



# SHADOW CREEK RANCH

## 2024 FAQs

12234 Shadow Creek Pkwy, Suite 3112  
Pearland, TX 77584

Phone: (713)436-4563

Email: [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com)

Website: [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com)

### ASSESSMENTS:

#### 2024 ASSESSMENTS

All Villages Owners pay	= \$1081.00
“Oak Arbor Estates” Owners pay an additional	= \$830
“The Estates” Owners pay an additional	= \$537

#### DUE DATE:

Assessment dues are due in full on January 1<sup>st</sup> and becomes delinquent on January 31<sup>st</sup>. Payment received after January 31<sup>st</sup> will incur a late fee of One Hundred Dollars (\$100.00) and a monthly interest finance charge of 18% per annum until paid in full. If your account is at collection, there may be additional legal fees not reflected on the current balance.

#### There are FOUR (4) ways to remit payment:

- **Online**  
Visit [www.clickpay.com](http://www.clickpay.com)  
Use a credit or debit card for a nominal fee or by e-check (ACH) from a bank account, FREE!
- **U.S Postal Mail**  
Send your check/money order with payment coupon to:  
Village of (Name of your Village) Bay  
c/o First Service Residential  
PO Box 30419  
Tampa, FL 33630-3419
- **Telephone Payment**  
Call 888-354-0135 Option 1  
Additional processing fees may apply.



➤ **Shadow Creek Ranch HOA Office**

12234 Shadow Creek Parkway  
Bldg 3 Suite 112  
Pearland, TX 77584  
(Behind the Sherwin Williams)

The HOA office can accept payments presented by credit or debit card for a nominal fee or by e-check (ACH) from a non-commercial bank account at no charge during regular business operating hours. Business operating hours are Monday – Friday from 8:30 a.m.– 5:00 p.m.

*Note: The HOA office cannot accept payments for accounts that are in collections.*

**Prepayment Plan Options are available to pay your HOA dues and offer many benefits.**

1. To Split your dues into more manageable, monthly payments.
2. Avoid receiving one large statement during the holidays.
3. The earlier you sign up, the lower the monthly payment.

To participate, simply go to [www.shadowcreekranchhoa.com](http://www.shadowcreekranchhoa.com), login to the Pay Online tab using ClickPay, then look for the “Auto Pay” option and follow the prompts.

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## **COMMUNITY INFORMATION ACCESS**

Shadow Creek Ranch HOA offers a web-based service that utilizes proprietary software to give you real-time information about your community and your homeowner account.

Login to your Village portal by clicking the applicable link below:

<https://villageofdiamondbay.connectresident.com/>

<https://villageofbiscaynebay.connectresident.com/>

<https://villageofemeraldbay.connectresident.com/>

<https://villageofreflectionbay.connectresident.com/>

Once you have established your account, you will be able to:

- View your account balance and history.
- Be the first to know the latest news in your neighborhood.
- See your community calendar.
- Access the governing documents for your association.
- Search frequently asked questions
- Read current and archived newsletters.
- View account information, including your mailing address, phone numbers and email addresses registered to your account.



## AMENITIES ACCESS CARDS

A maximum of two (2) amenities access cards are issued per lot/home. The cards are ONLY issued to the property owner of record. To obtain the cards, your account must be in good standing.

Amenities access cards allow access to four (4) people per card at any of the community's four (4) popular swimming pools as well as the Tennis Courts and Basketball Courts during posted hours. The cards prevent unauthorized users from gaining entry while promoting community-wide safety.

Owners can acquire amenities access cards by visiting the Shadow Creek Ranch HOA office during operating hours or contact.

To confirm existing amenities access cards are active or to report lost/damaged cards, email Shadow Creek Ranch HOA Member Services at [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com). Include your property address and amenities access cards numbers.

Replacements for lost or stolen cards are **\$100.00 per card**.

## GUEST POLICY

A guest is defined as anyone who does not live in Shadow Creek Ranch, and guests must be accompanied by an amenities access card holder to gain access to the amenities. Owners are responsible for the behavior of guests using the amenities on their behalf.

### PLEASE NOTE THE FOLLOWING ACCESS RESTRICTIONS:

- **Membership Card must be used for access**
- **Each Membership Card allows access for up to four (4) people**
  - **Must be 18+ years of age to enter with guest/s**
- **Must be 15+ years of age for unsupervised access (no guest/s)**
- **Patrons 14 years of age and younger must be accompanied by an adult**

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## WASTE DISPOSAL:

Trash pick-up days are Tuesday and Friday. Heavy trash day is every Friday. Trash must be placed in plastic bags for pick-up.

