



Volume 24

February 2019

No. 2

"Plus les Choses Changent Plus Ells Resten les Meme"

(The More Things Change the More They Remain the Same)



This old adage translates to mean exactly what it says. For example, you move into a fabulous new office building with the most beautiful view imaginable, outfitted with the highest tech money can buy... and still the server crashes all the time. Over the next several months WillowTalk will include articles published in the past that are still very apropos to today's HOA CC&Rs (Covenants, Conditions & Restrictions aka known as Deed Restrictions) that are necessary to keep our neighborhood looking great and our home values up. Please remember that these articles are being reprinted exactly as they originally appeared in WillowTalk.

Originally published May 2010

Your ARC

We Are Here to Help

As you all know, we live in a nice subdivision and the Homeowners Association Board of Directors is trying to keep it that way. The reason is to maintain the subdivision and the value of all the homes therein. It is a thankless job that has to be done and I personally have grown to appreciate their endeavor.

I bought a home here five years ago and immediately began receiving letters from PCMI regarding a violation of the ARC guidelines for improvements done by the previous owner. I basically did the same thing as most people would do and ignored the letters and threw them away. After receiving my fifth or sixth letter I read one and it stated that the matter would be turned over to the association's attorneys if I did not

comply. When I finished the letter I became really angry that the violation would be turned over to a group of litigators and a lawsuit filed against me. When I reread the letter, I saw a sentence that jumped out at me. I stated that I could contact PCMI and request a hearing, if you will, or meeting with the board and discuss this problem and hope for an amicable solution. I met with them and the problem was resolved. NO MORE LETTERS.

Now I told you that story to tell this one (comedian Ron White line). Shortly after my meeting with the board I was approached by a board member, I guessed at the time as punishment for being obstinate during my meeting with them, you know the adage, keep your enemies closer, and asked if I would consider becoming a member of the ARC. The ARC or Architectural Review Committee is a group of homeowners who live in the subdivision and VOLUNTEER to meet once a month to review applications submitted by other homeowners who want to make improvements or changes to their homesteads. After explaining to me what that entailed, I immediately said that I would be glad to be a member. My thought process was that I could wreak more havoc from inside than the outside and that it would be fun. BUT, I WAS WROOONNNNG!!! (another Ron White quote).

I have been on this committee for about three years and have grown up and found that this is a very important and integral function of our community. Early on, I could not believe some of the requests that were being forwarded to the ARC. Some very minor, some outrageous, some I thought were silly but all were submitted by homeowners who like me, wanted to make changes to their homes and each application should get a fair review. I began to take the challenge more seriously and try to look at each application as if I was submitting for my own home and what the impact of that improvement would do to my neighbors and the community in general. Please rest assured that the members of the ARC take time to think about each application and what the impact would be if approved.

When an application is submitted to the ARC, we first check the guidelines set forth by the association board to see if the

(Continued on Page 3)

Willowbridge - Stonebridge

IMPORTANT NUMBERS

All Emergencies.....	911
AT&T - Billing.....	800-585-7928
Repair	800-246-8464
CenterPoint Energy.....	713-659-2111
Cy-Fair Hospital.....	281-890-4285
Harris County Animal Control	281-999-3191
Harris County Flood Control.....	713-684-4000
Harris County Sheriff's Office (HCSO)	713-221-6000
Newsletter Publisher - Peel, Inc.	888-687-6444
Advertising.....	advertising@PEELinc.com
Website	www.PEELinc.com
Poison Control Center	800-222-1222
Reliant/NRG.....	713-207-7777
Trash - Best Trash	281-313-2378
Vacation Watch (to place) - HCSO Pct. 4	281-290-2100
W. Harris County MUD #11.....	281-807-9500
(Tops Water Management)	
Willow Place Post Office	281-890-2392

ASSOCIATION DIRECTORY

Amenities Access Card.....	Request at	access@grahammanagementhouston.com
Beautification Committee.....	Open Position	
Clubhouse Reservations and Pool Parties.....		
Mandi Branam.....		mbranam@grahammanagementhouston.com
Lost Pet Coordinator		
Sonia Moore.....		msrco@aol.com
Marquee Coordinator		
Barbara Lallinger.....		blallinger@hotmail.com
Newsletter Coordinator		
Barbara Lallinger & Krystina Cotton.....		willowbridgenews@gmail.com
Soccer Field Coordinator		
Jay Guarino.....		jvguarino@hotmail.com
Tennis Coordinator		
Cory Fein.....		coryfein@yahoo.com
Website Coordinator.....		willowbridgehoa@live.com
Welcoming Committee		
Gracie Galvan.....		galvangracie@hotmail.com
Yard of the Month Committee		
Nominate your favorite.....		willowbridgehoa.com

BOARD OF DIRECTORS

Thomas Wilson	President
Ryan Lovell	Vice President
Barbara Lallinger	Secretary
Candyce Ward.....	Treasurer
David Smith.....	Director

HOA INFORMATION

Willowbridge Homeowners Association Inc. - Graham Mgmt
Mandi Branam..... 713-334-8000
E-Mail mbranam@grahammanagementhouston.com
Fax 713-334-5055
2825 Wilcrest Dr., #600 Houston, Tx. 77042

If you have any questions or comments regarding the neighborhood please contact the numbers above.

