

FALL CREEK

2024 Annual Meeting

Q&A

Topic: Architectural Review Committee (ARC)

Q: I replaced my fence because it was falling down, and I got a letter saying that I needed to get approval from the HOA still. Why do I need to get approval to replace my fence?

A: This is to ensure your improvement adheres to the Association's governing documents and is harmonious with the community. Typically, if it is a like-for-like replacement, the process is fairly easy and quickly approved. Obtaining approval before construction ensures that your improvement meets the guidelines before you have invested all that time, energy, and money. In general, all exterior replacements, additions, and modifications require approval. You can submit your improvement request online by logging onto the SpectrumAM.com website.

Topic: Crime/Deputies

Q: Who should I call when I see something suspicious (ex. vehicles, individuals trespassing, etc.)?

A: Suspicious activity should be reported directly to the Harris County Sheriff's (HCSO) non-emergency number at 713-221-6000 (option 1). To report a crime in progress or serious emergency, dial 911.

Topic: Deed Restrictions

Q: My neighbor parks their vehicles in front of my home. Can the HOA do anything about this?

A: Most of the streets in Fall Creek are public, therefore the Association has limited jurisdiction over most roads. We are unable to tag or tow vehicles on public streets. Additionally, we are unable to run license plates to verify ownership of vehicles. If a vehicle is parked illegally, is inoperable or abandoned, residents can report this to the Harris County Sheriff's office non-emergency number at 713-221-6000 (option 1). Residents can also report commercial vehicles parked in the street between the hours of 10:00 p.m. and 6:00 a.m. We also suggest that you speak with your neighbors as they may not know that this is a source of frustration for you.

Q: My neighbor parks their vehicles in front of the stop sign on our street and parks in a way that makes it difficult to drive down the street. What can be done?

A: Please see the response above regarding street parking.

Q: Some of my neighbors park their vehicles at the end of their driveway, blocking the sidewalk. Is there anything the HOA can do about this?

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A: While there are no HOA restrictions regarding this matter, we can encourage homeowners to utilize their garages and driveways for parking. We can communicate this suggestion through our various channels, such as the quarterly newsletter.

Q: *In regards to the constant violations of 18 wheelers parking in the neighborhood regardless of it being in the driveway or street, we NEED to impose stricter and stronger methods and shorter time constraints on how to fine and hold said violations to a higher standard and make them more liable so that there are no more violations regarding this matter!!! I suggest we raise the fines from \$50 dollars for the first violation, to \$500 for the first violation and then an additional \$500 per each violation after that until we STOP this non compliance! This matter has been a black eye for our community since I've been living here 6 years now and from what I hear it's been going on longer than that... As far as on the street parking once we got the signage up for no commercial parking in the neighborhood I don't believe we should be giving warnings to violators who have already been warned when they drive by the signs that are posted in the entrance of every neighborhood when entering the community, it's truly a joke to them and we really need to tighten up these loose and comical loopholes that these folks take blatant advantage of... Trust me if we see the loopholes so do they, and they are exploiting our HOA and driving property value down by the day!!! I urge you to PLEASE help us resolve this aging problem and clean up our beautiful community!! Thx in advance and once again please don't let this fall on deaf ears*

A: As mentioned previously, the HOA does not have jurisdiction over street parking. The prohibition of overnight parking for commercial vehicles is a county law and must be enforced by law enforcement. For further concerns regarding commercial vehicle parking on the street, we recommend contacting the Harris County Sheriff's Office.

We have seen positive results recently in addressing commercial vehicle parking violations in driveways, often resolving issues after sending just one letter. Texas state law mandates that we send a "warning letter" via certified mail before imposing fines for violations. We are legally required to provide homeowners with an opportunity to rectify the violation before any fines are applied.

We understand this process can be frustrating, and achieving 100% compliance with deed restrictions is challenging. However, we remain committed to informing residents of non-compliance and working diligently to resolve violations with the homeowner promptly.

Q: *My neighbor has had junk on their porch for weeks. I reported it to the HOA, but it's still there. Why hasn't the HOA done anything about this yet?*

A: We must rely on the homeowners' compliance to cure violations, so while it may seem that the Association is not doing anything, that is often not the case. We are fortunate here in Fall Creek to have many wonderful homeowners that are very responsive to our notices and seek to comply with the restrictions quickly. When the violation is not cured by the homeowner, our recourse is to continue with our violation procedures which include fines and can eventually include attorney escalation. We are not allowed to discuss another homeowner's account or enforcement actions that have been taken, but please know we are addressing any violations through the Association's deed restriction enforcement

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procedures. A copy of this policy is available on our website at <https://fallcreekhouston.com/document-library/>

