

# CROSSROADS

## *Connection*

May 2020

CROSSROADS PARK HOA COMMUNITY NEWSLETTER

Volume 2, Issue 3

## *President's Letter*

Hello everyone,

Winter is once again leaving us for another year and spring is here! Yard work is upon us all and usually there is great weather to make any home repairs you may need to do.

One VERY IMPORTANT thing I want to address: Deed Restriction Letters! Everyone knows why we have Deed Restrictions. I'm sure some of you have issues with the HOA and the way that the HOA enforces the deed restrictions. None- the-less, they are part of the property you bought. We all want to live in a community that is well-kept, is free from anything that makes it look trashy and free from general issues that make your property value decline. Deed Restrictions are one of the things that help keep it that way.

Let's talk about the full process. ...Randall Management has a Deed Restriction Department that inspects properties once a month. After the inspection, properties with infractions are sent a letter referring to the issue. Our by-laws state that home owners have 10 days to correct this. Right now, we do not pay for an inspection TWICE a month, so home owners are given 30 days – until the next inspection - to fix or correct issues. At the next inspection, if not fixed or taken care of, the home owner will get another letter. Ten days after the second letter, the HOA will take action to fix the issue. This process gives you 40+ days to fix whatever issue has been cited at your property.

In the event that the deed restriction problem has not been taken care of after the issuance of two letters, a certified letter will be sent. The certified letter is the expense of the home owner. If the certified letter does not produce results that correct the problem, the matter will be sent on to an attorney. Any attorney costs are the expense of the homeowner also.

When you email Dee Jarvis (cassistant@randallmanagement.com) to report an issue, she reports the issue to the inspector. A letter is sent right away to let the home owner know that there has been a complaint about their property. When the inspector goes out, this issue is checked again. If the issue is still not corrected, a second letter is sent.

We have had a few violations where there are a significant number of resident complaints. For these violations the Board is looking into

a shorter timeframe for the homeowner to cure the problem. Possibly 10 days instead of 30 days.

You should also know that the by-laws state that the Board may hire a contractor to fix the problem. These charges – mowing, hauling away trash, etc - are the responsibility of the homeowner. All of these charges are added to the home owners account.

Here are a couple of things I have heard and want to address these comments/questions:

- The cost - "I'm paying for THIS (letters)?" Yes. The inspection and letter are in our contract. You are paying less for this than you have in the past 4 years. In 2015, 2016 and 2017, you were paying more for a management company than you do now ... and they looked the other way for most violations. We talked about this at the annual meeting and it was shown on the annual budget.

- "I have seen properties with (problem). What about those violations?" You may feel like you are the only one receiving a letter, but I assure you that you are not. The process is not perfect. Some things have been missed. However, if you will call and ask someone in the Deed Restriction Department at Randall about what you might be seeing as a violation, they will be able to tell you if they have already sent a letter or not.

- Trash Cans - This is a problem that we are going to have to address further with residents. Our by-laws state that trash cans should not be in "public view". That basically means put them behind your fence or in your garage. Do you have a problem getting those heavy trash cans out? Waste Management can help you. (I addressed this in the last newsletter. We have heard from some residents and have seen some correspondence about these. At this writing, we are looking into defining when trash cans should and should not be out. I do not have a definite answer for the problem yet.

I do want to thank you for calling or emailing about any of your questions or comments. Sometimes your communication helps us improve the way things are done. Sometimes you point out things that we may not be aware of.

*(Continued on Page 2)*

# Crossroads Connection

## IMPORTANT NUMBERS

### **HOA President**

Sheila Schlesener..... [mustangsheila@sbcglobal.net](mailto:mustangsheila@sbcglobal.net)

### **HOA Vice President**

Marianne Roth..... [meroth2000@yahoo.com](mailto:meroth2000@yahoo.com)

### **HOA Treasurer**

Tina Veserra..... [tvessera@sbcglobal.net](mailto:tvessera@sbcglobal.net)

### **POA Board President, Gerald King**

### **POA Board Vice President, Brian DelSignore**

### **POA Board Treasurer, TBD**

### **MUD #29, Director for NW Harris County, Bryan Felt**

### **HOA Architectural Review:**

Randall Management ..... 713-728-1126

### **Garage Sale Coordinator:**

Tina Veserra ..... 832-341-2380

### **Crossroads Newsletter Coordinator:**

Sheila Schlesener..... [mustangsheila@sbcglobal.net](mailto:mustangsheila@sbcglobal.net)

### **Pavilion & Baseball Field Coordinator:**

David Ellison ..... [elldog8@comcast.net](mailto:elldog8@comcast.net)

### **Pool Management Company:**

American Pools

### **PROPERTY MANAGEMENT COMPANY**

#### **RANDALL MANAGEMENT**

6200 Savoy, Suite 420, Houston 77036

Property Manager: Carlos Mata

Email: [cmata@randallmanagement.com](mailto:cmata@randallmanagement.com)

### **RESIDENTIAL AND/OR POA EMERGENCY WATER SHUT-OFF**

EDP 832-467-1599

(Can't FIX water problems, but can turn off water to leaking water sprinklers, etc) Report broken sprinklers, running water, email general water problems to VanMor.

