



WELCOME TO VILLAGE OF OAK LAKES HOMEOWNERS ASSOCIATION INC.!

On behalf of the Board of Directors of Village of Oak Lakes Homeowners Association and as agent for the subdivision; Welcome to Village of Oak Lakes Homeowners Association Inc. We feel certain that the quality of life of our community will be readily apparent, and we are glad to have you as a neighbor, we would also like to take this opportunity to give you some information about the Association and explain how it works for you.

Village of Oak Lakes Homeowners Association is made up of the property owners in Village of Oak Lakes. The Association is responsible for the maintenance and upkeep of the common areas of the association, including the entrance and certain other amenities. Some of the services provided include the mowing and upkeep of these areas, taxes, special maintenance items, and many other expenses.

There are five (5) Village of Oak Lakes Homeowners Association Board of Directors; Directors are elected by the membership at each annual meeting to serve for a term specified by the By-Laws.

The Board is charged with specific responsibilities and duties as outlined in the Association's Declarations, Articles of Incorporation and the By-Laws. One of their duties is to adopt a budget and fix the assessment rate on an annual basis. Each homeowner is obligated to pay this assessment, which is used to operate the Association. You will receive a statement for the yearly assessment in November. It is important to note that the terms of the Declaration of Covenants covering your property create a lien for the maintenance assessments. And failure to pay in a timely fashion may result in this lien being enforced and/or additional legal expenses.

We have included in this package a brief summary page of our deed restrictions, a Home Improvement Application for your use should you decide, as many homeowners, to make exterior changes other than minor repairs and landscaping. We have also included a copy of important local phone numbers so that you will be better acquainted with our neighborhood. If you did not receive a copy of the Declaration of Covenants, Conditions & Restrictions, please contact our office for information regarding obtaining a copy or please visit the website at www.volhoa.com.

Sincerely,

Board of Directors



Village of Oak Lakes Homeowners Association

Because not everyone has the time to review their Declaration of Covenants, Conditions and Restrictions, we have listed a few of the most common violations:

LAWN MAINTENANCE

Lawns need to be kept mowed, edged and maintained in a healthful and attractive manner in order to compliment the overall aesthetics of the community. Shrubs areas and flowerbed should be free of weeds.

IMPROVEMENTS AND ADDITIONS

All building structures and other improvements altered, erected or placed in the subdivision, must be applied for and approved by the Architectural Review Committee before work commences. Such improvements include but are not limited to pools, decks, patios, covers, storage sheds, exterior painting, mailboxes, etc. Applications for improvements may be obtained by calling Sterling A.S.I. at 832-678-4500.

VEHICLES

Inoperable vehicles, boats, trailers, recreational vehicles and trucks must be removed from public view. This restriction does not apply to automobiles and pick-up trucks in good repair and are used on a regular basis

HOME MAINTENANCE

Home exterior must be kept painted. Peeling, badly faded or bare wood requires two (2) coats of paint. Excessive mildew must be kept cleaned off. Gutters, shutters, trim, eaves, porches and other exterior items that occasionally need maintenance should be monitored of repair.

Driveways must be kept clean of excessive oil and/or rust stains.

Mulch, dirt, building materials, landscape equipment and other miscellaneous items should be stored from public view.



The information above is by no means the complete set of Deed Restrictions for Village of Oak Lakes does not supersede any restriction or covenant in the Declaration. Please call us if you have questions or wish further information.

Frequently Asked Questions

Q. Why do I have to pay Association Fees and what do they cover?

A. All owners are required to pay Association Fees by the governing documents of their Association. The fees may be due annually or monthly. They fund the operation and maintenance of the common property and are used to provide services for the benefit of all owners. Association Fees pay for common area landscape maintenance, repair and maintenance of pools, playgrounds and equipment, and they provide for improvements desired by the Association and for services to the owners.

Q. What does the Association do?

A. the Association is a nonprofit corporation managed by a Board of Directors elected by the owners. The Board is responsible for the management of the Association's funds, the enforcement of the deed restrictions, and the maintenance of common area property.

