FedEx.

Permanent Guest List

GUESTS AUTHORIZED BY YOU TO ENTER BENTWATER and ACCESS YOUR HOME SITE EVEN WHEN YOU ARE NOT AT HOME (Please print)

Individual or Company Name

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

If you wish your guest(s) to receive a Day Clearance only, please call the Main Entrance at **(936) 597-4190**. This list may include all other family members and guests, including delivery/repair personnel, service personnel, deliveries, etc. not listed above.

BENTWATER PROPERTY OWNERS ASSOCIATION, INC., ITS OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, AGENTS, AND ALL RELATED ENTITIES (COLLECTIVELY THE "ASSOCIATION") MAKE NO WARRANTY, EXPRESS OR IMPLIED, OR ASSUME ANY LEGAL LIABILITY OR RESPONSIBILITY FOR ANY AND ALL ERRORS OR OMISSIONS RELATED TO THE ASSOCIATION AUTHORIZING OR NOT AUTHORIZING ANY OR ALL OF ANY BENTWATER PROPERTY OWNER'S GUESTS, INVITEES OR LICENSEES ENTRANCE TO BENTWATER SUBDIVISION. I HEREBY INDEMNIFY, PROTECT, HOLD HARMLESS, AND DEFEND (ON DEMAND) THE ASSOCIATION FROM AND AGAINST ALL CLAIMS (INCLUDING WITHOUT LIMITATION CLAIMS BROUGHT BY OWNER OR BY ANY GUESTS, INVITEES, OR LICENSEES OF OWNER, IF SUCH CLAIMS ARISE OUT OF OR RELATE TO THE ASSOCIATION'S AUTHORIZING OR NOT AUTHORIZING ANYONE ENTRANCE TO THE BENTWATER SUBDIVISION.

Signature(s) **(Names must be on the deed of the above referenced property)**

Property Owner #1 _____

Property Owner #2 _____

Bentwater Property Owners Association

Automobile RFID Tag for Member Gate Access

To qualify for a Bentwater® registered RFID Vehicle, you must be registered as a Bentwater® property owner or their dependent living with them. **Presentation of your vehicle registration or vehicle insurance card reflecting your Bentwater® or other registered address is a requirement for each**

Complete One Form Per Property Owner Vehicle

Make _____ Model _____ Year _____ Color _____

License Plate# _____ State _____ TOLL TAG# TEX- _____

HCTR- _____

DNT- _____

DFW- _____

Resident Name _____

Resident Address _____

Phone# _____ Property Owner _____ Renter _____ POA _____ BWCC _____

I understand that I am personally responsible for the above-mentioned vehicle and I attest that this vehicle does belong to my family. I agree to obey all Bentwater traffic regulations. This RFID access is issued as a privilege, not an obligation and may be revoked or denied if deemed necessary by the Bentwater Property Owners Association. If an outstanding balance exist on your Bentwater POA Account, your RFID entrance, may be revoked or denied by the Bentwater Board of Trustees.

Submit Proof of Automobile Liability Insurance with this completed form.

Signature _____ Date _____

Please locate your TAG Number at the location shown below:



If you have sold a vehicle OR replaced your toll tag on a vehicle already submitted to the POA, please indicate OLD vehicle information and/or OLD toll tag number.

Make _____ Model _____ Year _____ Color _____

License Plate# _____ State _____ TOLL TAG# _____

Resident Online Guest Approval

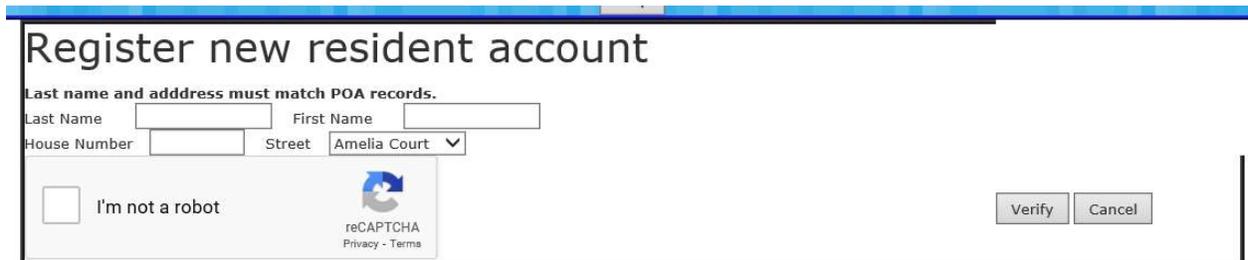
To get started setting up your account for clearing guests and maintaining your permanent list:

- Go to: www.bentwaterpoagate.com
- Click on “Register New Account”



The screenshot shows the BENTWATER Residents website header with the logo and the text "Register Your Guests Here". Below the header, there are two main sections: "Returning resident" and "New account". The "Returning resident" section has fields for "User Name:" and "Password:", a "Remember me next time." checkbox, and a "Log In" button. The "New account" section has a "Register new account" button, which is highlighted with a yellow arrow. There are also links for "Need help?", "Forget your password?", "Forget your UserName?", "Contact us", "Send a new password", and "Send my UserName".

