



ROYAL OAKS

RESIDENTIAL COMMUNITY OWNERS ASSOCIATION, INC.

2012 RESIDENT HANDBOOK

11200 Richmond, Suite 650 • Houston, TX 77082
(713) 600-3450 Office • (713) 600-3451 Fax • n.mitchell@pmghouston.com
www.rorcoa.com



ROYAL OAKS

Residential Community Owners Association, Inc.

11200 Richmond, Suite 650, Houston, Texas 77082

Telephone (713) 600-3450 • Facsimile (713) 600-3451

www.rorcoa.com

TABLE OF CONTENTS

The Association	Page 1-2
Gates and Access	Page 3-4
Gate Maintenance and Repairs	Page 5
Security	Page 6
Parking and Traffic Regulations	Page 6
Speeding	Page 7
Community Curfew	Page 7
Animals	Page 7
Landscaping	Page 8
Rye Grass Overseeding	Page 8
Trash and Recycling	Page 8
Enforcement	Page 9
Modifications	Page 10-11
Basketball Court and Park	Page 12-13
Website	Page 14
Committees	Page 15
Contacts	Page 16

THE ASSOCIATION

Organization

The Royal Oaks Residential Community Owners Association, Inc., ("Association") is a Texas Non-Profit Corporation.

Governance and Membership

The Association is governed by federal and state laws, including certain portions of the Texas Property Code, and the governing documents of the Association, which include the Articles of Incorporation, By-Laws, the Declaration of Covenants, Conditions, and Restrictions (commonly referred to as the "Deed Restrictions" or "Declaration") and resolutions, policies, rules, and architectural and design guidelines adopted by the Association. Every owner of a lot is a Member of the Association. Members are obligated to comply with the governing documents, which run with the property and are legally-binding.

Purpose

The purpose of the Association is to protect, maintain and enhance the value of property in the community through mutually beneficial covenants and restrictions.

Country Club and MUD District

The Royal Oaks Country Club is a separate entity than the Association, as is Harris County Municipal Utility District No. 372, who is responsible for providing water and sanitary sewer services and managing the storm drainage system in the community. Each of these entities is interdependent on each other and plays a crucial part in the future success of the community.

Board of Directors and Management

The Association is managed by a Board of five Directors, each of whom is an owner of a lot or home in the community (referred to as Class A members). There have been significant milestones reached in the transition of responsibility and oversight of the community to the Membership and Class A Directors over the last two years. Provisions regarding the transition of the community from one controlled by the Developer to the Membership are established in the By-Laws and Declaration.

Management services are provided by Principal Management of Houston, who has provided managing agents and accounting services. The Association's managing agent is Nathan Mitchell, the assistant managing agent is Lexie Hahn, and the administrative assistant is Lee Griffin. The Association's management office is located at 11200 Richmond, Suite 650, which is located within close proximity to the community.

The Board is responsible for managing the affairs of the Association, including establishing, reviewing and supervising service contracts, enforcing community restrictions, managing the Association's finances and payment of bills, collecting assessments, and preparing and monitoring the annual budget. Management assists the Board in carrying out their responsibilities and in managing the day-to-day activities of the community.

The Board typically meets quarterly. Owners are welcome to attend meetings of the Board, and time is set-aside at the beginning of the meeting for owners that are present to address the Board. Items of a sensitive nature (including deed restriction enforcement, collection, and legal matters) are discussed in Executive Session without owners present.

GATES AND ACCESS

Residents may access the community at the main entry off of Meadowglen or through the four unmanned vehicle gates located off of Kirkwood/Shirewood, Richmond/Breezewood, and north and south of Westpark. Construction traffic is processed at the gate south of Westpark. All guests are required to use the main entry for access. Residents that wish to use the resident/member lane at the main entry are required to use the windshield decals issued by management. Resident vehicles that do not display current windshield decals are required to use the visitor lane for access. EZ Tags or transponders (access devices similar to EZ tags that are issued by the Association) are used to access the community at the unmanned vehicle gates.