### **SECURITY PROVIDED BY HARRIS COUNTY SHERIFF'S DEPARTMENT**

If you have an emergency, dial 911.

If need police assistance, please call the Sheriff's Office at 713-221-6000. This is a non-emergency number.

### **WASTE MANAGEMENT**

Trash Collection and Recycling..... 800-800-5804

### **CROSSROADS PARK NEWSLETTER ONLINE**

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(Continued from Cover Page)

The MAJORITY of residents keep their homes and property in good shape. My question to you is this: Do you want to live in a community where your neighbor has no grass or landscaping in his yard; where the neighbors across the street park cars in their yard; where residents can leave furniture, equipment or trash stored up and down their driveway; where the color of your house can be orange, purple, sky blue or pink?

Now - having said all that, we are a small community. As neighbors and as present or past board members, many of us know each other. However, I also would not care to see my neighbor's flower beds being taken over by weeds or a house painted orange or cars parked in the yard. What I am asking is that you think about others and about what you are making our community look like.

The board is working on getting the pool ready for this summer. We will be looking at the dates and hours for the pool and trying to determine a fair schedule for all. Several people have expressed their wishes for longer hours and we are going to try to accommodate that. There will be a new form and set of rules that you will have to agree to for access to the pool. Watch your mail for a letter from Randall Management about this.

I would also like to invite any of you to participate on a committee. The subdivision needs a few good people to help with the following topics: Security Liaison/Committee and Pool Liaison/Committee.

- Security Liaison/Committee – Be the main point of contact with our Sheriff's Department Officers. Report information given about the subdivision from the Officer(s). Communicate with the Board and newsletter coordinator once a month about the activities.

- Pool Liaison/Committee – Be the main point of contact for any activities at the pool. Report information about resident preferences and problems. May also organize activities at the pool with the approval of the Board. Communicate with the board once a month about all activities

It was nice to see several residents at our last board meeting! It is encouraging to know that you are willing to participate in keeping your community safe and clean. I hope to see you around this summer!

**Sheila Schlesener**



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PRESENTED BY  
EIT  
THE INSTITUTE OF TEAM



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OFFER UNTIL APRIL 30TH

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Text: (210) 885-8326 // Email: info@aidthesilent.com

BOERNE MAIN PLAZA @ 8AM

IRUNBECAUSEEVERYONEISWELCOME

Register at [aidthesilent.com/5k](https://aidthesilent.com/5k)

## CREATE A TEAM!

- ✓ Recruit co-workers, friends & family!
- ✓ SAVE \$5.00 off each registration AFTER YOUR 10TH TEAM MEMBER signs up\*
- ✓ Packet Pick Up Made Easy - all your team will be in one box!
- ✓ Coordinating Event Day - create your own t-shirts or add accessories to ours! Be creative & have fun!
- ✓ Each individual team member registered will still be eligible for individual awards in their own age divisions.

\*10 people teams will receive a \$5.00 discount upon the 10th person signing up. After the 10th sign up on your chosen team, a \$5.00 discount will be refunded to each team member individually.

## PRIZES FOR THE LARGEST TEAM & THE MOST CREATIVE TEAM!



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# Crossroads Connection

## *Additional Services from Waste Management*

We heard from quite a few residents about the changes in our garbage service. Because of the emails and/or calls you sent to the board or the management company, we looked into what we could do to help with the transition. We, in turn, attended a Harris County MUD district meeting to ask about the change in their service. Waste Management has now set up two new services to help our residents.

### **1) Assistance with trash pick up**

Assistance is available for residents with special needs. If you have a disability or are having issues getting your container to the curb for valid reasons, you may request assistance by calling the Call Center at 800-800-5804. An agent will discuss needs with the resident and communicate those needs to a Public Solutions Manager. The manager will then contact the resident to discuss and coordinate the needs with the Operations Team.

### **2) Additional cart or containers for residents**

Residents who would like an extra container may get one for an additional rate of \$8.00/month per container. This service is billed annually (one time for the year) with the billing period occurring from January 1 to December 31. A full year will be \$96.00 and that does not include taxes. If you initiate service any time during the year, the amount will be prorated. Service will continue for the following years unless cancelled. You may request an additional container by calling the Call Center at 800-800-5804 or by email at [cssatex@wm.com](mailto:cssatex@wm.com).

Our MUD district has contracted with Waste Management for their services for the next 5 years. If you have questions, please contact them for help at 800-800-5804

## **Garbage and Heavy Trash Pickup Days**

**Garbage collection days are Mondays and Thursdays.**

**Recycling is collected on Mondays. These bins have a yellow lid.**

### **Rules for garbage and recycling collection:**

- Bins should be placed at the curb unless you have called Waste Management and have an agreement for your residence.