- Enter the required information in all four fields
- **Note:** caps are not required, first name may be different, but the address must be spelled out exactly, i.e. drive, road, court, west, lane, etc., and must match the last name according to POA records
- Check the “I’m not a robot” box



The screenshot shows the "Register new resident account" form. It includes a warning: "Last name and address must match POA records." Below this, there are input fields for "Last Name", "First Name", and "House Number". The "Street" field is a dropdown menu currently showing "Amelia Court". There is an "I'm not a robot" checkbox and a reCAPTCHA logo. At the bottom right, there are "Verify" and "Cancel" buttons.

- Click “Verify”

If a mistake was made and/or the last name does not match the street address in the POA records, you will not be allowed to create a new user.

Try again and if you continue to encounter a problem, click “Contact Us”. Enter your name, address and email address. Click send and we will resolve the problem as soon as we can.

If verification is approved a new page will appear with a banner that reads, **“Sign Up for Your New Account”**. Under the banner a new set of fields will appear on the right side of the page for you to fill in. You must fill in **all** the fields. Proceed according to the following instructions:

- Create a username (any name, any way you want it, with or without caps or numerals)
- Create a password (Password must be 8 characters in length and include an uppercase letter, a lowercase letter, and a number)
- Confirm your password by re-entering it
- Put in your email address
- Pick a security question
- Put in an answer for your security question

- Click on “Create User”

Be sure to record your username, password and the answer to the security question someplace convenient for retrieval in case you forget what they are.

If an **error message** appears:

- Copy the error message and save it as a word document that you can email to the POA in case the problem persists. This will help us to fix the problem quickly.
- Next, click the back arrow on your browser and check your information to see if you put in something incorrectly. You may want to erase your fields and start over.
- If you still encounter a problem, click the back arrow again and go back to the register page, put in the new verification words, click on “Verify” and try filling in the fields again.
- If you still encounter a problem, click “Contact Us”, describe the problem, verify the Captcha words, and click “Send”. We will get in contact with you as soon as we can to correct the problem.

If the system accepts your registration information you will be returned to the login page.

You are now ready to log in with your username and password and begin clearing your guests online and maintaining your permanent list.

Day Clearances

Use the box under “Day and Extended”

- Check the calendar date to make sure it is on the date your guest will be arriving
- If clearing someone in advance of their arrival date, click on the start date box, look at the pop-up calendar and click on your guest’s arrival date.
- If clearing a guest for today’s date, you need not change the date.
- Put in your guest’s name in the top left box under Guest Names. If clearing more than one guest for the day, move to the middle box, and then the last box on the top right, and then back to the middle line, first box on the left.
 - *Always clear your guests, day or extended or permanent list, in the same order...left to right, starting with the top line.*
- Once you have typed in the guest name(s) in the box(es), click the “Approve” button.
- A confirmation will pop up showing your Guest Name and End Date.
- If for any reason you have a guest that is not going to arrive as planned, you can remove his/her name by clicking on “remove” beside their name.

Extended Clearances

Use the box under Day and Extended

Be sure to pick the correct arrival date and the End Date when you want the clearance to expire. You can make this clearance for any amount of time from 2 days up to 6 months. (note: the calendar may allow you to go beyond six months, but the clearance will only appear for six months)

Follow the same procedures above for entering names and approving.

Permanent List

The permanent list is on the right side of the page.

- Type in names, starting in top left box, fill top three boxes and then go to second line
- Click approve
- Box will pop up with permanent list
- Names will stay until you remove them
- Once you have a permanent list, it will always pop up for you to see

****Anyone you put on your permanent list will be allowed to enter the property at any time, including times when you may not be home. It would be best if you kept this list short.****

The entrance greeters will see the information just as you have entered it so be sure when your guests arrive, they give the greeters their name just as you have entered it.

Your guest names will appear and remain until your guests are either cleared to enter, you remove their name from the system, or the end date expires. The only exception to this is your permanent list which will remain until you remove them from the list.

