



# The HOME FRONT

November 2017 Official Publication of Park Lakes Property Owners Association Volume 5, Issue 11



Thanksgiving is wonderfully full of traditions, with favorite recipes, rituals, and loved ones all around us. We look forward to these familiar ingredients to our celebrations, but sometimes they might become so familiar that we may not be able to recognize and appreciate

them as fully as we could. Here are five new suggestions for deepening our Thanksgiving celebrations and others experience the profound gift of thanks giving that makes our lives radiate with love.

1. Serving the poor in soup kitchens and homeless shelters at this time of year is a beautiful way to show respect, love, and care to those less fortunate. But, unfortunately, there is a dire need for help and food year-round. As part of giving thanks, consider extending the bounty you enjoy to include food drives and meal preparation during other times of the year, when there are fewer volunteers but the same, aching need.

2. It's easy to express thanks for what or who we like and to toss away that which is undesirable or broken. Indeed, most of us also have people or things that we do not especially appreciate but that have been placed in our lives for a purpose. This season is a good time of year to look at the breakage in our lives, the relationships that have gone awry or the projects or promises we have made but broken. How can we repair what has been given to us? How can we

invite healing so that our thanksgiving is as full as it possibly can be?

3. Many of us gather at Thanksgiving and speak about what we are thankful for. But perhaps we are not quite as articulate about why we give thanks. This year, for every "I'm thankful for my family/job/home/blessings" offered, find specific things to praise about. For example, express thanks for a loved one's quiet strength or bubbling sense of humor. Be grateful for the warmth of an age-weathered home. Sing loudly about the resilience of a church family that supports those in need.

4. Put away the electronic devices, turn off the speakers, give breathing room to hectic holiday schedules, and engage people near and far in heartfelt conversation. Go beyond topics like the weather sports to listen, learn, and laugh. Connect with people face-to-face and heart-to-heart and fill up on fellowship instead of only food.

5. Holidays can be times of conflict as loved ones gather and discover or rekindle profound differences. In reality, even if we grew up together, live in the same town, and share many commonalities, we are, each of us, uniquely different. This Thanksgiving, instead of highlighting what makes us separate or perhaps at odds with one another, try to focus on the essence of Thanksgiving.

## UPCOMING COMMUNITY



November 11th - 7:00am - 12:00pm  
Community Wide Fall Garage Sale

December 9th - 1:30pm - 4:30pm  
Cookies with Santa

# PARK LAKES

## HELPFUL PHONE NUMBERS

### **Park Lakes Property Owners Association**

Sterling Association Services Inc. ....(832) 678-4500  
SplashPad Texas Onsite Office.....(281) 441-3557  
Recreation Center Onsite Office.....(281) 441-9955  
Gate Attendant.....(281) 441-1089

### **Utilities**

Comcast (Customer Service) .....(713) 341-1000  
Electricity (TXU) .....(800) 368-1398  
Gas (Centerpoint) .....(713) 659-2111  
Trash (Republic Waste).....(281) 446-2030  
Water & Sewer (EDP Water District).....(832) 467-1599  
Electricity (Centerpoint-Report street light outage) .....(713) 207-2222  
Texas One Call System (Call Before you Dig)..... 811

### **Property Tax Authorities**

Harris County Tax.....(713) 368-2000  
Harris MUD #400 .....(281) 353-9809

### **Public Services**

US Post Office.....(281) 540-1775  
Toll Road EZ Tag.....(281) 875-3279  
Voters/Auto Registration .....(713) 368-2000  
Drivers License Information.....(281) 446-3391  
Humble Area Chamber .....(281) 446-2128

### **Police & Fire**

Emergency ..... 911  
Constable/Precinct 4 (24-hr dispatch) .....(281) 376-3472  
Harris Co. Sheriff's Dept./Prec 4, Dist 2 (24-hr) ..... (713) 221-6000  
Eastex Fire Department.....(281) 441-2244  
Emergency Medical Service ..... (281) 446-7889  
Poison Control.....(800) 222-1222  
Humble Animal Control.....(281) 446-2327  
Texas DPS.....(281) 446-3391

### **Area Hospitals**

Renaissance Northeast Surgery .....(281) 446-4053  
Kingwood Medical Center .....(281) 348-8000  
Northeast Medical Center Hospital.....(281) 540-7700  
Memorial Hermann Hospital (The Woodlands) .....(281) 364-2300

### **Public Schools**

Humble ISD .....(281) 641-1000  
Park Lakes Elementary (K-6).....(281) 641-3200  
Humble Middle School (7-8) .....(281) 641-4000  
Summer Creek High School (9-12) .....(281) 641-5400

### **Private Schools**

Holy Trinity .....(281) 459-4323  
St. Mary Magdalene Catholic.....(281) 446-8535  
The Christian School of Kingwood .....(281) 359-4929  
Humble Christian School.....(281) 441-1313

### **DISCLAIMER:**

The Association doesn't verify, endorse, or approve any products, information, or opinions mentioned at Association sponsored functions or contain in this community newsletter.