BOD MEETINGS

Quarterly meetings: *4th Thursday of January, April & July at 6:00 pm. **Annual Homeowners Meeting:** *4th Thursday of October at 6:00 pm. (*Unless otherwise notified via website & marquee)

HARRIS COUNTY ROAD AND BRIDGE

To report street or curb damage, missing/damaged street signs and street flooding: (281) 353-8424 or www.hcp4.net.

If a resident wants to request a new sign or replace a damaged one, they have to go online and fill out a request.

STREET LIGHT OUT?

If you notice a street light out PLEASE report it to CenterPoint Energy. We pay for all of the street lights in our subdivision... every month...regardless if they are illuminated or not!! This is also a serious safety issue. To report an outage, follow these steps:

By Phone: During normal business hours (7 am – 7 pm)

- Call (713) 207-2222
- Give the Customer Service Representative the 6 digit pole number (located approximately 6 feet up the pole), the street name and closest address.
- Online (anytime): centerpointenergy.com

NEWSLETTER ARTICLE SUBMISSION

Newsletter Article submission Deadline is 3rd of each month. Please give a 2 month advance notice.

willowbridgenews@gmail.com

(Continued from Cover)

requested improvement is covered and if it is in compliance. If the request is covered and is in compliance, the application is generally approved without further discussion. Some of the members may not like the request, but if it falls within the parameters set, it is approved. Now on the other hand, if the application requests does not meet the ARC guidelines or will reflect negatively with your neighbors or the community as a whole, it is generally denied or the committee requests further information from the affected homeowner in order to make a decision. If the ARC denies your application, you do have the option to request a meeting with the board to discuss the application and explain to them why it should be approved. If you do meet with the board, their decision whichever way it goes is final. **THIS IS IMPORTANT FOR YOU AS HOMEOWNERS PLEASE, PLEASE** don't make the mistake of listening to your contractor when he tells you that the improvement you seek has already been approved by the subdivision. He does not know what will be approved or denied. As an example, when Hurricane Ike struck Houston last year, many of the roofs in the subdivision were damaged. The roofing contractors descended like kamikazes on our community and solicited business. Most were out of the area contractors who needed to make a buck off the distress of the homeowners here. Some people were told by these contractors that the roof colors had been approved by the homeowners association. They had not been approved and are still not approved as I write this. Obviously, the homes needed to be repaired immediately to prevent further damage. By far, the biggest items damaged then were the roofs. Most roofs were either repaired or replaced without seeking approval from the ARC. Understandably, your home needs to be repaired without hesitation but those repairs need to meet the criteria set forth by the association. Possibly an emergency contingency plan could be formulated to deal with certain disaster situations when they arise in the future.

When this subdivision was built, the majority, if not all the contracts used the same color shingles on the homes here and that color is Weathered Wood. Since the big hail storm that struck here in late July or early August of 2009, we have had about 200-300 requests for new roofs. The ARC decided that we would try to expedite certain requests for those who chose Weathered Wood or similar colored shingles for their homes, meaning that if the homeowner requested one of the pre-approved shingles listed on the Willowbridge HOA website, upon submission of application to PCMI, that application would automatically be approved and returned within 48-72 hours so that repairs or re-roofing could be scheduled almost immediately. An application for one of the pre-approved colors on the website **MUST** be submitted even if the work was completed prior to this list being posted on the website so the improvement or change made to the home will be on record with PCMI. It has helped the ARC tremendously and we hope that it helped those

who chose to use that option.

Alternatively, if you request a shingle color that is not on the pre approved list, that application will be forwarded from PCMI to the ARC for consideration. Since the ARC meets once a month your application will take up to 30 days for review. Some homeowners are seeing certain color roofs go up and think that it will be ok to put up the same roof. Remember, just because someone installs a roof does not mean that it has been approved by the ARC. Each homeowner should submit an application for any improvement that is going to be made regardless of what the neighbors are doing. Each homeowner should be sure that the requested improvement is approved before making that improvement. Please, also understand that if you make an improvement to your residence that is not approved and not in compliance with the guidelines, the HOA can file, as a last resort if the situation can be resolved by no other means, a Notice of Non-Compliance lien on your residence that will have to be satisfied before lien is lifted.

