

# **Kingwood Village Estates Condominiums**

## **New Residents' Quick Start Guide**

**Dear New Resident:**

**The residents and staff of Kingwood Village Estates (KVE) feel privileged and delighted to have you among our "family". We realize that you will be busy for the next few days, and we would like to assist you in any way. The enclosed information is a snapshot of the Kingwood Village Estates Residents Guide and should help you to become accustomed to living at KVE.**

**Please continue beginning to know life at KVE through the Residents Guide and the many other documents, people, and media available to you.**

**Once again, we welcome you and hope you feel at home very soon.**

**The residents and staff of KVE**

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### The Property

The following properties represent Kingwood Village Estates:

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

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

**Clubhouse/Office** - 2811 Kings Crossing Dr., Kingwood, TX 77345

**The Pond, Pool & Gates**

### The Board of Directors (names are listed on the KVE website)

President

Vice President

Secretary

Treasurer

Director at Large

Office number (281) 312-0118

### Personnel

KVE Property Manager - Robert Westover

Office Assistance - Heather Kline

Maintenance Employees can be reached by calling the office

Windsor House - Ricardo

Wilshire House - Rene

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### Helpful Telephone Numbers

#### Emergency:

Police - 911      Fires - 911      Ambulance - 911

#### Non-emergency:

Houston Police Department (713) 884-3131

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

#### Medical (suggestions):

Kingwood Medical Center (281) 359-7500

Memorial Herman Northeast Medical Center (281) 540-7700

Thomas Ambulance (281) 353-2555

### Kingwood Village Estates (KVE) Website

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

Work with the office to provide you access as soon as you know you will be living with us. It is best to do this before you move in.

On the website you will find important documents worth reading, prior to moving in. They include, but are not limited to:

- Governing Documents (these are most important to read)
- KVE Financials
- Board Meetings & Minutes
- Recommended Vendors
- Maintenance Request Form
- Balcony / Patio Furnishing Request Form
- Remodeling Request Form
- Walkway Guidelines
- Screen Door Specifications

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- Master Insurance Coverages
- Safety Incident Report Form
- Resident Directory
- Activities
- Unit Floor Plans, etc.

### Keys

Whether you purchased your unit, or you are leasing, the previous owner or your landlord should have provided you with the front gate code possibly a remote for the gate, and four (4) keys:

- key for your unit
- key for the clubhouse
- key for the pedestrian gates
- key for your mailbox in the mailroom

Residents with a garage will also receive:

- key for their garage
- keypad code
- garage remote

Additional keys and remotes can be acquired through the office for an additional fee. It is recommended residents make additional keys and leave a set with a neighbor or relative in the event you lose your keys or become locked out.

The office maintains a key to every unit and garage for emergency purposes.

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The Fire Department code requires that each unit also have a key in the central key box for fire or emergencies. Please ensure your current keys are there.

***The front, back and pool gates are to be locked at all times.***

### Parking

Each unit has an assigned parking space or garage. Each vehicle must fit in an 8.5- foot by 20-foot space.

All residents are to park in their assigned parking space or garage leaving the front parking area for guests.

Large vehicles and overflow parking is available to the Northeast of the clubhouse. Please advise your housekeeping help, health care personnel, and other service personnel to park in the overflow area.

### Move-in and Move-out Policy

1. All Move-in and Move-out activities must be scheduled with the KVE Property Manager prior to the scheduled activity.
2. An exterior door and elevator monitor must be provided by the responsible person scheduling the Move-in or Move-out. The monitor will open and close the door with each transfer of property.
3. Move-ins and Move-outs must be scheduled Monday-Friday from 8 am - 4:30 pm. ***(Moves must be completed by 4:30pm)***
4. No Move-ins or Move-outs are allowed on Sundays or Holidays.

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5. Move-ins and Move-outs may be scheduled on Saturdays, after payment of a \$250 non-refundable fee is submitted.
6. Facility damages resulting from a Move-in or Move-out will be billed at cost to the owner of record of the Condominium unit involved.

### Mailrooms

The mailroom is located to the right of the lobby entrance in the Windsor House and in the hallway to the right of the lobby in the Wilshire House. There you will find your mailbox and a pigeonhole slot (cubby) displaying your name and unit number. The cubbies are used for correspondence between KVE residents and management. The outgoing mail slot is in the lower right corner of the mailboxes.

### Bulletin Boards

Bulletin boards are located in the Windsor and Wilshire mailrooms. The bulletin boards are for posting information regarding social activities, events, notices, meetings, minutes of Board of Directors meetings, etc. Property related information is posted as needed so please take time to check the boards on a regular basis.

The counter below the bulletin boards is used for package deliveries and activity sign-up sheets. The desk in the Wilshire mailroom is also used for activity sign-up sheets.

Posting of Solicitation material is not allowed on KVE property and will be removed.



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### Smoking

KVE is a smoke free property. Wilshire House does allow smoking inside the owners' unit only.

