



## **THE OAKS CONDOMNIUM ASSOCIATION**

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### **RULES SUMMARY**

#### **MAINTENANCE**

The Oaks of Woodlake has a full time maintenance staff that cares for the exterior of all buildings and for all common areas including streets, landscaping, pools, carports, parking areas, sprinkler systems, clubhouses, offices and common area lighting. Should you have a common element work order request, please contact the management office at 713-972-1510. Other than emergencies, work orders will be handled on a *first in - first out* basis. Please be patient.

As an owner you are responsible for your unit's repair and condition. As a general rule, ask yourself this question: Is the item in need of repair or maintenance something that services my unit only? If the answer is yes, it is the owner's responsibility to service or repair the item or issue. For example:

- Your sink, faucets and garbage disposal
- Your dishwasher, washing machine, dryer, refrigerator or any appliance
- Air conditioning and heating unit(s) and filters
- Any plumbing item from your fixture to the point your unit's lines tie to the building's main service line
- Any electrical issue from your fixture to the point your unit's lines tie to the building's main service panel
- Doors and windows and their locks and hardware
- Patio fences and slabs and anything within your patio area
- Pest problems in your unit (i.e. Roaches, Silverfish, Ants, Mice, etc.)
- Clothes dryer vent
- Fireplaces and chimneys (including flue cleaning)
- Toilet, wax ring and toilet flange

#### **PROCEDURE FOR AFTER HOURS CALLS**

Our management office hours are 8:30 a.m. to 5:30 p.m., Monday through Friday. If you have a common area maintenance emergency outside of these hours, please call 713-785-3135. Please be very specific and detailed in the description of your emergency and ensure that your call after hours is for a real common area emergency.

## EMERGENCY SITUATIONS ARE CLASSIFIED AS FOLLOWS:

1. Common area electrical problems that may present a potential danger to residents or the property.
2. Common area plumbing backups or stoppages that may present a potential danger to residents or the property.
3. Broken common area water lines.
4. Unit flooding due to common area issues.
5. All other situations that, in the judgment of management, need immediate attention.

NEVER, UNDER ANY CIRCUMSTANCES, ARE YOU OR ANYONE THAT IS ASSOCIATED TO YOU OR YOUR UNIT ALLOWED TO TURN OFF ANY MAIN WATER LINES THAT ENTER YOUR BUILDING. ONLY OAKS OF WOODLAKE PERSONNEL ARE ALLOWED TO DO THIS.

## **PARKING**

Parking stickers will be issued to all owners and tenants (on the lease) living on the property. Most units have one assigned covered parking space and limited guest parking is available throughout the property.

Please be aware that parking spaces are a premium, therefore, The Oaks does not allow storing vehicles on the property. For example, if you have more than one vehicle and you infrequently use that vehicle, it is considered stored. It must not be parked on the property. It is subject to being towed.

DO NOT park in undesignated parking spaces, including Fire Lanes and other NO PARKING ZONES. You will be towed.

DO NOT park in another resident's covered parking space. You will be towed by that resident.

The only areas motorcycles are allowed in is open parking areas or the aluminum carports. They are NOT allowed in the carports located underneath the buildings, sidewalks, balconies, stairwells or patios.

No boats, campers, motor homes or commercial trucks are allowed on the property.

CAR WASHING AND MAINTENANCE REPAIRS TO VEHICLES ARE PROHIBITED ON THE PROPERTY. IT IS ALSO PROHIBITED TO EXTEND HOSES ON THE OUTER PERIMETER OF THE PROPERTY FOR THE WASHING OF VEHICLES.

Please see the next page for the full PARKING AND TOWING POLICY.

## **PARKING AND TOWING POLICY**

1. Residents shall have current Oaks of Woodlake parking sticker on their vehicle. Stickers are to be displayed on the left hand side of front windshield approximately 6" above your registration sticker. Contact the office for your parking stickers. You must complete your move-in packet and turn it in at the office in order to receive your permanent parking pass.
2. The Resident who was issued the space may tow vehicles parked in his/her reserved space.
3. Guests may use the visitor parking spaces. Guest permits for vehicles staying longer than 24 hours must be obtained from the office. The guest permit must be displayed on the rearview mirror. Vehicles parked without a guest permit or displayed properly may be towed at the owner's expense.
4. Vehicles parked improperly in a reserved and or visitor parking space that impedes the flow of traffic (over lines, diagonally, blocking vehicles, etc.) shall be towed without notice.
5. Vehicles blocking access to garbage collection areas WILL BE TOWED immediately without notice.
6. No vehicle shall be parked on the sidewalks or any area not specifically designed for parking. Vehicles parked in this manner shall be towed without notice.
7. Vehicles with flat tires, expired license tags or left on the property for more than 72 hours shall be considered in storage and may be towed without notice. No vehicle may be stored anywhere on the property.
8. Vehicles parked in Emergency Fire Zones (red zones) shall be towed immediately without notice.
9. Vehicles parked in the driveways (yellow zones) shall be stickered and towed after 24 hours if not removed.
10. No vehicle repair or maintenance shall be done on the property at any time.
11. Vehicles may not be washed on the property.
12. Motorcycles, motorbikes, motor scooter, or other similar vehicles shall not be operated with the property except for the purpose of transportation directly from a parking space to a point outside the property or from a point outside the property directly to a parking space. These vehicles may not be stored on sidewalks or under stairwells and may be removed at the owner's expense.
13. Golf carts, go-carts and other similar non-licensed vehicles shall not be allowed on the property (other than those used by maintenance staff and gate personnel).