Q: *Trash is picked up in my neighborhood on Wednesdays and Saturdays. I have a 52-week/year lawn service contract that mows my lawn every Monday, barring inclement weather. The mowed grass is put in a transparent trash bag and left to be picked up on Wednesday. We also travel extensively and could be gone for months at a time. What is the HOA policy regarding lawn service, especially during the periods the homeowner is away? Should homeowners suspend lawn service during the period the homeowner is away to avoid the mowed grass put in a transparent trash bag left outside for a day? I suggest you resist sending warning letters to residents because the lawn is mowed and bagged grass in a transparent trash bag is left outside for trash pickup the next day or later in the day, depending on which day grass was mowed. We are working hard to keep the neighborhood looking good by contracting a 52-week/year lawn service that mows and/or blows the lawn and driveway clean every week.*

A: We understand that a frequent travel schedule can make it challenging to comply with the deed restriction regarding trash placement. However, the restriction stating that trash cannot be placed on the curb earlier than 6:00 p.m. the night before pick-up is in place to maintain the community's appearance. While we are happy to accommodate extensions to cure violations, we cannot grant exceptions as it would set a precedent that could lead to inconsistencies, and we must enforce restrictions uniformly for all homeowners. We recommend discussing alternative solutions with your landscapers, such as arranging for them to place the yard clippings in a location screened from view, disposing of them off site, or finding a neighbor who might assist you in your absence.

Q: *Are there any restrictions on soliciting in the community?*

A: No, the HOA does not have authority over soliciting. However, we understand that unwanted solicitations can be disruptive. Homeowners may want to consider placing a small "No Soliciting" sign near their front door to deter solicitors. If a solicitor ignores the sign, homeowners have the right to ask them to leave. Should they refuse, homeowners can contact the non-emergency number for the Harris County Sheriff's Office, 713-221-6000.

Topic: Amenities

Q: *When will new tennis or pickleball courts be built? The noise of the pickleball games being played is loud and distracting to tennis players.*

A: We have received a variety of viewpoints regarding the potential construction of additional pickleball or tennis courts. The costs associated with this project, including landscaping, sidewalks, lighting, access system, and ongoing maintenance are substantial. Therefore, the HOA board wants to ensure there is sufficient community interest to justify the expense, as all homeowners would share in the cost.

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Q: *There seems to be inconsistencies with the online schedule for the courts and difficulty getting access for regular court play. The online system makes it difficult to schedule more than 1 hour. The sprinkler systems for the courts are on around 7am and are positioned so that water ends up along the edges of the court (especially court #3). The roll-drys are warped and ineffective in removing the water. This decreases the court safety. The lower part of the fence is also bending and allows balls to escape from under it.*

A: We would like to connect with you individually to explore these issues with the reservation system. The rain rollers have recently been replaced. We will arrange for someone to inspect and repair the bent fencing. Additionally, we will discuss repositioning the sprinkler heads and adjusting the timer to an earlier setting with the landscaping crew.

Q: *Gym is very small compared to the number of residents. It's crowded and doesn't have good equipment.*

Any plans to expand or build an auxiliary fitness center? The current one is insufficient for the size of the neighborhood and most people don't end up using it at all because it's just too busy and inadequate yet all of us are paying for it. I don't want us to be able to just "check a box", let's actually make sure that the fitness center is adequate for the size of our neighborhood or get rid of it entirely.

A: Thank you for your feedback regarding the fitness center. At this time, we do not have plans to expand or build an auxiliary fitness center due to the significant costs involved. However, we understand the current facility's limitations and are open to exploring potential improvements. Some of the equipment, such as the treadmills, have exceeded their useful life. We have plans to replace them next year.

The Association did install an outdoor fitness center next to the park, behind the main pool. We encourage residents to take advantage of it, especially now while the weather is cool, and you can enjoy the fresh air!

Q: *Is there a plan to build another smaller pool in a different section of Fall Creek?*

A: The financial investment required to construct and maintain a third pool is substantial. We feel the typical usage of Enclave/Pool 2 does not warrant such an expenditure at this time.

Q: *Is there a plan to build a small soccer field that would be fenced in like the tennis courts that would allow kids to play soccer?*

A: Not currently. There are two multi-purpose/soccer fields available for use at the Fall Creek Sports Complex at 9810 Wyatt Shores Dr, Humble, TX 77396

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Q: *The pond with the fountain near Redstone Crossing and McDannald Park Ln. smells bad. It needs frequent cleaning and needs lighting around the pond walkway as it is very dark and scary to walk around the pond at night.*

A: The pond is serviced by a lake management company four times per month. The vendor found a dead turtle this week and removed it from the lake. We believe this to be the source of the odor. Additionally, we will look at lighting in the area.

Topic: Other

Q: *The streetlight is out in front of my house. Does the HOA repair these?*

A: No, the streetlights are maintained by CenterPoint Energy. You can report streetlight outages using their online form (<https://www.centerpointenergy.com/en-us/residential/customer-service/electric-outage-center/report-streetlight-outages?sa=ho>) or by calling 713-207-2222.

Q: *Does the HOA have any information on the apartment complex being built across Beltway 8?*

A: No, not at this time.