Also, some homeowners feel that they can do whatever they want to the home since they are the owners. I know I thought that I felt it was mine to do with as I pleased and should be no one's business but mine. At times I still feel that way, but serving on this committee has shown me that everything that I want to do to my residence is not necessarily good for the value of my home or that of my neighbor's homes or the community as a whole.

Further, it should be noted that many fences have been rebuilt since Hurricane Ike and many of those damaged and repaired do not have an ARC application on file for said fence. Some argue that replacing existing fence is not an improvement to a homestead. However, an ARC application is required to repair or replace existing fences. The subdivision has been around for many years now and many of the fences are in need of replacement.

When planning to replace your fence please remember to submit an application before you replace the fence. The HOA has also rules that no colored stains should be applied to new or existing fences. They have stated that homeowners may treat their fences with clear weatherproofing products. There are several homes that have new fences and the owners have treated them with colored stain and the Board has agreed that those fences must be maintained until such time as the fence needs to be refurbished. At that time, owners should pressure wash fence and re-treat with a clear weatherproofing.

The ARC continues to study the existing community guidelines for improvements to residences and revamp the guidelines to make them more manageable and understandable for all homeowners. The bottom line is that the ARC wants you to know that we are trying to do the right thing for you and our subdivision.

If you have any questions about the ARC or the application process please contact PCMI and they will forward them to the ARC.

Willowbridge - Stonebridge

2019 Trash/Recycle Schedule

05/27(M)	NT,NR
05/30(Th)	T Only
07/04(Th)	NT
09/02(M)	NT,NR
09/05(Th)	T Only
11/28(Th)	NT

Legend: NT= NO Trash NR=NO Recycle

Our trash and recycle vendor, Best Trash, observes only the following holidays: New Year's Day, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day and Christmas Day. If a holiday is not listed above then it does not apply to our trash and recycle service. Please note that Recycle is picked up on Monday only and Trash is picked up on Monday and Thursday. If the holiday falls on a Monday Trash will be picked up on Thursday and Recycle will not be picked up until the following Monday (next regularly scheduled pick up date). Both Monday and Thursday are considered to be Heavy Trash pickup days; however, if the item is too heavy for 2 workers or if the truck is short a worker, you may need to make arrangements for a special pickup. Please remember that contractor trash will not be picked up by Best Trash.

Holiday Yard Deco Winners Sparkle in Red, White & Blue

This year's decorations included many different themes and it was really hard to pick just 3 from them. As published in the December WillowTalk edition, Holiday Yard Decorations awards are based on criteria such as the overall appearance and maintenance of the yard, and not necessarily the one with the biggest light show or the most inflatables. Your HOA replaced the Award signs this year with a different holiday scene on each one (old ones were just words). First place: had a blue background looking down on a snow covered village with a large decorated holiday tree in front, second: a jolly snowman and third: a colorful gingerbread house. Listed below are the winners with a short synopsis of what "put them over the top" in the judging process.

1st Place – Brown Family – 8911 San Patricio Ct. in Willowbridge had a totally red & white light theme throughout their decorations, including wreaths, garlands and lit sidewalks. No, they're not U of H alumni; they're actually Aggies but couldn't find maroon lights!

2nd Place – Anderson Family – 8606 Ballinger Dr. was highlighted by solid white lights surrounding the base of the trees and winding up into the tree canopies at this home located in Willowbridge. The lights reflected in the home's windows, with the reflections giving the appearance of twice as many trees.

3rd Place – Benavides Family – 9718 Slate Field Dr. in Stonebridge had a predominantly blue light theme which carried over to the Christmas tree in the front window. The North (actually Northwest) Star on the house's gable was a nice touch.



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WHAT GIVES WITH THE NEWSLETTER BEING LATER & LATER EACH MONTH?

The last few months have seen the newsletter arriving later and later. There are several factors that have contributed to this continued lateness and we will try to explain below.

1. A major part of Willowbridge lost their mail carrier (Connie) in September after she had been on our route for 7 years. A small part of Willowbridge and all of Stonebridge are served by another carrier (sometimes two different carriers), and may not have been affected by this change.