EGO tags, which are very similar to EZ tags, and windshield decals are available from management and are provided to permanent residents of the community ONLY. Owners are required to provide evidence of vehicle ownership (typically in the form of proof of insurance) for those vehicles that they wish to have decals and activated EZ tags or EGO tags for. If you have someone living in your household whose vehicle is not in your name, it is necessary to provide a copy of their state-issued driver's license listing a Royal Oaks address along with their proof of vehicle ownership. This procedure is in place to improve security and prevent unauthorized access.

EZ tags and EGO tags are recognized by the readers (large square devices that are smaller but similar in appearance to the overhead readers on the tollroad) mounted at the vehicle gates. If access is granted, the barrier arm will lift allowing the vehicle access into the community through the gate. Tailgating is not permitted, so please be sure to wait for the barrier arm to close behind your vehicle BEFORE passing through the vehicle gate. This will discourage non-residents from accessing the community.

Residential employees (defined as housekeepers, nannies, and personal assistants that visit a home at least three days per week) may acquire residential employee decals from management upon the completion of a Residential Employee Decal Request Form, which must be signed by the resident employer and accompanied by the required \$30 administrative fee. Residential employee decals must be affixed to the windshield of the employee's vehicle by a security officer, are changed annually, and entitle the employee to use the resident lane at the main entry and the entry south of Westpark while a security officer is posted at this gate. Residential Employee Decal Request Forms are available from management and are posted on the website, www.rorcoa.com.

Requests for Resident Decals and Gate Activations

Requests for resident vehicle decals and gate activations (the term collectively referring to the activation of EZ tags or the issuance of EGO tags) should be directed to

management by the submittal of a Vehicle Registration Form. Vehicle Registration Forms are available from management and posted on the website, www.rorcoa.com. Upon the submission of a complete form, your gate activation should be activated the next Monday or Thursday following receipt of your completed form. Please note that when a new EZ tag is activated, the old EZ tag will be de-activated at the time.

After the new EZ tag is activated, try it out on the community gates. If you experience problems getting access at one or more gates, please review the troubleshooting tips listed below. If you are still unsuccessful in getting access, please contact the management office to request assistance.

Troubleshooting Tips

1. Access at locations with side-mounted EZ tags readers can be problematic for some vehicles with EZ tags. Touching the corner of the new EZ tag while approaching a gate that you are experiencing difficulty getting access at will boost the signal of the EZ tag and improve access at this location.
2. EGO tags will not operate properly if you simultaneously use an EZ tag.
3. EZ tags and EGO tags should be attached to the inside of your vehicle's windshield utilizing the instructions issued by the HCTRA and/or the Association.
4. The angle in which the reader pickups up your EZ tag or EGO tag signal is such that it will read most. However, the size and shape of your vehicle will dictate exactly where your vehicle must be (or how it must approach the gate). Once you have gained access successfully, remember how you approached and where your vehicle was, so you can duplicate this each time you approach that gate.
5. If there is a vehicle in front of you when approaching a gate, either use an alternative gate or stop at a point where the reader can't see your EZ tag until the barrier arm has descended for the car in front of you.

GATE MAINTENANCE AND REPAIRS

The Association contracts with Gateworks LLC for gate repairs and maintenance. Although the majority of access problems are due to reader and activation errors, gates will malfunction and breakdown periodically. The inconvenience of a gate that is down is an understandable frustration.

The Board and Management are committed to improving the reliability of the gates and addressing gate repairs by:

1. Preventative maintenance;
2. Checking the function of all gates daily;
3. Coning off the non-functioning gate and utilizing signage to alert residents that a gate is not working;
4. Tracking gate failures and repairs to focus on repair patterns or consistent failures of gate components;
5. Seeing that gates that are down for repairs are repaired as soon as possible;
6. Keeping replacement parts in stock at a location in the community;
7. Meeting with the gate maintenance company regularly to review the status of repairs and items needing attention; and
8. Continuing to complete well-researched and proven enhancements at all gates.