Recycle: West of Kingsley- Tuesday

Recycle: East of Kingsley- Friday

Green Waste- Tuesday

*For Curbside Household Hazardous Waste call 1.800.449.7587 to schedule a pick-up.*

Animal Control will provide formula for trash if animals are tearing into trash bags.



### **FRONTIER WASTE: RECYCLE BINS: (CITY ISSUED)**

The recycling bins issued by the City of Pearland must be stored out of view. They cannot be stored on the side of the home or in front of the house.

Please contact the City of Pearland for removal of the large Recycle Bin the City of Pearland will contact Frontier Waste and inform them the homeowner wants it removed.

City of Pearland - (281) 652-1600

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### **SCHOOL DISTRICTS:**

Fort Bend Independent School District: (281) 634-1000

Alvin Independent School District (713) 436-0180

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### **MAILBOX KEYS:**

Contact the U.S. Post Office, 2700 Cullen Blvd. Pearland TX 77584 | Phone (800) 275-8777

A photo ID and closing documents are required for keys to be issued.

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### **CLUBHOUSE RENTAL:**

The Village of Emerald Bay Clubhouse is located at: 11814 N. Clear Lake Loop.  
Rentals are available for Shadow Creek Residents.

Rental Fee is \$200.00 for the day.

Please contact the HOA office at (713) 436-4563 or [Help@shadowcreekranchoa.com](mailto:Help@shadowcreekranchoa.com) for additional information and reservation availability.

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### **COMMUNITY LIGHTING:**

Please report streetlight outages to <https://slo.centerpointenergy.com/>

Monument light outages should be reported to the HOA at [Help@shadowcreekranchoa.com](mailto:Help@shadowcreekranchoa.com) or (713) 436-4563

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### **PETS AND ANIMAL CONTROL:**

Please make sure your pet does its "business" in the privacy of its own home and not in your neighbor's yard. Pets must always be restrained.



## **REGISTER YOUR PET**

All residents who reside in the city limits must register their pets with the City of Pearland. Only five pets are allowed per household. There is an annual fee of \$10 if your animal is sterilized and \$30 if your animal is not sterilized. Proof of current rabies vaccination must be provided. The licensing documents (to register your pet) can be found at all local veterinarian offices or the Animal Control office or you can register your pet [online](#).

## **PEARLAND ANIMAL CONTROL**

2002 Old Alvin Rd  
Pearland, TX 77581

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## **MOSQUITO CONTROL:**

Managed by the applicable county.

Fort Bend: (281) 342-0508  
Brazoria: (281) 864-1532

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## **MAINTENANCE - NEED TO REPORT A COMMON AREA ISSUE?**

Please report Common Area Work Orders to the HOA by visiting the website at [www.ShadowCreekRanchHOA.com](http://www.ShadowCreekRanchHOA.com) (log-in required), or contact the HOA office by calling 713.436.4563 or email [Help@shadowcreekranchhoa.com](mailto:Help@shadowcreekranchhoa.com)

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## **ARCHITECTURAL REVIEW (ARC) REQUIREMENTS:**

All exterior change requests must be submitted to the Architectural Review Committee for review and written approval must be obtained prior to commencement of work.

There is a \$25.00 administrative fee (\$125.00 administrative fee for pools) and a \$25.00 post inspection fee for each application made payable by check or money order to your Village.

A copy of the lot survey is required for any home modifications excluding exterior paint. Color photos are required for all modifications List of materials, drawings should be included when applicable.

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## CHANGE OF ADDRESS?

Remember to notify the HOA office in writing of address changes. If you are leasing your home, the HOA needs to know. The HOA will continue to mail important information to the address on record, unless notified otherwise.

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## STREET PARKING:

For the safety of our children and neighbors, if you have multiple vehicles, please park them in your driveway. Street Parking is not prohibited in Shadow Creek Ranch or the City of Pearland.

### Report illegal parking or safety issues to:

Pearland Police Department (non-emergency)  
City of Pearland Code Compliance

**(281) 997-4100**  
**(281) 652-1766**

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## MUNICIPAL UTILITY DISTRICT 1 & 26

<http://www.bfbcmud1.com/>

The district generally meets on the first Friday of the month at 12:00 p.m. at the offices of Allen Boone Humphries Robinson LLP, 3200 Southwest Freeway, Suite 2600, Houston, Texas 77027. In addition to the website, agendas for each meeting are posted at the Recreation Centers and at the Brazoria and Fort Bend County Courthouses at least 72 hours before every meeting. The Board of Directors invites all members of the public to attend its meetings. Please contact the district through the [Contact Us](#) page if you need confirmation of a Board meeting.

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## WATER & SEWER

The City of Pearland operates our water and sewer system and provides garbage collection services. If you have any questions about your service, please call the City of Pearland at (281) 652-1603 or visit the following link:

<https://www.pearlandtx.gov/departments/public-works/water-production>