Q. What is a "managing agent" and what is their authority?

A. The managing agent is a company that is engaged by the Board of Directors to provide guidance to the Board, and to implement the Board's decisions or instructions. Sterling ASI's sole business is serving Associations as Managing Agent. A managing agent has no authority except as conferred by the Board of Directors. A managing agent does not make decisions; it implements the decisions of the Board.

Q. What are the Governing Documents?

A. The "Governing Documents" for your association are the Articles of Incorporation, Bylaws, Declaration of Covenants, Conditions and Restrictions (or Declaration of Condominium) plus any Rules and Regulations, Resolutions or guidelines that have been established by your association.

Q. Where can I get a copy of the Governing Documents?

A. You should have received a full copy at, or prior to, closing on your home. If you need another set, it is available through your association and/or its managing agent. Your Governing Documents are recorded instruments so they are also available through the County in which your Association is located.

Q. What is a deed restriction and why do I have to comply?

A. It is part of the Declaration of Covenants, Conditions and Restrictions (or Declaration of Condominium) that you agreed to when you bought your home. Through this document, you agreed to certain standards of maintenance, upkeep and behavior in order to make the community as attractive as possible for yourself and your neighbors, and to maintain or enhance your property values. When you purchase a home in a deed-restricted community you automatically agree to comply with the restrictions then in place or that are properly established.

Q. Why do I have to get the Association's permission for home improvement?

A. This better ensures that your intended improvement meets your community's standards as set forth in the Governing Documents and avoids the problems that arise from the construction of improvements and the use of colors or styles that conflict with others in your neighborhood.



Q. What do the Association fees cover?

A. Your Association's fees or "assessments" pay for the maintenance, repair and administration of the common areas and facilities of the Association. These can include pools, tennis courts, recreational facilities, street lights, greenbelts and, in the case of condominium associations, the actual physical structure of the building or buildings.

Q. What is the "common area"?

A. It is the land for the use and enjoyment of the members of the Association. This includes facilities like pools and playgrounds in single-family communities and hallways, exercise facilities and building structures in condominium.

IMPORTANT NUMBERS

Emergency Numbers

Sheriff Milton Wright	281-342-6116
Fire Marshall	281-238-1500
Poison Control	800-764-7661
Northeast Fort Bend Volunteer Fire Department	281-242-8283
Emergency	911

Local Utility/Service Providers

Light Pole Repair: Center Point	713-207-2222
Please know the number and address of the pole that you're reporting	
Trash Collection: Best Trash	281-313-1000
Water Service: M.U.D #41	281-290-6500

Community Schools

Oyster Creek Elementary 16425 Mellow Oaks Lane	P: 281-634-5910
Macario Garcia Middle School 18550 Old Richmond Road	P: 281-634-3160
Kempner High School 14777 Voss Road	P: 281-634-2300
Austin High School	P: 281-634-2000



FM 1464

Community Website

www.volhoa.com

VILLAGE OF OAK LAKES HOMEOWNERS ASSOCIATION, INC.

Re: ACC Application:

Dear Resident:

Enclosed please find an ACC application for your home improvement or modification. Please note what is needed for your type of improvement and include with your Application Necessary forms, such as, photos, paint samples, solar screen samples, drawings, brochure, lot survey, and your signature are examples of what is needed for us to complete your request in a timely manner. If these items are not submitted with your application, your request is denied and returned back to you for completion.

Please read the application carefully.

- ◆ A LOT SURVEY IS AN ARCHITECTURAL DRAWING OF YOUR PROPERTY SHOWING YOUR HOME, EASEMENTS, AND BUILDING LINES. A COPY USUALLY COMES WITH YOUR CLOSING PAPERS.
- ◆ Please SHOW on the survey in a distinguishable color the location of your project.

You will be notified by letter after the ACC committee has made a decision. They have at least 30 days to review and respond to your application.

If you have any questions regarding your forms, please contact, Rosie at 832-678-4500 or via email to sugarland@sterlingasi.com

Sincerely,
Sterling Association Services, Inc.