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Land Tejas

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## HELP MAKE OUR COMMUNITY BETTER

Our community has lots going on, and that includes a range of upcoming social events as well several important ongoing projects. The website needs updating, there's always room for another article in the association newsletter, and several committees. You can be instrumental in helping to plan the community-wide spring barbeque, to renovate the community center, to redesign the common area landscaping, to review and update the association's architectural guidelines, to create the association's 5-year plan and to get involved in any number of other important endeavors. All it takes is a few hours of your time each month and a commitment to your neighbors.

There's a lot to be gained from volunteering your time: new friends, new skills, recognition by your neighbors and—perhaps best of all—an improved community.

Contact the association manager or a member of the board today. Welcome to the party!

## PARK LAKES RECREATION CENTER HOURS

Mon., Tues., Thurs., Fri. - 9:00AM-6:00PM / Wed. - 11:00AM-7:00PM

**Fitness Center Hours** (Clubhouse & Splash Pad)

7 Days a week - 4:30AM until 11:30PM \*\*Hours are subject to change\*\*

**On Site Community Manager: Lisa Walker**

Office Phone: 281-441-9955

[lisa.walker@sterlingasi.com](mailto:lisa.walker@sterlingasi.com)



## HOMEOWNER RIGHTS AND RESPONSIBILITIES

As assessment-paying members of our community, we are entitled to certain rights and—in return—we have certain responsibilities.

Homeowners have the *right* to:

1. Participate in governing the community association by attending meetings, serving on committees and standing for election.
2. Access appropriate association books and records.
3. Prudent expenditure of fees and other assessments.
4. Live in a community where the property is maintained according to established standards.
5. Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
6. Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
7. to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.
8. A responsive and competent community.

In turn, homeowners have the *responsibility* to:

1. Read and comply with the governing documents of the community.
2. Maintain their properties according to established standards.
3. Treat association leaders honestly and with respect.
4. Vote in community elections and on other issues.
5. Pay association assessments and charges on time.
6. Contact association leaders or managers, if necessary, to discuss financial obligations and alternate payment arrangements.
7. Request reconsideration of material decisions that personally affect them.
8. Provide current contact information to association leaders or managers to help ensure they receive information from the community.
9. Ensure that those who reside on their property—tenants, guests or family members—adhere to all rules and regulations.

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Merle Aaron Jr. & Sr.

# PARK LAKES



**NOTICE: Sterling Association Services, Inc. is the NEW community management service contracted by Park Lakes Property Owners Association.**

We are pleased to announce that the Board of Directors for Park Lakes Property Owners Association, Inc. (Park Lakes P.O.A.) has contracted with Sterling Association Services, Inc. ("Sterling") to provide professional community association management services effective September 1, 2017. Sterling Association Services, Inc. provides association services to over one hundred and fifty communities throughout Houston and its surrounding areas. Some of these services include customer care, billing and collecting the annual assessments, paying the community's monthly expenses, and maintaining the association's books and records.

Please note that assessment payments and correspondence to Park Lakes P.O.A. after September 1, 2017, should be directed

to our office address below:

**CORPORATE OFFICE:**

6842 North Sam Houston Parkway W.  
Houston, TX 77064  
832-678-4500

**ON-SITE OFFICE:**

9730 Park Lakes Canyon Terrace  
Humble, TX 77396  
281-441-9955  
ParkLakes@sterlingasi.com

Along with the financial support mentioned above, Sterling's services will include enforcement of the deed restrictions, processing architectural improvements, contract administration, day-to-day operations and directives, as well as providing support to the members as it pertains to Park Lakes. Your community will be serviced by our dedicated and professional management team which consists of Aly Long, General Manager, [aly@sterlingasi.com](mailto:aly@sterlingasi.com), Lisa Walker, Onsite Manager, [lisa.walker@sterlingasi.com](mailto:lisa.walker@sterlingasi.com) and Susan Marshall Accounting Associate, [susan@sterlingasi.com](mailto:susan@sterlingasi.com).

Should you have any questions, please feel free to contact your management team via any of the mediums provided. To receive community emails or to review and update your account, please log in to [www.sterlingasi.com](http://www.sterlingasi.com).

