

“Who Ya’ Gonna Call?”

While Chaparral Management Company is a full-service management company; many of your needs will fall outside the jurisdictions of the Association and the authority of Chaparral Management Company. This is a quick Q & A to help you know who to contact for service.

The corporate office of Chaparral Management Company is located at 6630 Cypresswood Dr. Spring, Texas 77379, and maintains office hours Monday to Friday 9:00am – 5:00pm and we can be reached at 281-537-0957. The office is closed from 12:30 – 1:15 p.m. for lunch.

I got a deed restriction letter. “Who am I going to call?”

The deed restrictions are the first and only line of defense the association has for maintaining the integrity of the community. Your continued cooperation in adhering to those deed restrictions is greatly appreciated. Should you receive a deed restriction letter, please accept the letter as a request to bring your property into compliance. Before you call, please take a moment and go outside to look at the item mentioned in the letter. If you will need additional time to bring your property into compliance, please contact [Chaparral Management Company](http://www.chaparralmanagement.com) at 281-537-0957 and ask for the deed restriction inspector for your neighborhood.

I got a delinquent statement. “Who am I going to call?”

The annual maintenance fee statements are mailed in November. Delinquent statements are mailed in February, March, April & May. If your mortgage company escrows for payment of the annual maintenance fees, you should mail the statement, with your loan number, to the mortgage company for payment. If you still have questions regarding the annual maintenance fee, you may contact the Account Receivable Department at Chaparral Management Company at 281-537-0957.

I want to make improvements to my property, build a pool, re-roof my house, paint the siding. “Who am I going to call?”

Please contact the Architectural Control Coordinator, Betty Gillory ext. 29 at Chaparral Management Company at 281-537-0957. Homeowners may obtain an application for the ACC from the office of Chaparral Management Company via mail, fax and email or by visiting our website www.chaparralmanagement.com. You will then provide the application and supporting documents to Chaparral Management Company for submission to the Architectural Control Committee for your neighborhood.

The ACC meets to review the applications received. Please do not start a project if you have not received approval from the ACC. The ACC is responsible for the review, inspection and approval of the application. Upon approval or rejection of the application, Chaparral Management Company will notify you in writing of the decision. The ACC has a maximum of 30 days to review your application, but your application will be processed as quickly as possible.

The streetlight is out in Front of my house. “Who am I going to call?”

If you have noticed a street light out in the neighborhood, gather the following information and call Centerpoint at 713-207-2222 or email them at www.centerpointenergy.com/outages . They will need to know the

- nature of the problem -- the light is out, the light flickers on & off, etc.
- the closest address or location of the light, and
- the 6-digit pole number found facing the street stenciled on the pole itself.

It is garbage pick up day and my trash has not been picked up. “Who am I going to call?”

If you don't know the name and phone number for the trash service in your neighborhood, call Chaparral Management Company for the number. The trash service provider will want to talk to you directly but we are happy to provide the number when you call.

A dog is constantly barking in my neighborhood and it is frequently running loose. “Who am I going to call?”

Harris County has a leash law and other regulations regarding dogs and cats. For the fastest service, call the Harris County Public Health and Environmental Services Department at 281-999-3191. The deed restriction department at Chaparral Management Company will send your neighbor a “courtesy letter” but calling Animal Control is frequently a more direct approach.

The pool in my neighbor's back yard has not been cleaned all summer. I don't know what is wrong, but the mosquitoes are getting to be a nuisance. “Who should I call?”

Since the deed restriction inspectors are not authorized to go onto private property and must conduct their inspections from the road, your call may be the first alert we have that there is a problem at the property. Please call Chaparral Management Company at 281-537-0957 and as for the deed restriction inspector for your neighborhood. The inspector will begin the “notice” procedures outlined in your community's legal documents and state law. It is also a good idea to call the Harris County Health Department at 713-439-6000. There are “nuisance abatement” ordinances that apply and they may be able to provide direct help, as well. You may also fill out a Community Assistance Request Form on line by going to <http://www.hcp4.net/cad/rform.htm> .

I noticed the sprinkler is sending water straight up, the park equipment needs repair. “Who am I going to call?”

The eyes of the community are many; please don't assume that someone has already called in to report it. You may be the only one who will take the time to call and we appreciate your help. Don't hesitate to call if you see something that needs repair, something that could cause damage or is a threat to life or Association property.

Chaparral Management is available to respond to the needs of your community amenities. If you have a service request for the community amenities, you may notify our office

- by phone during regular scheduled business hours;
- by fax 24 hours a day 7 days a week;
- by email at cmc@chaparralmanagement.com
- Please know that many items will require solicitation of competitive bids prior to their award, many items will require Board approval, thereafter, work orders/service request are prioritized based on the following criteria and will be issued accordingly.

Chaparral Management Company maintains an “Emergency on Call” system to respond to the needs of the residents in the community in the event of the need for immediate repairs. **If you see or are involved in an immediate life threatening emergency, call 9-1-1!** An emergency for the community is defined as **“a threat to community property (such as a sprinkler system pouring water out onto the street) or the potential threat to life (such as a pool gate standing open, or a massive tree from the greenbelt that is fallen across a street.)”** If there is a community emergency when the office of Chaparral Management Company is closed, please call the regular office number, 281-537-0957, and follow the emergency instructions on the voice mail system. Your call will be returned within twenty minutes.

Once your request for service is received, it will be prioritized in accordance with the following procedures:

Policy and Procedures for Prioritizing Work Orders

- **Priority #1-Emergency:** The problem reported creates a potential or real danger to either the community property or a resident. When an emergency is reported and confirmed, a work order will be issued immediately, and to the extent possible the problem will be corrected within 24 hours. A damaged fence at the pool facility is an example of a Priority #1 work order. If the repairs will be extensive, a temporary repair may result to allow adequate time to solicit competitive bids and the Board to authorize the expenditure.

- **Priority #2- Important:** The problem reported creates a potential danger to the community property. Priority 2 work orders are issued within 24 hours and should be addressed and resolved within 46 days. A broken fence board, tennis court light out or damaged siding at the pool facility could be a Priority 2 as it does not create an emergency or threat to life or property, but if not repaired it could cause further damage.
- **Priority #3-Routine:** The problem reported needs to be repaired but can be addressed during the routine maintenance schedule. Priority 3 work orders are issued within 24 hours, and should be addressed and resolved within 10-15 days. Landscape matters, except damaged sprinkler systems are generally Priority 3-Routine work orders.
- **When you contact Chaparral management Company to make a service request, you will be asked for the following information:** Your name, Address, Daytime & Evening phone number and specific nature of the problem. The priority will be assigned to the work order and you can expect the work order to be addressed and/or resolved in the timetables listed above. If for some reason, the above timetable is unattainable, you may be contacted and updated. If no additional information is necessary and then work order can be issued with the information provided, you will not be contacted.

The goals and rules and restrictions are to:

Preserve, protect and enhance a community's property values and assets
Promote harmonious living
Ensure that residents can use and enjoy their property without creating a problem for a neighbor or the neighborhood.

Understanding the hierarchy of authority

Federal Laws, Regulations and Court Decisions
State Laws, Regulations & Court Decisions
City and County Law, Regulations and Court Decisions
Declaration, CC&R, (Deed Restrictions)
Articles of Incorporation
ByLaws
Board Resolutions