If there are two owners with different last names, or if you are married with different last names you need to clear guests under both names, duplicate your permanent list under both names, and make sure that your guests are giving the correct last name to the greeters so the greeters can find their clearance.

Passwords

If you forget your password, you can request that a new password be sent to the e-mail address that you provided. After logging on with the new password, click "Profile" to change to a password of your choice (subject to the password requirements above). To protect against automated attacks, after 5 invalid password attempts your account will be locked for one hour. Requesting a new password will unlock your account.

If you have difficulty with owner registration, guest registration or maintaining your permanent list just click "Contact Us" and describe the problem.

The Resident Online Guest Approval site also has enhanced support for mobile devices. Smartphone and tablet users will use a different layout that will provide a friendlier interface for those devices.

After logging in with a mobile device, you'll notice that the pictures around the border are not displayed and only three boxes are provided for guest names. If your mobile device is not recognized click the "Contact Us" button and tell us what device you're using. We'll act as quickly as possible to remedy the situation.

Helpful contact information:

Bentwater is designated as Montgomery County Municipal Utility District No. 18 and it has chosen Hays Utility to supply the water and sanitary sewer services. MUD 18 has also contracted Waste Management to provide the trash collection and recycling services. To sign up for water and trash services, please visit the following website: www.mcmud18.com or call (936) 588-1166.

Electricity is provided by Entergy.

www.entergy.com

(800) 368-3749

Gas services are provided by Centerpoint Energy / Entex.

www.centerpointenergy.com

(800) 752-8036

For telephone, cable, and internet services, Bentwater has three options:

Consolidated Communications

www.consolidated.com (936) 441-0611 or (936) 539-7296

Suddenlink

www.suddenlink.com (844) 293-2232

Tachus

www.tachus.com (832) 791-1100

For property owners in Harborview, Somerset, and Yacht Harbor, landscaping and lawn maintenance are provided by Hauser Land Services. Their schedule and scope of work can be found online at www.hauserlandservices.com/bentwater. You can reach them via telephone at (832) 883-8873 or via email at support@hauserlandservices.com.

Bentwater has many organizations available to join, including Bentwater Ladies Organization, Bentwater Civic Association, and Men of Bentwater just to name a few. More information about these organizations can be found by clicking on the individual links found here: www.bentwaterpoa.com/view/numbers-links.aspx. That link also has many other useful websites and phone numbers for resources in our area.

For ease of access to the community, Bentwater has invested in a radio frequency identification system that utilizes your existing toll tag. Once registered, you will be able to enter through the right lane member gate at both entrances rather than going through the left lane guest gate. To register for the RFID system, please complete the attached Vehicle RFID Request and Info Form as well as an Automobile RFID Tag for Member Gate Entrance form for EACH vehicle that resides at your address. You also need to submit a copy of either your insurance or vehicle registration to reflect the registered Bentwater mailing address for all vehicles eligible for the member lane.

The entrance staff is happy to welcome your guests into Bentwater via the left lane guest gate at both entrances. You will need to approve all guests in advance of their arrival by registering online at www.bentwaterpoagate.com. Please see the attached Online Guest Registration information page for step-by-step instructions for registering, adding, and removing guests (both permanent guests and one-time guests) to your list. If you prefer to fill out the Guest Authorization List and Permanent

Guest List in paper form rather than online, please complete the last two pages of this packet and return them to the POA office with your RFID request and member forms.

If you have questions, please click on the Contact Us button on the website to find a variety of options for direct inquiries (a screen shot of the options is below):

Contact Us: Bentwater Property Owners Association

If you have any questions or would like more information about our association, contact us directly using any of the forms below. Select the type of inquiry to direct your questions to the appropriate party within Bentwater POA.

In-Person Appointment

New Resident Registration	TROUBLE TICKET
Architectural Control	Billing & Assessments
Deed Restrictions	General Inquiries
Questions for the Board	Website Issues

Address 170 Hillsborough Drive West
Montgomery, TX 77356
Telephone: (936) 597-5532
Fax: (936) 597-6221
Entrance Gate: (936) 597-4190

Office Hours
8:30am - 4:30pm
Monday - Friday

From Houston
1-45 North to Willis, Exit 94
Left on FM 1097 W, ~8.5 miles
Across Rotary Friendship Bridge
Bentwater entrance immediately on left

From Dallas
1-45 South to Willis, Exit 94
Right on FM 1097 W, ~8.5 miles
Across Rotary Friendship Bridge
Bentwater entrance immediately on left

[Click Here for Staff List](#)