14. No vehicle exceeding 23 foot in length is allowed in the parking area and it may be towed without notice.

15. No boats, trailer, commercial or recreational vehicles may be stored on the property or parked in a parking space and they may be towed without notice.

16. Commercial vehicles serving residents of the property are allowed to park in visitor parking. Residents shall call the gatehouse (713-785-3135) to allow entry of any repair service.

NOTE: This policy has been adopted in accordance with Declaration and By-Laws of the Association and the Condominium Act.

### **TRASH**

Please make certain trash is placed inside the bins provided. Any trash left on the floor of the enclosure will not be picked up by the trash collection service. Please break down any boxes going into the dumpster. Please do not store your trash on your patio, porch or under the stairwells. Trash is collected on Tuesdays, Thursdays and Saturdays. (Days may change).

Construction debris must be removed by your vendor. Discarded furniture, mattresses, appliances and etc. are not to be put in the dumpster. For further clarification regarding the dumpster rules please read the sign that is posted at every dumpster site. Our dumpsters are now being monitored by video camera.

### **INSURANCE**

Each resident is responsible for obtaining his own personal insurance for content and to cover repairs to the inside (sheetrock in) of your unit against theft, fire, water damage, etc. for any reason. This is not covered under the master policy held by The Oaks of Woodlake.

### **CHILDREN**

We have quite a few children living on the property. Residents need to use caution while driving, because children usually do not look out for vehicles. Parents are responsible for their child's actions. Please report mischievous children to the gatehouse or management office. Parents need to remember that the gatehouse attendant is not a baby-sitting service. DO NOT expect the gatehouse attendant to ensure your children stay inside the property while playing.

### **SAFETY & CONTROLLED ACCESS**

The 24 hour gatehouse attendant may be reached at 713-785-3135. It is the responsibility of the resident to inform the gatehouse when guests are expected. Please remind your guests that they

must stop at the gatehouse to be logged in. If they do not, they are considered TRESPASSING. The attendant will attempt to contact you, but for greater efficiency, it is recommended that you call the gatehouse ahead of time.

All residents should immediately report the following to the Houston Police Department:

- Any suspicious looking person or illegal activity, any solicitors, persons loitering, anyone moving in an unusual manner late of night.
- Anyone pretending to have the wrong unit or inquiring about the residents next door.
- Any and all suspicious looking activity.
- Loud disturbances late at night.

Please do not expect the gatehouse courtesy officers to call the police for you. If you have observed something, it is incumbent on you to report it to the proper authorities.

Good lighting is an important safety factor. Notify the management office of any inoperable lights in the common element areas.

**\*\*\* IMPORTANT NOTICE TO ALL RESIDENTS: \*\*\***

Please remember that neither the Board of Directors, the Oaks Condominium Association, your Property Manager, Creative Management, nor any representatives or employees thereof are responsible for you or your families, tenants or guests' personal safety or damage to personal property in your community. Whether or not a form of "security" has been implemented at your community, no one can guarantee that you, your family or guests will be safe from harm, or that your personal property is secure.

We must each accept personal responsibility for our own safety and welfare, rather than depending on someone or something else to protect us from crime.

## **NOISE**

Noise levels should be kept at a minimum at all times. Remember that you are living in a multi-family dwelling. No excessive noise will be tolerated.

## **STAIRWELLS**

Stairwells must not be used as storage areas. Keep them clean of any articles that might block or clutter passageways. This includes grills and firewood, which are not only a fire hazard but a haven for termites.

## **OUTDOOR COOKING**

Houston City Ordinance states that all barbecuing must be at least 10 feet from the buildings. Please store BBQ butane grills, as well as, pits out of sight when not in use. Butane canisters are also not to be stored in the stairwells or near exits.

## **POOLS**

There are four pools located throughout the property. You must have a key to enter the pool area. A key may be obtained from the management office. The first key is free. Lost or additional keys can be obtained at a cost of \$3.00 per key. The pool key also opens most Pedestrian gates located throughout the property. All children under the age of 18 years of age must be accompanied by an adult. Pool rules are posted by each pool and MUST be adhered to.

