

Dear New Homeowner:

Welcome to our neighborhood and congratulations on the purchase of your home!

On behalf of **Main Arbor Patio Homeowners Association** Board of Directors and Houston HOA Management, we would like to welcome you to your new home and our community. Over the coming months, we look forward to meeting you whether it be walking down the streets, at the pool or community activity.

A board of volunteer directors governs the operation of your homeowner's association. The Board of Directors is elected by the community to oversee the daily functions and financial responsibilities of the Association. The Board is also responsible for maintaining members' compliance with the established covenants and bylaws of the Association. They have specific provisions regarding what can and cannot be done on your property. Please take the time to read through the Bylaws and Covenants documents you received during the home purchase process. Copies are available on the Resident Portal.

The [Resident Portal](#) is the official communication channel between the Board of Directors and the membership. Upcoming activities and events, announcements, a community calendar, deed restrictions and bylaws, architectural review forms can all be found there. Please take a few minutes to visit and familiarize yourself with its resources. The website provides answers to most of the questions homeowners have. If you don't find the information you need there, you may submit questions through the contact tab at the top of the homepage. Please complete and return the attached New Homeowner Registration form to ensure delivery of important communications from your HOA Board.

Houston HOA Management is our contracted property management company. They can be reached at 832-598-1462 or through the company website, www.houstonhoa.net. Please contact them for service issues on community property, complaints regarding specific bylaw violations, and for any questions regarding your annual homeowners' dues assessment.

As a new owner, you are required to complete and return the attached Property Owner Registration Form within 30-days of closing on your new property. Upon receipt of your registration form, Houston HOA Management will grant you online access to the Resident Portal where you will be able to pay your assessments, access your community's governing documents, review property photos, and ensure you receive all electronic communication regarding emergencies, maintenance, and meeting notices.

You may already have some ideas on how you'd like to improve your property. Please keep in mind; the Association has an Architectural Review Committee to help maintain the quality of our neighborhood. Its function is to evaluate the plans for all exterior landscaping, repairs and remodeling (such as painting, decks, fences, trees and bushes, replacement roofs, etc.) to ensure compliance with all Covenants and Bylaws. The purpose of this review is to protect our scenic environment and maintain the value of our homes. All modifications to the exterior of your property must be submitted to the Architectural Committee for approval before any work begins. If work begins without prior approval, the homeowner risks being cited for a covenant violation and may be required to alter or remove the changes at significant additional cost.

Information on some of the questions many new homeowners have is included on the back of this letter to get you off to a smooth start.

Again, welcome to the community! We look forward to you falling in love with this neighborhood as much as we have. We know you'll find our neighborhood is a great place to live and we encourage your participation in our activities and functions.

Sincerely,

The Board of Directors of

Main Arbor Patio Homeowners Association

Covenant Information	<p>Copies of documents available on the website:</p> <ul style="list-style-type: none"> - Declaration of Covenants, Conditions, and Restrictions - Acc Guidelines
Architectural Committee Information	<ul style="list-style-type: none"> • All modifications to the exterior of your property, including painting, must be submitted to the Architectural Committee for approval prior to beginning the project. • Forms for submitting requests for approval can be found in the document area on the Resident Portal
Property Inspections	<ul style="list-style-type: none"> • Neighborhood inspections occur to identify maintenance problems. If any property maintenance issues need to be addressed, homeowners will be notified by either email or mail. • One courtesy letter will be issued per violation. Homeowners are subject to administrative deed fees if not corrected before follow-up inspections.
Deed Restriction Violations (DVR)	<ul style="list-style-type: none"> • To report, please log onto our Resident Portal and fill out a work order. All DRVs submitted by a resident will be automatically added to our next inspection review for resolution. • DRV reporting will not be disclosed to the offending resident.
Trash Collection	<p>Trash Collection is on Tuesday and Friday's.</p> <p>Republic Services handles trash collection and is included in your monthly assessments.</p>
Water	<p>City of Houston</p> <ul style="list-style-type: none"> • Phone: (713) 371-1400 • Email: Customer.Service@houstontx.gov Website: https://www.houstonwaterbills.houstontx.gov/ProdDP/Default/Default
Contacting Houston HOA Management	<ul style="list-style-type: none"> • 832-598-1462 from 9:00 a.m. - 5:00 p.m., Mon through Fri • Email: info@houstonhoa.net • Website: www.houstonhoa.net • Be prepared to provide your street address and the name of your HOA
Assessments	<p>Monthly assessment is due on the 1st of each month.</p> <ul style="list-style-type: none"> • Payments may be made online at via the Resident Portal • Payments may be mailed to <p style="text-align: center;">Main Arbor Patio Homeowners Association c/o Houston HOA Management PO BOX 133063 Spring, TX 77393</p>

Property Owner Registration Form



Owners are required to provide the Association with the following information within 30 days of acquiring an interest in a property. This information can be critical in an emergency.

This property will be used as Residential Investment/Rental

Property Owner(s) Name: _____ Primary email: _____
Property address: _____ Second email: _____
Mailing Address: (If different) _____
Home & Cell phone _____

TENANT INFORMATION FOR RENTAL PROPERTIES

Renter Name(s)	Email Address(es)	Cell Phone Number	Home Phone Number
_____	_____	_____	_____

IF AGENT MANAGED, PLEASE COMPLETE

Contact Name	Mailing Address	Email	Phone Number
_____	_____	_____	_____

VEHICLE INFORMATION

License Plate Number	Year	Make	Model	Color
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

EMERGENCY CONTACT INFORMATION

Contact Name	Phone Number	Relationship
_____	_____	_____

OCCUPANT INFORMATION

Name	Date of Birth	Age
_____	_____	_____

Texas Property Code requires Owners to keep their email address updated with the Association. It is important so we may advise you of important information within your Community. This information will be kept confidential.