The gates in the community receive a large amount of traffic, so some failure is to be expected. Vandalism (intentional and unintentional) is also a source of damage and often results in the closure of the gate until repairs can be made. To reduce the chance of vandalism and damage to your vehicle, please review the following:

1. Do not rush the gate as it is opening or push on the gate with your vehicle.
2. Do not tamper with the barrier arms. If you are stuck between the barrier arm and the gate, please contact security at (281) 496-5299.
3. **If you approach a gate and it is still in the open or partially-open position, do not pass immediately through the gate.** Wait until the gate has recognized your EZ tag or transponder and begins to open again before proceeding.
4. Do not attempt to manually open or disengage a gate. Doing so results in additional repair expenses and gate down time.

SECURITY

The Association contracts for security and patrol services with Industrial Security Services Corporation. There are typically three security officers onsite at all times (one of which is a supervisor), two patrol vehicles, and one overall supervisor is onsite for eight hours each day to oversee security operations. There is also an additional onsite security officer at the construction gate during construction hours to process construction and residential employee traffic.

Guest traffic is processed at the main gate, so please make sure that you direct your guests to access the community through the main gate. Guests are only granted access to the community under the following circumstances:

1. An owner has listed the guest as an authorized visitor on their authorized guest list kept by security at the main entry. To add or delete authorized guests from your list, please contact management.
2. An owner has called the main gate in advance and advised them that a guest is approved.
3. Security makes phone contact with an owner regarding an unannounced guest, and the owner confirms that the guest has permission to enter the community.

All other guests will NOT be granted access to the community, so please make sure that arrangements have been made for your guests.

PARKING AND TRAFFIC REGULATIONS

Street parking is not permitted between the hours of 2:00 a.m. and 5:00 a.m., unless prior arrangements for short-term guest vehicles have been made with security or management in advance. These short-term arrangements are only permitted when these vehicles cannot be accommodated on the resident's driveway.

All motor vehicles, including but not limited to, electric cars and golf carts, are required to observe the speed limit of 20 miles per hour throughout the community, comply with all traffic and safety signs in the community, and be driven by a person at least 16 years of age with a valid driver's license. The occupancy of electric golf carts may not exceed the number of persons that the golf cart was designed to accommodate safely.

SPEEDING

The speed limit throughout the community is 20 miles per hour. This speed limit is strictly enforced, and tickets are issued to residents, club members, guests, and contractors that do not observe the speed limit. The following fines are levied against owners for speeding violations by occupants of their homes.

1 st Speeding Ticket in a Calendar Year	Written Warning
2 nd Speeding Ticket in a Calendar Year	\$100 Fine
3 rd and Subsequent Speeding Tickets in a Calendar Year	\$300 Fine

Guests speeding tickets are levied against owners as outlined below.

Any owner whose guests or whose occupant's guests accrue three speeding tickets in a calendar year is fined \$100. Any owner whose guests accrue four or more speeding tickets in a calendar is fined \$300 per guest speeding ticket.

Speeding tickets issued to contractors are addressed directly with the contractors via the required payment of fines, a mandatory hearing with the Association, and no access to the community until all fines are paid in full and the hearing is conducted.

COMMUNITY CURFEW

The community curfew for juveniles 17 years of age and younger shall be from midnight to 6:00 a.m., seven days a week.

ANIMALS

All animals are required to be on a leash while in the common areas or otherwise outside of the fenced portions of a lot. Cats are not permitted to roam the community freely. Pets should also not be allowed to urinate or defecate in the common areas or residents' yards, and pet owners should remove any "accidents" that occur promptly. Dogs should not be permitted to bark for extended periods of time. Dog barking that is disturbing adjacent residents should be reported to security, so they can confirm the incident, contact the dog owner, and follow-up with an incident report to management should additional action be necessary.

LANDSCAPING

The Association contracts with Silversand Services for landscape maintenance of all common areas, including lawn and shrub care for interior and perimeter esplanades, the perimeter entries and main entry on Westheimer, care of the park and basketball court, and mowing of easements throughout the community. Silversand Services is also responsible for maintenance of the waterfall at the main entry, and providing a full-time porter during the week. Color Specialists is contracted to provide consultation, installation, and care of the replacement of seasonal color in the community.