Professional Association Management
One Avalon Place- Sugar Land, Texas 77479
Phone: 832-678-4500; Fax: 281-966-1785
www.sterlingasi.com



IMPORTANT:

REMEMBER WITHOUT PROVIDING EVERYTHING NEEDED YOUR APPLICATION WILL BE DENIED AND RETURNED TO YOU FOR COMPLETION. THIS WILL DELAY YOUR PROCESS.

“INSTRUCTION LIST”

ITEMS BELOW NECESSARY FOR APPROVAL

**KEEP IN YOUR FILES FOR FUTURE PROJECTS—DO NOT RETURN
FIND YOUR PROJECT BELOW: READ AND FOLLOW INSTRUCTIONS**

FAILURE TO SUBMIT ALL REQUIRED INFORMATION WILL RESULT IN THE APPLICATION BEING DENIED AND RETURNED BACK TO YOU ASKING FOR COMPLETION AND RESUBMISSION.

- **EVERYTHING REQUIRES A LOT SURVEY WITH THE PROJECT’S LOCATION *drawn* ON SURVEY OF THE LOT (plat/plot plan).**
- **APPLICATION MUST INCLUDE ALL SIDE ELEVATIONS (Right and Left side view) AND TOP VIEW.**
- **SEND A PHOTO OF YOUR HOME SHOWING THE COLOR OF BRICK, TRIM AND LOCATION OF PROJECT**
- **DIMENSIONS INCLUDE THE HEIGHT FROM GROUND TO THE HIGHEST PEAK AND MUST BE SHOWN CLEARLY OR APPLICATION WILL BE RETURNED.**
- **WE NEED TO KNOW WHAT YOUR PROJECT WILL LOOK LIKE AFTER COMPLETION.**

IF YOU ARE APPLYING FOR: (FIND PROJECT AND SUBMIT NECESSARY ITEMS)

1. **PATIO COVER, ARBOR, GAZEBO, ROOM ADDITION, PERGOLA ETC.:** YOU MUST SUBMIT 3 DRAWINGS -A SIDE VIEW AND A FRONT VIEW AND TOP VIEW- SHOWING HOW THE STRUCTURE WILL LOOK -: INDICATE DIMENSIONS, INCLUDING HEIGHT FROM GROUND TO HIGHEST PEAK, COLOR, MATERIALS AND ROOFING. PROVIDE PHOTOS OR BROCHURE, ROOF & PAINT SAMPLES AND SHOW PLACEMENT ON THE LOT SURVEY.
2. **PLAY FORT, SWING SET, TRAMPOLINE, BASKETBALL GOAL, ETC.:** YOU MUST SUBMIT A PHOTO, BROCHURE OR DRAWING. INDICATE HEIGHT, COLOR, MATERIALS, DIMENSIONS, ETC. AND SHOW THE PLACEMENT ON THE LOT SURVEY.
3. **POOL / SPA:** YOU MUST INDICATE ON THE LOT SURVEY THE LOCATION OF THE POOL / SPA, POOL EQUIPMENT, AND ANY DECKING. ALSO SHOW ANY SLIDES OR OTHER



STRUCTURES THAT WOULD BE OVER THREE (3) FEET HIGH. PLEASE INDICATE HOW THEY WILL ACCESS THE BACKYARD. (POOL COMPANY WILL SUPPLY THIS FOR YOU).