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Volunteers are always welcome and needed. If you are interested in volunteering for any of our upcoming events or committees please contact your Onsite Community Manager, Lisa Walker at 281-441-9955 or [lisa.walker@sterlingasi.com](mailto:lisa.walker@sterlingasi.com).

## WHY JOIN A COMMITTEE?

Committees serve a number of important roles to our association process and the Board of Directors:

- Committees serve as a training ground for future association leaders.
- Committees serve as a conduit through which the Board receives "grass root" input - opinions and attitudes of owners.
- Committees are a vehicle through which Board actions are explained.
- Committees enhance the effectiveness of the Board of Directors by providing research analysis and advice needed for policy decisions.
- Committees can be an instrument for initial implementation of Board policies such as with the Architectural Review Committee.

Committees are an important linkage between the Board of Directors and owners but in order to be effective committees need members! Owner input, involvement and participation is a must. Please consider participating in the association process and volunteering to serve on an association committee. Our community needs you!

Be on the lookout for committee meetings. Meeting times and locations will be sent out via email. Sign up to receive emails at [www.sterlingasi.com](http://www.sterlingasi.com).

## We currently have five committees:

1. **Adopt A School**
2. **Landscaping**
3. **Communications**
4. **Safety**
5. **Community Events**



# COMMUNITY ASSOCIATION FUNDAMENTALS

Even though we live in an association, you might be surprised how many of our neighbors—owners and renters alike—don't really understand the fundamental nature of common-interest communities. And we know that many others, including the media and government officials, lack a true understanding of the community association (or condominium) concept.

Community Associations Institute (CAI), a national membership organization that represents the best interests of common-interest communities like ours, developed 10 basic principles that answer three essential questions: What is the basic function of a community association? What are the essential obligations and expectations of homeowners? What are the core principles that should guide association leaders?

We're confident you'll recognize our community while reading these principles.

1. Associations ensure that the collective rights and interests of homeowners are respected and preserved.
2. Associations are the most local form of representative democracy, with leaders elected by their neighbors to govern in the best interest of all residents.
3. Associations provide services and amenities to residents, protect property values and meet the established expectations of homeowners.
4. Associations succeed when they cultivate a true sense of community, active homeowner involvement and a culture of building consensus.
5. Association homeowners have the right to elect their community leaders and to use the democratic process to determine the policies that will protect their investments.
6. Association homeowners choose where to live and accept a contractual responsibility to abide by established policies and meet their financial obligations to the association.
7. Association leaders protect the community's financial health by using established management practices and sound business principles.
8. Association leaders have a legal and ethical obligation to adhere to the association's governing documents and abide by all applicable laws.
9. Association leaders seek an effective balance between the preferences of individual residents and the collective rights of homeowners.
10. Association leaders and residents should be reasonable, flexible and open to the possibility—and benefits—of compromise.

Fundamentals can be downloaded at [www.caionline.org/governance/fundamentals.pdf](http://www.caionline.org/governance/fundamentals.pdf). For more information about Community Associations Institute, go to [www.caionline.org](http://www.caionline.org).

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## Clubhouse Recreation Center Party Room

The Clubhouse is available for rental on a first come first serve basis. Renters will have access to the patio and the clubhouse living space as well as the kitchen and bathrooms. Pool access is not permitted with the rental of the clubhouse.

The deposit for rental is \$300.00 (refundable pending inspection of facility/no damages)

- \$25.00 Admin Fee (non-refundable)
- \$20.00 per hour during business hours
- \$40.00 per hour after business hours and weekends

Please contact your onsite manger Lisa Walker for more information at 281-441-9955 or via email at [lisa.walker@sterlingasi.com](mailto:lisa.walker@sterlingasi.com)

- You are permitted to book an event 3 months in advance but no less than 2 weeks prior to your event.
- All deposit/rental checks will be held by the office personnel until the time of the event.
- All events would be pending approval by the board prior to event date.

In order to book one of the areas for an event all HOA dues must be in good standings and all fees must be paid in advance\*\*



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# Rules for the Holidays

The holidays are just around the corner, and for many people, that means lots of festivities with friends and loved ones. With all of the merriment that's sure to ensue, it's important that residents who are hosting celebrations are not only considerate of their neighbors, but also take note of the association's rules. A complete listing of our association rules and regulations can be found in our Covenants, Conditions and Restrictions (CC&Rs), but here are a few key items to look up that are particularly pertinent during the holiday season:

**Outdoor Decorations:** Decking the halls with seasonal ornaments is a great way to bring the holiday spirit home. Many love to spread the joy by decorating the outside of their homes and front yards as well, but before you scurry up that ladder to hang the decorative lights along the side of your roof, take a quick peek at the CC&Rs to find out the guidelines for outdoor decorations, as well as the guidelines for flags and signs if you plan on decorating with those. This will help make sure your outdoor winter wonderland isn't an association violation.