**UNDER NO CIRCUMSTANCES ARE ANIMALS ALLOWED IN THE POOLS OR WITHIN THE POOL FENCE PERIMITERS.**

## **EXERCISE ROOM**

The exercise room is located off the main pool and requires an additional key. A key may be obtained from the management office for the cost \$10.00. An exercise room waiver must be signed to absolve the property from any liability of injury prior to accessing and using the exercise room. No one under the age of 18 is permitted in the exercise room. The exercise room is open from 6:00 a.m. to 10:00 p.m.

## **CLUBHOUSES**

The Oaks of Woodlake has two clubhouses available for use by residents or owners for parties and gatherings. There is a rental fee and deposit for use of the facilities. Further details are available by contacting the management office at 713-972-1510. Please see details listed later in this booklet.

## **PEDESTRIAN GATES**

The Oaks of Woodlake has a perimeter fence which has several conveniently located walk-through gates. Residents find these gates helpful while out walking or jogging. Your pool key will open these gates. Please be sure to close the gates once you have passed through them. Please help us keep safe.

## **PORTABLE WASHING MACHINES AND DISHWASHERS**

Portable washing machines and dishwashers are not allowed in any unit. The use of portable machines creates scalding water throughout the entire building causing a potentially dangerous situation.

## **PETS**

Pets are allowed on the property in accordance with the Pet Rules and Policies. Strict enforcement of these rules and policies is necessary for the safety and enjoyment of the residents of The Oaks of Woodlake.

## **PET POLICY**

1. No unit can have more than two pets at any time. Dogs, cats, birds and fish are the only pets allowed. Fish are specifically exempted from the maximum allowable number of pets. Snakes and other "wild animals", as defined in sec. 6-52 of the Houston City Code, are specifically prohibited. The Oaks of Woodlake Pet Rules & Regulations shall follow the City of Houston guidelines set forth in the Houston City Ordinance Leash Law and Federal ADA Regulations.
2. No pet weighing over 50 pounds, or any pet which will weigh over 50 pounds at full maturity, shall be allowed.
3. All residents at the Oaks of Woodlake must fill out and sign a "Pet Registration" form for all pets and have it on file at the Oaks management office.
4. A fee of \$50.00 per pet will be collected from each pet owner at the time of the completion of the Pet Registration form. A pet identification tag will be issued upon payment of the fee and completion of the form. All future Oaks residents must fill out this form regardless of whether they have a pet and regardless of whether they are resident owners or renters.
5. No dog or cat shall be allowed outside the confines of a unit unless it is wearing the pet identification tag and must be on a leash attended by a person of at least 12 years of age as defined in the City of Houston Leash Law. **DOGS MUST NOT BE TETHERED TO A STAKE, TREE, SHRUB, POST, BUILDING OR ANY OTHER TYPE OF STRUCTURE OR OBJECT.**
6. All dogs and cats must have current rabies and license tags. This paperwork will be required prior to move in.
7. Any animal on the property without an Oaks pet identification tag or in violation of the City ordinance will be turned over to Harris County Animal Control.
8. Pet owners or caretakers are responsible for cleaning up all excrement from the pet in their control and allowed to go only in specific areas. No food will be left outside for pets.

9. THE BOARD OF DIRECTORS HAS SPECIFICALLY INSTRUCTED THE MANAGEMENT STAFF NOT TO DISTRIBUTE PARKING DECALS UNLESS THE PET REGISTRATION FORM HAS BEEN COMPLETED AND SIGNED AND THE FEE HAS BEEN PAID, IF APPLICABLE.

10. The owners of pets that are considered to be a menace, nuisance, annoyance, or hindrance or which demonstrate any sort of threat to other residents will be fined according to the Pet Fine Resolution.

11. The Oaks of Woodlake management staff is charged with the responsibility of distributing copies of the "Pet Rules and Policies" to all current and future owners and renters, at the address shown on the records in the management office. Any animal on the property without an Oaks pet identification tag, or over the WEIGHT LIMIT, will be fined according to the Pet Fine Resolution.

12. The Pet Fine Resolution states that if a resident is in violation of the Pet Rules, a warning letter will be sent to the homeowner. If after the initial warning letter the resident does not comply, a fine of \$50 will be imposed on the owner. For each infraction per month thereafter, the fine will increase an additional \$50 each month the infraction continues (i.e. \$50, \$100, \$150).

### **HOT TUBS / WATER BEDS**

No spas and/or hot tubs or any item that exceeds the structural load (50 lbs. per square foot) are allowed inside the units. Waterbeds are not permitted on the property.

### **MAILBOX LOCK / KEY REPLACEMENT**

If a mailbox key becomes lost or broken, a new lock must be installed on the mail box. The charge for the new lock and keys is \$15.00.

### **PACKAGES**

Packages are NOT accepted in the management office or the gatehouse under any circumstances. This is for liability purposes.