- Bins should be 4 feet from obstructions (cars, etc) and within one (1) foot of the curb.

- Any item outside of the bin(s) will not be collected unless it is Bulk Collection Day. **THIS INCLUDES BAGS OF TRASH AND LAWN CLIPPINGS.**

**Bulk Collection is on the 1st Thursday of every month.**

### **Bulk Collection description of acceptable items:**

- Broken down and bundled boxes.
- Old furniture
- Bagged grass clippings, leaves, branches and tree trimmings. Branches should be tied and bundled in 4 foot lengths, be no more than 40 to 50 pounds and no more than 3 inches in diameter.

- Appliances
- Mattresses
- Other items too big for your trash bin





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Beautiful  
Please Clean Up  
After Your Pet**

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# CORONAVIRUS 2019-nCoV

SAFETY ADVICES AND TIPS



## SYMPTOMS



FEVER



COUGH



SHORTNESS  
OF BREATH



SORE THROAT



HEADACHE

## PREVENTION



WASH HANDS WITH  
WATER AND  
SOAP/SANITIZER,  
AT LEAST 20 SECONDS



AVOID CONTACT  
WITH SICK PEOPLE



DON'T TOUCH EYES,  
NOSE OR MOUTH WITH  
UNWASHED HANDS



WEAR A MASK



AVOID  
CROWDED PLACES



AVOID CONTACT WITH  
ANIMALS AND ANIMAL  
PRODUCTS



DO NOT SHARE  
EATING UTENSILS  
AND FOOD



DON'T EAT RAW FOOD,  
THOROUGHLY COOK  
MEAT AND EGGS



AVOID TRAVELLING TO  
AFFECTED AREAS  
UNLESS NECESSARY



IF YOU BECOME SICK  
SEEK MEDICAL CARE  
IMMEDIATELY

## IF YOU ARE INFECTED



STAY AT HOME



AVOID CONTACT  
WITH OTHERS



COVER YOUR NOSE  
AND MOUTH WITH  
TISSUE OR ELBOW  
WHEN SNEEZING



PUT TISSUES  
IN THE TRASH BIN  
AND WASH HANDS



KEEP OBJECTS AND  
SURFACES CLEAN

# How to Navigate Challenges to Mental Health During Shelter-In-Place



It is well-known and accepted that mental health and addiction issues can be challenges many face. Whether this is our own journey of challenges, or if we are the family/close friends of one afflicted, it feels that you don't have to look far to come across someone attempting to shoulder such challenges.

The 2018 National Survey on Drug Use and Health found that 67.1 million (1 in 4) Americans 12 or older were binge drinkers, 53.2 million Americans (19.4% of the US) 12 or older were illicit drug users, and that approximately 47.6 million adults (4.2 million adolescents) suffered from a mental illness.

With the recent mandated stay-at-home orders, mental health and addiction experts are unanimous in their concerns that these numbers will increase. This is because our world, our community in essence is experiencing a prolonged traumatic experience. A leading expert and researcher on trauma, Dr. Diana Fosha, explains trauma as being 'the experience of unbearable emotional suffering in isolation'. Dr. Fosha goes on to say that the healing of trauma essentially happens in one's undoing of their aloneness, which is to say isolation.

Sequestered in our respective homes, we are experiencing uncertainty, fear of the unknown, and social isolation from our normal routines and friends and family. Which is to say, we are all experiencing trauma at varying levels. The following are tips for how we can incorporate into our lives what the research proves works to address challenges to our mental health.

### 5 Tips for Maintaining Sobriety and Mental Health

- Have a community of support. Seek help from a professional. Mental health therapists and psychiatrists have gone digital. Make sure to have as much digital face-to-face contact as possible with friends and family.

Additionally, 12-step recovery groups are easily accessible via Zoom.

- **Have a spiritual practice.** Reconnecting with your faith, a meditation practice, walking outside, journaling. Seeking a way to determine 'HOW' you are to navigate this uncertainty. Recognizing that panic and anger will not help this, and to instead to feel empowered to get intentional with how you are showing up emotionally.

- **Keep to a daily schedule.** Finding a new normal routine and adhering to that. Have this schedule to make room for alone-time and exercise alone or with your family. Fresh air and outdoor time is a must.

- **Reconnect with yourself, loved ones, and your values.** This can be an opportunity to learn to reconnect with what is truly important to you. An opportunity to really identify or reconnect with your value system. Where there is crisis, those who really flourish are those who look for opportunities for transformation and resilience. Perhaps making and sharing a gratitude list with friends or within your family can be a practice.

- **Finding the courage to share honestly.** For those of us who believe that our safety and security is in being ok and having it all together, this pandemic is challenging that defense in an unprecedented way. In mental health and the healing from addictions, it is clearly known that healing ONLY happens by finding the courage to share one's vulnerabilities. It is in sharing our fears, our anxieties, our struggles that we can feel the most connected and supported by one another. And in this way, we also give others permission to share their vulnerabilities and fears.

-Alana Smith, LCSW, LCDC



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