Owners are responsible for maintaining the landscaping on their lot to the community-wide standard by ensuring that 1) periodic mowing, irrigation and fertilization is done at a frequency necessary for all turf to be neat; 2) keeping turf and shrub and color beds weed-free; and 3) Replacing dead trees, shrubs, turf, and flowers in a timely manner.

Owner that not mow or weed their yards or shrub and color beds adequately are sent notice giving them ten days to take corrective action before the Association performs the necessary mowing and weeding with the cost of this work levied against the owner along with a fine.

MAINTENANCE

Owners are responsible for maintaining their homes, landscaping, and improvement in a manner consistent with the "Community-Wide Standard." This standard is defined in the Policy Resolution – Community-Wide Standard document available on the website at www.rorcoa.com.

TRASH AND RECYCLING

Trash is picked up on Monday and Thursday of each week. The pickup of a large item or appliance can be coordinated by contacting management. Trash containers, recycling bins, and other refuse must be stored in an area not visible from the street, golf course, or other lots, except from Sunday evening at dusk through Monday and Wednesday evening from dusk through Thursday.

Recycling is collected on the first and third Wednesdays of each month. Recycling bins are provided free of charge and large recycling totes are available at a cost of \$62.50. More information regarding this program is available on the website at www.rorcoa.com.

ENFORCEMENT

The Association, through the Board of Directors, Deed Restriction Committee, and management is entrusted with the sometimes difficult and sensitive responsibility of enforcing the deed restrictions contained in the governing documents. These deed restrictions include requirements regarding exterior lighting, the maintenance and upkeep of landscaping, home maintenance, parking and vehicles, getting approval before making changes at your home or to your landscaping, security and access policies, and pets. The deed restrictions are legally binding, and owners agreed to comply with these restrictions (even those restrictions they didn't agree with) at the time they purchased their homes. Letters notifying you of a potential deed restriction violation are not meant to be adversarial, so please try not to take them personally. These letters are sent with the goal of preserving and enhancing property value, the desirability of the community, and harmony between residents. Following is a list of some important restrictions in the governing documents that have not already been referenced in the preceding pages:

- Exterior lighting, including address plaques, coach lighting and landscaping up-lighting, must function from dusk until dawn.
- Play equipment cannot be installed in view of street or golf course and must be approved in advance.
- Regular mowing and weeding of vacant lots is required.
- All window coverings must be white or off-white on the outside.
- Mildew must be removed from exterior surfaces promptly.
- All heating, cooling, and pool equipment must be screened from street and golf course view.
- All utility equipment and meters must be screened from view of the street and golf course.
- Portable basketball hoops may only be visible from the street temporarily while they are in use. When not in use, the basketball goals must be stored in an area that is not visible from the street or golf course. Overnight storage of basketball goals in an area visible from the street or golf course is prohibited.
- Repairing or replacing deteriorating curbs in instances where lot drainage pipes were inserted through the curbs.

MODIFICATIONS

All exterior modifications or improvements must be approved in writing BEFORE any work may commence. Improvements must be constructed exactly as approved and no changes can be made without first applying for and receiving approval. Examples of modifications requiring approval include but are not limited to the following:

- Installation of swimming pools, water features, fountains, and accessory structures, such as pergolas or cabanas.
- Additions and remodeling of existing homes.
- Landscaping modifications, such as planting or removing trees, relocating shrub beds, and installing additional landscaping. (The replacement of seasonal color or the replacement of dead trees or plants with identical species does not require approval.)
- Installation of new sidewalks or modification of existing concrete or paved surfaces.
- Repainting or re-roofing with different colors or materials.
- Replacement or addition of windows, doors, garage doors, and gates.
- Installation of outdoor media equipment and televisions.
- Placement of lawn ornaments and decorations in front and back yards.