The purpose of the request is to maintain proper records, identify the residents entitled to use the facilities and have emergency contact information.

Houston HOA Management FAQs

Q. How do I contact Houston HOA Management?

A: We are open Monday through Friday from 9:00 am to 5:00 pm. You may reach us at **832-598-1462** or info@houstonhoa.net. Be prepared to provide your street address and the name of your HOA.

Q: How do I gain online access to my account?

A: Email your street address to info@houstonhoa.net.

Q: Where do I find the Resident Portal?

A: The Resident Portal may be found by visiting the Houston HOA Management website located at www.houstonhoa.net.

Q. How do I submit a maintenance or deed violation concern (i.e., the gate is broken)?

A: Any homeowner may report deed or maintenance concerns by emailing info@houstonhoa.net. When reporting a concern, please include the location and a description of the issue. While a photo is not required, it is incredibly helpful, to include within the submission.

Q. I received a courtesy violation letter. Whom do I contact?

A: You may email the deed department directly at deeds@houstonhoa.net or phone us at **832-598-1462**.

Q: How is Houston HOA Management different from other management companies?

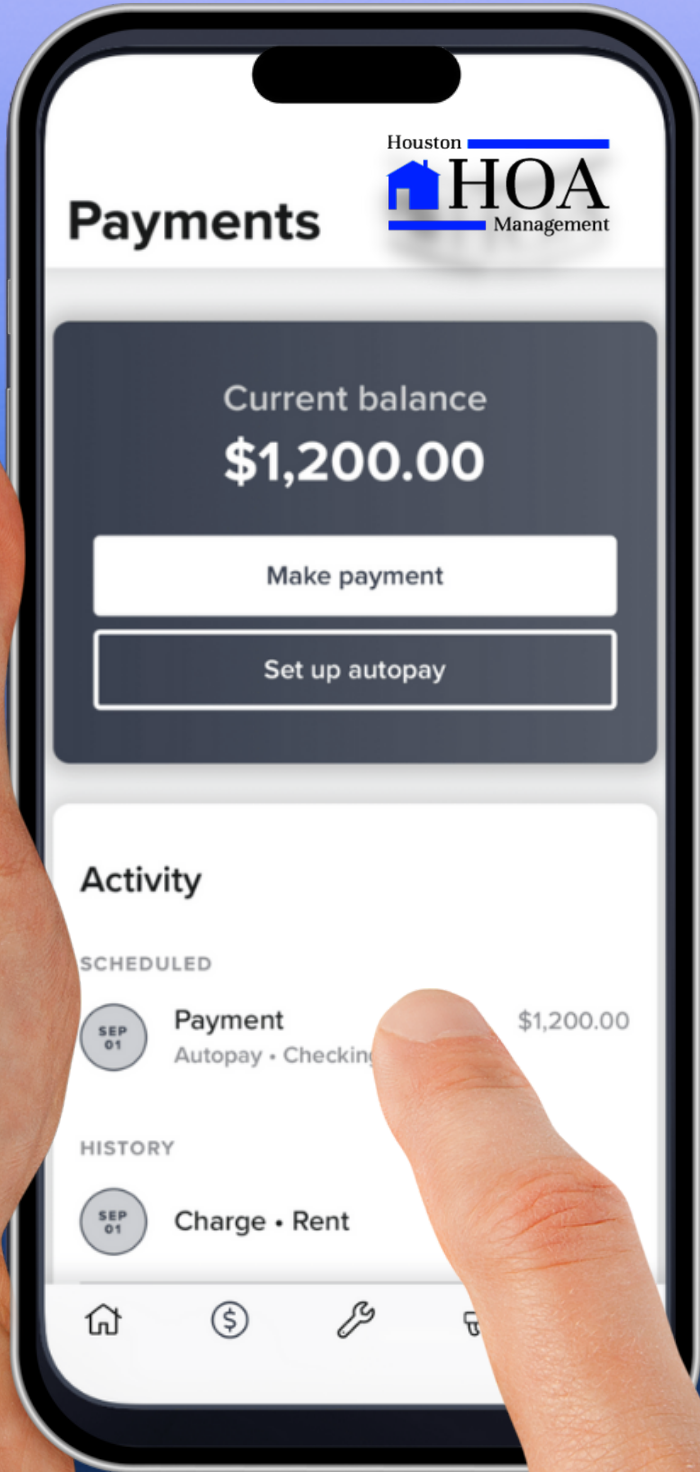
A: One of the ways we differ from other management companies is that we do not assign property managers. All of our team members are capable and ready to assist you.

answer

question

Assessment Fee Payment Options

Houston HOA Management accepts check, cashier's check, money orders or credit cards. WE DO NOT accept cash.



Credit Card



Credit Card Transactions Are Subject to 2.95% of the Total Transaction Amount + \$6.95 Convenience Fee

Online



You may pay online via the RESIDENT PORTAL. Payments made via Resident Portal draft from a bank account. You may elect to make a one-time payment or set up recurring payments. There is a \$2.00 convenience fee per transaction. Our software charges this fee.



You may set up payments via your banking institution's bill-pay option. Your banking provider will allow you to make a one time payment or set recurring payments.



You may mail acceptable forms of payment to either of the addresses listed below. You may also drop-off acceptable forms of payment with the receptionist.

Mailing Address:

**Your Association's Name c/o
Houston HOA Management
PO Box 133063
Spring, TX 77393**

Physical Address:

**5850 San Felipe
Suite 500
Houston TX 77057**