

Community Educational Series – July 2022



Welcome back to our monthly Community Educational Series. We hope this finds everyone staying cool and doing a little rain dance!

If you haven't had a chance to check out this series, please click [April](#), [May](#) and [June](#) to catch up on what we hope is eye opening and useful information for you as a homeowner. Our topic this month is the HOA **management company**.

If you ask many homeowners what the management company does, the likely response will be "The people who send me letters!" Yes, the HOA management company does manage communication with owners, no doubt. But, it does so much more than that!

So, let's review the purpose, roles and responsibilities of the HOA management company.

What is the over-arching **purpose** of an HOA property management company?

- Manage the workload of the HOA
- Create efficiencies and easier processes
- Advise the HOA Board of Directors

What are the primary **responsibilities** of an HOA property management company?

- Billing and collections
- Deed restriction compliance
- Vendor management
- Risk reduction
- Administrative office duties
- Site management
- Resident communications

Lastly, what are the primary job **roles** needed to fulfill the purpose and responsibilities of an HOA property management company?

- Administrative
 - Create and maintain reports
 - Responding to homeowner requests promptly
 - Deed restriction inspections and notification
 - Website and resident portal management
- Accounts Receivable
 - Manage all billing and invoices
 - Manage delinquent accounts
 - Collections of financial assessments
- General Accounting
 - Manage bank accounts
 - Manage account payables and AR
 - Prepare monthly and year-end financial statements
 - Guide long-term funding
- Site Management
 - Answering homeowner questions and concerns
 - Implementing homeowner rules and regulations
 - Submitting weekly management reports
 - Scheduling and facilitating meetings
 - Sited staff management

Here at Shadow Creek Ranch and the Villages, the HOA management company is [FirstService Residential](#). Shadow Creek Ranch and FirstService Residential provide for a sited management team including a General Manager, Assistant General Manager, Operations Manager, Compliance Inspector and Administrative Assistants. Additional off-site staff provided by FirstService Residential per its contracts include administrative support, accounting, human resources and executive oversight. Per requirements of section 209.004 of the Texas Property Code, FirstService Residential has a management certificate filed with the applicable counties establishing its role as managing agent.

Helpful onsite office information:

- Office hours: Monday-Friday, 8:30am-5:00pm
- Location: 12234 Shadow Creek Parkway, Building 3, Suite 112, Pearland, TX 77584
- Telephone: (713)436-4563
- Email: help@shadowcreekranchhoa.com
- Walk-ins welcome
- 24/7 national Customer Care Center: (877)253-9689

Pool Hours – Weekends & S.A.Y.O.R.

That time of year (loved by some, not by others) is rapidly approaching...BACK TO SCHOOL! On Tuesday, August 16 daily Summer Swim Season for the community pools will draw to a close. Please take note of the pool schedules following the close of Season.

WEEKENDS ONLY (Lifeguards on Duty): August 19 – September 4

	<u>Saturday</u>	<u>Sunday</u>
Biscayne Bay	10am – 7pm	12pm – 7pm
Diamond Bay	10am – 7pm	12pm – 7pm
Emerald Bay	12pm – 7pm	12pm – 7pm
Reflection Bay	12pm – 7pm	12pm – 7pm

S.A.Y.O.R. (Monitor on Duty): August 18 – October 22

	<u>Tues, Thurs, Fri</u>	<u>Sat – Sun</u>
Emerald Bay only	11am – 3:30pm	12pm – 7pm

LABOR DAY (Lifeguards on Duty): September 5

All Pools Open	10am – 7pm
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GARDENING BY THE MOON



Click here to view custom monthly Landscaping Newsletters from our very own Shadow Creek Ranch horticulturalist, Dr. R.E. Moon, offering valuable insights on making your landscaping the toast of the neighborhood!

This month's article "Heat Advisories and Plant Care" contains some excellent tips for getting through our current weather trend. Don't miss it!

Stay tuned for an announcement of an in-person seminar hosted by Dr. Moon in August!

SHADOW CREEK RANCH

Home Exterior Cleanliness

Did you know that as part of the Deed Restriction requirements it is each homeowner's responsibility to maintain the exterior cleanliness of their home?

Specifically, " Each Owner shall maintain his or her Tract or Lot and all structures, yards, landscaping, parking areas, and other improvements on the Tract or Lot in a **neat, orderly condition**, including any fence located on a Tract or Lot (except any Project Brick Fence or Wall located on a Lot or Tract), including, but not limited to , side and back fences, and fences adjacent to a road or backing up to a lake or detention pond." Declaration of CC&R's, Article V., Section 2 (i)

Be sure to regularly inspect your home's exterior hard surfaces such as roofs, driveways and sidewalks for the build-up of dirt, mildew or mold. Cleaning them is usually just a matter of some elbow grease with a brush and water brush...maybe a pressure washer from time-to-time. There are also some great products that attached to your hose for easy cleaning of high walls and windows!