Modifications applications are available on the website and from management. All submittals must include a completed application, a professional survey of your lot, material samples, plans and specifications and any other information necessary to clearly show the proposed modification. A refundable deposit must also accompany your application, which is held until your modification is inspected to confirm completion as per the approved plan and to offset the cost of any damage caused by your contractors in the course of completing your approved modification. Following is the deposit schedule:

MODIFICATION DEPOSIT SCHEDULE

Minor Construction

\$500.00

Includes front doors, gates, mesh at fencing, paver installations, awnings, generators, cameras, water features, and driveway extensions and re-coating

Major Construction

\$2,000.00

Includes driveway gates, fencing, driveways, entry walks, re-painting, patio coverings, summer kitchens, accessory structures, decks, and remodeling

Minor Landscaping

\$500.00

Includes installation of edging materials, stacked stone, and minor renovations with no major re-design

Major Landscaping

\$1,000.00

Includes major renovations and re-design

Pool (includes mandatory landscaping plans submitted with pool plans) \$2,500.00

Deed Restriction Matters

\$250.00 or Zero*

Includes window coverings, play equipment, basketball goals, decorative objects, statuary, and exterior and landscape lighting

** Deed Restriction Matters submitted in advance (e.g. before the unapproved modification is made) do not require a deposit*

Submittals must be sent to management, and it is recommended that you schedule a brief meeting with management to confirm that your application and materials are complete to help avoid any delays in the processing of your request.

The Modifications Committee is comprised of community volunteers, who reviews and reaches decisions on all modification requests, has 45 days to render a decision regarding your request. The Modifications Committee ("MC") offers members the option of expediting a decision regarding their submittal within ten (10) days of receipt of both the expedited plan review fee and a PDF file containing a complete submittal. If the MC is unable to render a decision within ten (10) days of their receipt of these items, the expedited plan review fee will be refunded to the member and a decision regarding the submittal will be reached at the next regular meeting of the MC.

EXPEDITED PLAN REVIEW FEE SCHEDULE

The Modifications Committee ("MC") offers members the option of expediting a decision regarding their submittal within ten (10) days of receipt of both a **\$750.00 expedited plan review fee** and a PDF file containing a complete submittal. If the MC is unable to render a decision within ten (10) days of their receipt of these items, the expedited plan review fee will be refunded to the member and a decision regarding the submittal will be reached at the next regular meeting of the MC.

FINE SCHEDULE

Any Lot Owner that fails to acquire approval for the construction of hardscape (i.e., driveways, retaining walls, or other paved surfaces), pools, or remodeling projects before work commences shall be fined **\$1,000** after the Lot Owner has been provided with notice and an opportunity to be heard before the Association's Board of Directors or designated committee.

BASKETBALL COURT AND PARK

The basketball court and community park are for the use of all residents. Following are rules regarding the use of these facilities that you should be aware of:

BASKETBALL COURT RULES

1. The court is open for use between the hours of 9:00 a.m. and 9:00 p.m.
2. Wednesday and Saturday are designed as "Resident Play" days, during which time usage of the basketball court will be limited to adult residents and their children only.
3. Street parking is not permitted in front of the court on either side of the street by residents or guests using the court.
4. The court is for the use of residents and their guests only.
5. Pets are not permitted in the court area.
6. All guests must be accompanied by a resident at all times.
7. Residents are permitted to bring up to five guests at any one time, unless special arrangements are made with management in advance.
8. Use of the court is on a first-come, first-served basis with use rotated between residents and guest groups in one-hour intervals, unless there are no residents waiting to utilize the court in which case continued use is permitted.
9. No more than six players are permitted on the court for full-court games or while one half-court game is being played. No more than twelve players are permitted on the court while two, simultaneous half-court games are being played.
10. The court may not be reserved for parties or special events.
11. Court is to be used solely for basketball activity and no other activity is permitted, including but not limited to skateboarding, rollerblading and bicycling are prohibited.
12. Soft-soled athletic shoes must be worn while on the court.
13. Hanging from the rim or nets is not permitted.
14. Glass containers may not be brought to the court area. "Court area" is defined as the basketball court, adjacent green space, and landscaped area within the curb boundaries.
15. An adult must accompany all children under the age of ten.
16. Radios and stereos may not be used.
17. Accidents, injuries, problems and/or concerns should be reported to security immediately.
18. Please use the trash receptacles for your garbage.