### Meetings/Social Activities

Open Board Meetings are held on the third Tuesday of each month. Social activities (birthdays, dinners, pot luck, etc.) occur regularly. Watch bulletin boards for the times and places.

### Arrival of Guests

When someone comes to the gate, they can enter the six (6) digit number you were given (**Do not share you code with strangers**). **Contractors should check in with the office, prior to coming to your building.**

### Trash Removal

Trash pickup is provided on Monday and Thursday at each unit's interior door. Bag your trash, paper, and broken-down boxes separately. Place your trash outside your door between 6 and 10 am on pickup day. You may also take your trash to the dumpster located at the end of the carports in the parking lot.

Trash pickup for the dumpster is on Monday, Wednesday, and Friday. (Change in schedule for holidays).

### Air Conditioning / Heating

Each KVE building has different shared heating and air conditioning systems. The equipment inside your unit is your responsibility. It is

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important to keep your equipment maintained with semi-annual checkups, appropriate filter changes and algae prevention. Lack of proper maintenance in any unit may impact the other residents in your building. The residents' guide provides additional details for each building.

### Utilities

Water, sewer, and basic cable service are provided by Kingwood Village Estates and are covered by your maintenance fee. Residents are responsible for their own telephone and electrical service, extended cable, and internet service. Basic cable is provided by Optimum. When the technician shows up after you have scheduled an appointment for installation, he will provide you with one modem and one remote. For additional services, equipment, and installation you will need to go to Optimum and set up an individual account

### Water Shut Off Valve

#### Windsor

Please talk to the property manager regarding the main water shut-off valve for your unit.

#### Wilshire

The main water shut-off valve for your unit is located by the water heater on the patio/balcony

### Pets

Notify the office in writing of all pets on the property. This is for their safety and ours. You must provide proof of your pet's immunizations.

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Pets are not allowed in common areas unless in carriers. NO pets are allowed in the guest suites. All pets must be well behaved and produce minimum noise. All reported disturbances will be addressed.

**Dogs:** Dogs are allowed on the 1<sup>st</sup> floor only. Limited to one dog. When outside, dogs must remain on a leash and walked away from the buildings. Since pets are not allowed in interior common areas patio doors should be used to exit the building. Residents are required to pick up after their pets. A pet waste disposal container is in front of the office. A fine may be imposed if pet waste is not properly disposed.

**Cats:** Cats are allowed on any floor. Limited to 2 cats. If outside, cats must remain on a leash.

**Birds:** Birds are allowed on any floor. Limited to 2 birds and must remain in the resident's unit.

**Emotional Support Animals (ESAs):** ESAs are allowed on any floor, once all legal documents are presented, approved, and recorded, prior to move in. Pet must be carried or in a carrier to enter or exit the resident's unit. If the pet is a dog or cat it must remain on a leash when outside. Please walk your pet away from the buildings and pick up after it. A pet waste disposal container is in front of the office.

### Repairs and Remodeling

KVE does not have specific vendors for electrical, plumbing, repairs, etc. with the exception of RELM for the HVAC system in Windsor. Recommended vendors are listed in the Residents Guide.

Some remodeling requires board approval. Please read the Improvement/Renovation Request document before beginning a project.

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### Pest Control

Residents are responsible for pest control inside their units.

KVE provides pest control in common areas and around the outside of the buildings (see residents' guide for schedule) and is part of your maintenance fee.

If you have a pest problem in a common area between treatments, please contact the office.

### Maintenance Staff

The maintenance staff is responsible for common area maintenance and duties during working hours. They may be available after-hours to perform resident's chores for a fee.

***KVE does not set fees for staff after-hours services and is not responsible for damages resulting from this service.***

### Access During a Power Outage

The front gate and doors to the Windsor House and Wilshire House may not lock during a power outage. Most doors will reset to normal when power is restored. Manual intervention by property management is sometimes required.

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### Guest Room Suites, Clubhouse, Swimming Pool, Rose Room and Forest Room Reservations

There are two (2) guest rooms and a dining/social room in the Windsor House and in the Wilshire House that can be reserved. The pool and clubhouse are also available to rent for social, personal, and family use.

To reserve any of these areas, please contact the office. They will arrange your reservation and advise of associated refundable and non-refundable fees.

### Common Area Washer and Dryer

A washer and dryer are located in Windsor. These are available to guests and in the event you have problems with your own.

### Monthly Maintenance Fee

Monthly maintenance fees are due on the first of the month. A \$30 late fee is imposed 20 days after due date which is the first of the month. This is the same for checks or direct withdrawals.

If paying by check, make the check payable to Kingwood Village Estates. **Please do not drop off your payment at the Clubhouse.**

**Keep in mind that postal delivery during weekends and holidays may be slower.**

Checks can be mailed or dropped off, along with the appropriate coupon for the month directly to:

Prestige Association Management Group (PAMG)  
1849 Kingwood Dr., Suite 103  
Kingwood, TX 77339  
Telephone (832) 968-7621  
Hours - Monday to Friday 8:30am to 5:00pm.