2. Our newsletter is paid for entirely by advertisers. Not one penny from HOA assessments is used to provide WillowTalk to us. The publishing company solicits advertisers and we are given an equal number of pages for articles to the amount of pages of advertisements. It is important to note that the more advertisers, the more pages for articles, so please support the businesses that advertise in WillowTalk and if you own a business, please consider advertising in it. Peel, Inc., our publishing company has sole rights and control on how the newsletter is prepared and delivered to us. It is sent by “**bulk mail**” (also referred to as junk mail), which the United States Postal Service (USPS) broadly defines this type of mail as quantities of mail prepared for mailing at reduced postage rates. The preparation of mail includes presorting and placing into containers by ZIP code. To qualify for this lower rate bulk mail must have a minimum number of pieces...200 (or 50 pounds of mail) for USPS Marketing Mail; 50 pieces for Parcel Select, or 300 pieces for **Presorted or Carrier Route Bound Printed Matter** (us). Bulk mail is 2nd, 3rd or 4th Class Mail, consisting of identical pieces mailed under permit in quantity and paid for as one lot, and therefore does not carry the delivery priority of 1st Class Mail. All newsletters of any quantitate are mailed this way. A reasonable and prudent business that can take advantage of this discount must do so to keep delivery costs down. Just to put a perspective on the numbers... Peel, Inc. publishes newsletters for various HOA's, Community Associations, etc. for the following:

1. **Houston Area** – 40 ranging from circulation of 100 (new client, smallest before that 250) to 5,400 (Fairfield). We are shown at 850 (rounded up from 827 homes).

2. **Austin** – 19 ranging from circulation of 375 to 7,100.

3. **San Antonio** – 4 ranging from circulation of 200 to 2,700.

Heck yeah, they're going to use bulk mail! Most of the time it's not a problem; however, it's an inherent problem when the winter holidays arrive. The mail carriers are told that 1st Class Mail takes priority and just think of all those packages that were being delivered in to the nighttime and on weekends during this period. Going forward in 2019, let's give our new carrier the benefit of the doubt (learning a new route, going here and there with no time to spare). If it continues to be late starting in February (with this issue) we will need to complain to the post office with as many verbal calls as possible (Willowchase Post Office: 281.890.2392).

What Does it Mean to Prohibit Actions?

When something is prohibited...is it a Rule or a Guideline? A Rule is developed to invoke a sense of order, fair play and **SAFETY**. Prohibit means to forbid something or to make it illegal. The newsletter has had several articles regarding the new signs posted in early August, listing 13 things that the HOA board has voted to prohibit on common property (including any esplanades within the neighborhood) for the safety and enjoyment of all residents and their guests. The signs are located by the first entrance (from West Rd.) to the parking lot; in front of the oak tree by the sidewalk leading to the tennis courts, playground and soccer field, between the clubhouse and pavilion (coming from the parking areas); and on the south end of the soccer field. Please note that one of these prohibitions is fires, firearms and **FIREWORKS**. These prohibited actions are rules, not guidelines and are not superseded by a holiday such as New Year's Eve or July 4th. Please review the following sign copy and be sure that everyone in the household, including guests, are apprised of these prohibited actions.

WILLOWBRIDGE HOA

HOURS: DAWN - DUSK

USE AT YOUR OWN RISK

PROHIBITED ON ALL COMMON PROPERTY

UNATTENDED CHILDREN UNDER THE AGE OF 10

MOTORIZED VEHICLES ON GRASS

SMOKING

ALCOHOLIC BEVERAGES

GLASS CONTAINERS

FIRES, FIREARMS OR FIREWORKS

UNLEASHED PETS (SCOOP YOUR POOP)

PROFANITY OR ABUSIVE LANGUAGE

EXCESSIVE NOISE

LITTERING

SOLICITATION

OVERNIGHT PARKING

TRESPASSING

ALL COMMON AREAS PATROLLED BY LAW ENFORCEMENT

FOR EMERGENCIES CALL 911

Willowbridge - Stonebridge

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* Under no circumstances shall the publisher be held liable for incidental or consequential damages, inconvenience, loss of business or services, or any other liabilities from failure to publish, or from failure to publish in a timely manner, except as limited to liabilities stated above.

What Are You Waiting For? ...Join Nabr Now!

Nabr (Graham Go) became our new official website on September 1st. The HOA board made the decision to change websites to upgrade the old one and to provide us with a safer and more secure website. The new one can't be accessed by the general public as in the past (with the exception of general information about the neighborhood). Once you sign up you'll be placed in the neighborhood directory (again only seen by residents) and you can limit the amount of information you wish to appear in it. The new system allows you access to:

- Receive notifications, messages and reminders from the HOA and Graham Management Co.
- Access website from your computer or phone
- Find HOA documents, forms and events information
- Customize your settings to receive tailored notifications and alerts about your neighborhood

• Make payments or check your account status online

• Access the Resident Directory

• Keep up to date with your neighborhood events and Much More!

Join Nabr Now!!!

• **Text:** **grahamgo** to **59248** and receive a text back with a mobile app download link

• Search: For the Mobile app "Graham Go" in Google Play Store

• Go to: www.nabrnetwork.com

• Follow prompted directions

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Houston, TX 77070

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