COMMUNITY PARK RULES

1. The park is open for use between the hours of 9:00 a.m. and 9:00 p.m.
2. The “park” and “park area” is defined as the play equipment, awning and tables, open green space with soccer goals, sidewalks, and landscaped areas within the curb boundaries.
3. The park is for the use of residents and their guests only.
4. Pets are not permitted in the park.
5. All guests must be accompanied by a resident at all times.
6. Residents are permitted to bring up to five guests at any one time, unless special arrangements are made with management or security in advance.
7. The awning and tables in the park area may be reserved for parties for up to three hours by contacting management at least one week prior to the requested reservation.
8. The play equipment and park area may not be exclusively reserved.
9. Adult soccer games are not permitted. This provision does not apply to use of the park for soccer games between children and their parents or grandparents.
10. No pushing, shoving or rough play.
11. Improper use of the play equipment is prohibited.
12. A resident adult must accompany all children under the age of ten.
13. Hanging from the soccer goals or nets is not permitted.
14. Glass containers may not be brought to the park area.
15. Radios and stereos may not be used.
16. Accidents, injuries, problems or concerns should be reported to security immediately.
17. Please use the trash receptacles for your garbage.

ENFORCEMENT

Non-compliance with the Basketball Court and Community Park Rules may result in security asking residents and their guests to leave the court or park areas, a suspension in the use of the facilities, and other remedies provided in the governing documents.

WEBSITE

The Association's website is located at www.rorcoa.com. The current username/password for resident access to the website is "***roresident/2500.***"

Included on the website are the following:

- Downloadable documents and forms (including legal documents and resolutions)
- Community updates and announcements
- Board meeting minutes
- Committee announcements and minutes
- Community survey results
- Hurricane and storm preparedness materials
- Recycling program information
- Contact information for the Board of Directors and Management

Suggestions on utilizing and enhancing the content and features of the website are welcomed.

Community email blasts are sent regularly and are a great way to get the word out regarding a particular community issue and to share helpful tips and reminders. All owners and residents are encouraged to sign up to receive these emails by contacting Nathan Mitchell at n.mitchell@pmghouston.com. Please add n.mitchell@pmghouston.com to your contact list to make sure these messages aren't considered spam or get sent to your junk file.

COMMITTEES

Below is a list of current Committees and their functions:

Landscaping Committee – Selects Yard of the Month winners, reviews seasonal color changes, and make suggestions on improving the condition and appearance of community landscaping.

Modifications Committee – Reviews and renders decisions regarding modification applications that are submitted.

New Construction Committee – Review and renders decision regarding applications submitted for the construction of new homes and landscaping. This Committee is currently comprised of members of the management staff and Modifications Committee and meets weekly.

Security Committee – Reviews existing security practices and recommends security improvements associated with gate access, speeding enforcement, and researching security camera and surveillance options.

Deed Restriction Committee – Responsible for reviewing governing documents and deed restriction enforcement, educating residents on existing deed restrictions to improve compliance, and hearing appeals.

Communications Committee – Facilitates communication between the Board, Committees, and the Membership, prepares the quarterly community newsletter, and make general recommendations regarding areas of opportunity with respect to Association communication.

Block Captains – Coordinates new resident welcome events, fields questions from their neighbors regarding community issues, and serves as conduit between residents and the Communications Committee.

Signups for committees are taken at the Annual Meeting, so if you are interested in any of the above committees please provide your name and contact information on the appropriate sign-in sheet at the registration table.

ASSOCIATION CONTACT LIST

MANAGEMENT

Office: (713) 600-3450 Fax: (713) 600-3451

Nathan Mitchell

(713) 600-3452 Office
n.mitchell@pmghouston.com

Lexie Hahn

(713) 600-3453 Office
l.hahn@pmghouston.com

Lee Griffin

(713) 600-3454 Office
l.griffin@pmghouston.com

SECURITY

Main Gate

(281) 496-5299
royal.oaks@sbeglobal.net

Emergency

(713) 584-9456

OTHER

Royal Oaks Country Club

(281) 899-3277

HCMUD 372

(281) 578-4280

Centerpoint Energy

(800) 332-7143

HPD Non-Emergency

(713) 884-3131

City of Houston

311