4. **STAIN, EXTERIOR PAINTING, GUTTERS, SIDING, OR HARDIPLANK:** PLEASE SUBMIT SAMPLE OF COLOR OF STAIN, PAINT OR SIDING MATERIAL, EVEN IF USING THE SAME EXISTING COLOR.
5. **NEW ROOFING:** PLEASE SUBMIT ROOFING SHINGLE SAMPLE, NUMBER OF WARRANTY YEARS OF SHINGLES & MANUFACTURER, NAME OF ROOFING COMPANY AND THEIR PHONE NUMBER.
6. **NEW FRONT DOOR, STAINING DOOR, STORM DOOR, GARAGE DOOR:** PLEASE PROVIDE PHOTO OR BROCHURE AND COLOR SAMPLE. IF STAINING DOOR, PLEASE PROVIDE STAIN COLOR SAMPLE.
7. **SOLAR SCREENS, WINDOW FILM / TINT OR REPLACING WINDOWS:** PLEASE PROVIDE SCREEN OR FILM SAMPLES AND WHAT WINDOWS YOU ARE ADDING THIS TO. IF REPLACING WINDOWS, STATE WHAT WINDOWS YOU ARE REPLACING AND SEND PHOTOS OR BROCHURE TO SHOW LOOK.
8. **WROUGHT IRON GATE OR FENCE, BURGLAR BARS:** PLEASE SUBMIT DRAWING, PHOTO, OR BROCHURE, COLOR, DIMENSIONS, AND INDICATE PLACEMENT ON A LOT SURVEY.
9. **DECKING OR PATIO:** PLEASE INDICATE LOCATION ON LOT SURVEY, MATERIALS TO BE USED, AND DIMENSIONS INCLUDING HEIGHT OF DECKING.
10. **CONCRETE WORK (SIDEWALKS, DRIVEWAY, PATIO SLAB ETC.):** PLEASE SHOW LOCATION ON LOT SURVEY AND DIMENSIONS. INCLUDE A PICTURE.
11. **SATELLITE DISH, OR ANTENNAE:** PLEASE GIVE SIZE OF DISH, & HEIGHT OF ANTENNAE. SHOW LOCATION ON THE HOME BY TAKING A PICTURE AND MARKING THE AREA. IF NOT LOCATED ON HOME, INDICATE PLACEMENT ON A LOT SURVEY. PLEASE PROVIDE PHOTO OF ANTENNAE.
12. **YARD ART / DECORATIONS (BIRD BATHS, POTS, BENCHES, STATUES, SWING, SIGNS, WATER FOUNTAIN, ETC):** SUBMIT PHOTO OR BROCHURE, DIMENSIONS, AND SHOW LOCATION ON LOT SURVEY.
13. **LANDSCAPING, LANDSCAPE BORDER, TREE REMOVAL OR PLANTING:** PLEASE SUBMIT DETAILS, TYPE OF TREE REMOVED OR PLANTING, PLACEMENT ON LOT SURVEY. PICTURE OF BORDER.
14. **FENCE OR MOVING FENCE:** HEIGHT & TYPE OF FENCE, MATERIALS, AND SHOW LOCATION / CHANGE ON LOT SURVEY. IF STAINING, PLEASE PROVIDE STAIN COLOR SAMPLE.
15. **LANDSCAPING LIGHTS, OR SPRINKLER SYSTEM:** PLEASE SHOW PLACEMENT OF ALL LIGHTS AND ALL SPRINKLER HEADS ON LOT SURVEY. PLEASE PROVIDE A PHOTO OR BROCHURE OF THE APPEARANCE OF THE LANDSCAPING LIGHTS AND WATTAGE OF LIGHTS.



16. **SHUTTERS:** NEED PHOTO OR BROCHURE SHOWING THE LOOK AND PAINT COLOR SAMPLE WHAT WINDOWS.
17. **STORAGE SHED:** NEED PHOTO OR BROCHURE, DIMENSIONS INCLUDING HEIGHT FROM GROUND TO HIGHEST PEAK, COLOR, MATERIALS, AND DRAW LOCATION ON LOT SURVEY.
18. **BALCONY:** YOU MUST SUBMIT 3 DRAWINGS -A SIDE VIEW AND A FRONT VIEW AND TOP VIEW- SHOWING HOW THE STRUCTURE WILL LOOK. NEED PHOTOS OF CURRENT LOOK OF HOME, DRAWING OF LOCATION OF PROPOSED BALCONY. HOW THIS WILL FIT/BLEND ON HOME, MATERIALS USED, TYPE OF RAILING AND COLOR OF RAIL, HOW IT WILL BE SUPPORTED, WHAT FLOORING IS ON THE GROUND AND 2ND FLOOR. SHOW HOW IT WILL LOOK WHEN COMPLETED.
19. **SOLAR ATTIC PANELS:** BROCHURE, DIMENSIONS, SHOW LOCATION BY TAKING PHOTO OF HOME AND MARK LOCATION ON PHOTO.

