

1 4 0 0 H E R M A N N

Welcome Package



1400 Hermann Condominiums

1400 Hermann Drive, Houston, TX 77004

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Dear New Neighbors:

Welcome to 1400 Hermann, a charming community in the heart of the museum district. We hope you will soon feel at home in your new surroundings and find much to enjoy here at 1400 Hermann. To help acquaint you with the community, we have put together this packet of information that we hope you will find useful.

A set of the Rules and Regulations has been developed. Enclosed is a complete copy of these and we urge you to read them all, but particularly familiarize yourself with those pertaining to the following before move in.

1. Move in rules: page 5, Rules and Regulations
2. Pets: page 8
3. Monthly assessment: page 16
4. Garage and Parking: page 11
5. Rules for Movers: page 20
6. Rules for Contractors and Workers: page 24

We hope that you find living at 1400 Hermann meets all of your expectations and that you will be a satisfied member of our community for many years.

Onsite Administrative Staff

The management office, located at 1400 Hermann Dr., Houston, TX 77004 is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. The telephone number is 713-524-1811.

On-site administrative staff:

General Manager:

Tiffany Hodges-Tiffany.hodges@fsresidential.com

Administrative Assistant:

Estifanos Melake- Estifanos.melake@fsresidential.com

The staff handles all of the on-site administrative duties of the Association, to include:

1. Complaint resolution
2. Contract administration
3. Vehicle and pet registrations
4. Site inspections
5. Board of Directors and Committee correspondence
6. Community events

If you have any questions or need information about 1400 Hermann, please contact the management office.

MANAGEMENT INFORMATION

Management Company: FirstService

Residential

You can contact the Management office at 713-932-1122 or Customer Care at 877-378-2388 weekdays between 9:00 A.M. and 5:00 PM.

For EMERGENCIES ONLY after 5:00 PM, weekends or holidays, please call 713-524-1811.

The mailing address for the Management Company is:

FirstService Residential

1330 Enclave Parkway Ste. 425

Houston, TX 77077

Coupon books are mailed to homeowners one time per year. We provide a convenient and secure way for you to manage and make payments online through ClickPay. Instructions are located on page 6 of this booklet. If your account is set up through our automatic draft system, ClickPay, you will not receive a coupon book. Monthly fees and assessments are due by the first of each month. An interest charge of 1.5% (annual rate 18%) may be assessed on any account not paid by the 15th. The Board will take appropriate legal action in the event that any Co-Owner demonstrates an unwillingness to comply with the assessment payment schedule. Co-Owners are encouraged to establish automatic withdrawal, if available, to ensure timely payment of monthly fees and assessments.

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Payment is to be made and mailed as follows:

1400 Hermann Council of Co-Owners

FirstService Residential

P.O. Box 2321

Houston, TX 77252-2321

If for some reason you do not receive your coupons, please contact the Management Office at 713-524-1811.

Our community website:

<https://1400hermann.connectresidents.com>

On this site you will be able to view your account, association documents, meeting minutes, and submit work orders.

The Management Office is closed on the following Holidays:

January 1	New Year's Day
January 15	Martin Luther King Jr. Day
February 19	President's Day
May 27	Memorial Day
July 4	Independence Day
September 2	Labor Day
November 28	Thanksgiving Day
November 29	Day After Thanksgiving
December 24	Christmas Eve
December 25	Christmas Day



FirstService
RESIDENTIAL

Manage & Pay Your Charges & Assessments Online

We provide a convenient and secure way for you to manage and make payments online through **ClickPay**. Get started by following the instructions listed below.

Step 1

Creating Your Profile

Visit www.ClickPay.com/FirstService, click **Register**, and then create your online profile.

? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.

Step 2

Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

? Last Name Entered Not Working?

Try the co-owner last name or if a business, the full name of the business associated with your unit.

! Direct-Debit Users

If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

Step 3

Make a One-Time Payment

From the home screen, confirm your payment amount and then click **Continue**.

! Adding a Payment Option

*When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for **FREE** or credit and debit card for a nominal fee.*



Step 4

Set Up Automatic Payments

From the home screen, click **Auto Pay** and then select your payment option, payment frequency and amount.

? Full Amount

*Select this option if you want to pay **ALL** charges on your account automatically including assessment charges, special assessments and one-time fees.*

? Pay Recurring Charges and Scheduled Assessments Only

*Select this option if you would prefer to only pay **RECURRING** charges automatically, such as assessment fees, parking, storage, etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are **NOT** included.*

? Fixed Amount

*Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.*

! Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

Need Additional Help? Visit www.ClickPay.com/GetHelp or call 1.888.354.0135 (option 1).