**Parties:** We hope you all have plenty of chances to eat, drink and be merry this holiday season. If you plan on hosting a large get-together or party, there are a few things you'll want to keep in mind. First, keep the revelry and noise to a minimum, and wind the party down at a reasonable time—you don't want your celebrating to interfere with your neighbors' attempts to get visions of sugar plums dancing in their heads. Check your CC&Rs to find out what the association deems acceptable noise levels and what the quiet hours are, as well as guidelines for hosting parties.

**Parking:** The holidays bring many people together, and that means extra cars will need to be parked. To make sure your guests are covered, look at the CC&Rs to find out the rules on visitor parking in the association, including where they can park and what kind of parking passes they may need.

**Overnight Guests:** It wouldn't be the holidays without Uncle Marv and Aunt Ethel bunking in little Jimmy's room. Of course, depending on how long your overnight guests are staying, you may need to let the association know. The CC&Rs will give you a breakdown on the rules for both short-term and long-term guests, so take a look at them before you break out the extra cot.

Following the association's rules and regulations helps ensure that all of our residents can enjoy this special time of year, so please help us by doing your part. Stay safe and have a wonderful holiday season.

## RESIDENT PORTAL

<http://www.canyongate.com/communities/park/>

Features of the Park Lakes Community Intranet:  
Register to receive email blasts from the association  
(association news and announcements, community events,  
local area happenings and more.)

Resident Directory, Classifieds, Current Events and Activities  
Documents and Forms (ACC guidelines, restrictions financials, etc.)

You can also sign up on the email list to receive community  
updates and meeting notices at [www.sterlingasi.com](http://www.sterlingasi.com).

# FAQ's

## Q. Why do I have to pay Association Fees and what do they cover?

A. All owners are required to pay Association Fees by the governing documents of their Association. The fees may be due annually or monthly. They fund the operation and maintenance of the common property and are used to provide services for the benefit of all owners. Association Fees pay for common area landscape maintenance, repair and maintenance of pools, playgrounds and equipment, and they provide for improvements desired by the Association, and for services to the owners.

## Q. What does the Association do?

A. The Association is a nonprofit corporation managed by a Board of Directors elected by the owners. The Board is responsible for the management of the Association's funds, the enforcement of the deed restrictions, and the maintenance of common area property.

## Q. What is a "managing agent" and what is their authority?

A. The managing agent is a company that is engaged by the Board of Directors to provide guidance to the Board, and to implement the Board's decisions or instructions. Sterling ASI's sole business is serving Associations as Managing Agent. A managing agent has no authority except as conferred by the Board of Directors. A managing agent does not make decisions; it implements the decisions of the Board.

## Q. What are the Governing Documents?

A. The "Governing Documents" for your association are the Articles of Incorporation, Bylaws, Declaration of Covenants, Conditions and Restrictions (or Declaration of Condominium) plus any Rules and Regulations, Resolutions or guidelines that have been established by your association.

## Q. Where can I get a copy of the Governing Documents?

A. You should have received a full copy at, or prior to, closing on your home. If you need another set, it is available through your association and/or its managing agent. Your Governing Documents are recorded instruments so they are also available through the County in which your Association is located.

## Q. What is a deed restriction and why do I have to comply?

A. It is part of the Declaration of Covenants, Conditions and Restrictions (or Declaration of Condominium) that you agreed to when you bought your home. Through this document, you agreed to certain standards of maintenance, upkeep and behavior in order to make the community as attractive as possible for yourself and your neighbors, and to maintain or enhance your property values. When you purchase a home in a deed-restricted community you automatically agree to comply with the restrictions then in place or that are properly established.

## Q. Why do I have to get the Association's permission for home improvement?

A. This better ensures that your intended improvement meets your community's standards as set forth in the Governing Documents and avoids the problems that arise from the construction of improvements and the use of colors or styles that conflict with others in your neighborhood.

## Q. What do the Association fees cover?

A. Your Association's fees or "assessments" pay for the maintenance, repair and administration of the common areas and facilities of the Association. These can include pools, tennis courts, recreational facilities, street lights, greenbelts and, in the case of condominium associations, the actual physical structure of the building or buildings.

## Q. What is the "common area"?

A. It is the land for the use and enjoyment of the members of the Association. This includes facilities like pools and playgrounds in single-family communities and hallways, exercise facilities and building structures in condominium.





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