PLEASE USE A COLOR OTHER THAN BLACK INK TO DRAW LOCATION ON LOT SURVEY!

The role of Sterling Association Services in your community

Your community association has contracted with Sterling Association Services, Inc. to provide certain services to the residents of the community. Our company has two very important responsibilities:

- 1) Implementation of decisions and policies of the Board of Directors of your Association
- 2) Oversight of the daily operations of the Association

The Board of Directors are elected volunteers to serve the association, and they make the decisions and approve policies for operation. Sterling A.S.I is hired to implement the policies and decisions made by the Board. Sterling A.S.I has no decision making ability for your community.

Sterling Association Services personnel

- Are trained to deal with conflict, and if a deed restriction is being violated, Sterling will become involved in accordance with the deed restriction policies. Sterling will not get involved in quarrels between neighbors.
- Are advisors to the Board, not members of the Board
- Are responsible for monitoring contractor performance, but not for supervising the contractor.
- Are responsible for monthly inspections of your community. Inspections are done from a vehicle, from the street. Please do not ask the community association manager to come onto your property. If you are concerned about a particular property, please feel free to report it and it will be inspected on the next inspection.



- Are the coordinators of request from residents to the Board. If you disagree with a policy or rule, please email or mail a letter requesting a meeting with the Board.

REPORTING HOMEOWNER VIOLATIONS AND COMMON AREA CONCERNS

Our property management company, Sterling Association Services performs routine inspections in White Oak Lakes Estates for the purpose of making sure that our guidelines are being enforced. We are all concerned with the appearance and safety of our neighborhood. In the meantime, you are encouraged to report any homeowner violations and/or any common area issues that are of concern to you.

The process is simple please email Sterling ASI the address/location and the information regarding your concern. Any digital photos you can provide will greatly expedite this process. If you do not receive a reply within 3 business days, please resend the email. Violations and pictures can be emailed to servicedesk@sterlingasi.com



**VILLAGE OF OAK LAKES
HOMEOWNER CONTACT INFORMATION**

Please take a moment to complete the information below and return to Sterling Association Services, Inc. by mail, fax or email.

Owners Name _____

Property Address: _____

Mailing Address: _____

Home Phone: _____

Cell: _____

Please provide us with your e-mail address to expedite your receipt of important notices.

Email: _____

Thank you for taking the time to provide us with this important information that will assist us in better serving you.

Please mail or fax back to our office:

One Avalon Place
Sugar Land, Tx 77479

Phone: 832-678-4500
Fax to: 281-966-1785

or

Email to: sugarland@sterlingasi.com

I acknowledge and accept that as the property owner it is my sole responsibility to notify Sterling Association Service Inc. of any changes in my contact information.

Homeowners Signature & Date: _____

Resident Name: _____

(Please Print)

*All information provided will be for the **exclusive use** of the Association and Management Company only. Your contact information will not be distributed to outside parties.*

Professional Association Management
One Avalon Place- Sugar Land, Texas 77479
Phone: 832-678-4500; Fax: 281-966-1785
www.sterlingasi.com



Management Staff

for

Villages of Oak Lake Homeowners Association

Sugar Land Office and Mailing Address
One Avalon Place
Sugar Land, Texas 77479
servicedesk@sterlingasi.com
Office: 832-678-4500
Facsimile: 281-966-1785

Nearest onsite office is located at:

11201 Lake Woodbridge Drive
Sugar Land, Texas 77479

Becky Salinas
Association Manager
bsalinas@sterlingasi.com

Krystal Pena
Administrative Assistant
krystal@sterlingasi.com

Any concerns or general questions for the association regarding violations, deed restrictions, ACC applications and interest in joining a committee, clubhouse/pool rentals and any other questions regarding the property can be directed to the persons listed below.

Customer Care
832-678-4500
servicedesk@sterlingasi.com