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BOARD OF DIRECTORS

The Board of Directors and The Management Agent-1400 Hermann Council of Co-Owners is governed by a Board of Directors consisting of 7 unit owners elected from the community. Their contact information is as follows:

President:	Robert LeBlanc	<u>rmlb47@me.com</u>
Vice President	Karen Cullen	<u>kwcull@gmail.com</u>
Secretary	Kim Hill	<u>kimhill@tamu.edu</u>
Treasurer	Janice Hall	<u>halljanicek@gmail.com</u>
At Large	Howard Bossen	<u>hsbossen@gmail.com</u>
At Large	Shubhra Endley	<u>shubhraendley@yahoo.com</u>
At Large	Tony Quintanilla	<u>tony@qviews.com</u>

Board of Administrators

2024 Board Meeting Dates

January 22

February 26

March 18

April 22

May 20

June 24

July 22

August 26

September 23

October 28

November 12 (Annual Meeting)

December 4 (Holiday Party)

December 16

ANSWERS -TO COMMONLY ASKED QUESTIONS

What is condominium living?

As a condominium owner, you own the title to your condominium, which is commonly referred to as a "Unit". You also own jointly with your neighbors an undivided interest in the "Common Elements" of the property.

Common Elements belong to everyone in your community. Examples of common hallways, landscaped areas, and the exterior of the buildings.

What does this mean to you? You are 100% responsible for the maintenance and repair to the interior of your Unit, except for your air handler.

In addition, you should know that while you have the right to paint or decorate the inside of your Unit, you do not have the right to change the appearance of any portion of Common Elements. You must receive property management approval before making mechanical, plumbing, electrical or structural changes to your unit. In addition, you must follow all Rules & Regulations of the Association which cover usage of both your Unit and the Common Areas. Fines are assessed for noncompliance with Rules.

Who do I call for repair/maintenance of a Common Element?

Maintenance requests or repairs for any item that is the responsibility of the Association should be directed through the Management Office.

Who is in charge of running the Association?

Your Association is governed by elected representatives, the Board of Directors. The names of the current Board can be found on page 6 of this booklet. Board members are guided in the administration of your Association by the Governing Documents, as well as any and all applicable federal, state and local statutes, regulations and case law. Your Board of Directors, who meet regularly, approve an annual budget, sets the level of services to be provided by the Management Company and is responsible for all major policy decisions relating to the operations of the community. The Board is not, however, a police department, landlord, or a security or maintenance service. Please remember that the Board of Directors is staffed by volunteer owners, such as yourself.

Who makes the decisions concerning matters of the Association?

While your Association employs a professional management company to oversee the everyday management of your community, the Board of Directors is responsible for making all decisions regarding the Association. The Management Company acts as a liaison between the Owners and the Board and provides a conduit for Owners to direct their concerns and requests.

What does the Management Company do? Your Management Company is responsible for the administration of your Associations operating budget (which is approved annually by the Board of Directors), collection of monthly and special assessments, maintenance of the Common Elements and supervision of all contractual services.

Do I have voting rights?

Every Owner or Co-Owner of a Unit is a member of the Association. Each Unit may exercise one vote in any Association election, provided the Owner(s) are not delinquent in their maintenance fees and are in good standing with the Association. All votes are weighted as to square footage owned.

What maintenance services are provided?

Your maintenance fee covers the following services: landscaping, upkeep and repair of the exterior of the buildings, exterior\interior exterminating service, insurance on all Common Elements, payment of all Association contractors, professional services for the Association, and common and unit utility charges.

How is my maintenance fee figure derived?

Your maintenance fee is based on an annual estimated operating budget, calculated to cover all costs related to operation and maintenance of the total property. Operating budgets are approved by your Board of Directors, based on conditions it expects to exist, actions it expects to take, and on prior accounting records of actual operating expenses in previous years.

What are my financial obligations as a condominium owner?

Your financial obligations as a condominium owner are similar to those of a single-family homeowner. Payment of real estate taxes, mortgage payments if your property is mortgaged, insurance for the interior and contents of your home, except that you are also required to pay a monthly assessment fee, which represents your proportionate share of the costs of operating and maintaining the entire property.

Do I need to purchase homeowner's insurance?

While the Association insures the Common Elements against fire and other perils, and provides liability coverage, it is strongly suggested that you purchase insurance to cover the interior of your Unit, as well as the contents of your Unit and personal liability coverage.

Can I rent my Unit?

There are restrictions for occupancy, and one of the duties of the General Manager is to pursue compliance with the governing documents and rules and regulations. A "Unit" is defined in The Condominium Declaration for 1400 Hermann recorded under Harris County Clerk's File No. G686580 ("Declaration"). Unit leases may not be shorter than twelve (12) consecutive months nor longer than twenty-four (24) consecutive months in duration: for clarity, no short-term rentals of any type are allowed. Additionally, no Unit may be leased during the first twelve (12) months following the sale or conveyance of that Unit.

What if I see another resident in violation of the Rules & Regulations of the Association?

Contact the On-site Management Office or document the event. Upon receipt of your complaint a formal violation letter will then be written to the resident.