

VILLAGES OF DIAMOND BAY FAQs

12234 Shadow Creek Pkwy Suite 3112. Pearland TX 77584

Phone: 713.436.4563 | Email: DiamondBay@shadowcreekranchhoa.com

Website: www.shadowcreekranchhoa.com

2020 VILLAGE OF DIAMOND BAY HOA ASSESSMENTS \$966

ASSESSMENT DUE DATE:

Assessment dues are due in full on **January 1st** and becomes delinquent on **January 31st**. Payment received after **January 31st** 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:

1. Online

Visit www.clickpay.com

Use a credit or debit card for a nominal fee or by e-check (ACH) from a bank account, FREE!

2. U.S Postal Mail

Send your check/money order with payment coupon to:

Village of (Name of your Village) Bay c/o FirstService Residential

PO Box 62019

Newark, NJ 07101-8060

3. Telephone Payment

Call **888-354-0135 Option 1**

Additional processing fees may apply.

4. Shadow Creek Ranch HOA Office

12234 Shadow Creek Parkway, Suite 3112, Pearland TX 77584 (behind 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 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 offers many benefits.

1. Your dues are split up 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. Therefore, by the time 2020's bill is due you will only owe a small amount, for any increase in the new year's fees.

To participate, simply go to www.shadowcreekranchhoa.com, login to the Pay Online tab using ClickPay, then look for the "Auto Pay" option and follow the prompts.

COMMUNITY INFORMATION ACCESS

The Village of Diamond Bay HOA offers a web-based service that utilizes proprietary software to give you real-time information about your community and your homeowner account.

By logging on to <https://villageofdiamondbay.connectresident.com/> you will be able to, when available:

- 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

SHADOW CREEK RANCH MEMBERSHIP ACCESS CARDS

Shadow Creek Ranch Membership 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 community amenity facilities during operating hours. The cards prevent unauthorized users from gaining entry while promoting community-wide safety.

To confirm your Shadow Creek Ranch Membership Access Cards are active email Shadow Creek Ranch HOA Member Services at Help@shadowcreekranchhoa.com. Include your **Property Address & Membership Access Card Numbers**.

Contact Shadow Creek Ranch HOA Member Services to report lost/damaged cards.

Replacement card costs are **\$100.00 per card**.

Guest Card passes are available for purchase by Members with an active Membership Access card.

Membership Access Cards are not available at the Shadow Creek Ranch HOA office. Please allow 10-14 days for processing and handling.

GUEST POLICY

A guest is defined as anyone who does not live in Shadow Creek Ranch and does not have an SCR Membership Access card. Guests must be accompanied by a Shadow Creek Ranch Membership Access card holder. Residents are responsible for the behavior of their guests and must remain at the pool with their guest at all times.

Specifications for Guest Cards:

Guest cards pass cost is **\$100.00 for twelve (12) entries**.

Guest Cards are not available to tenants.

Guest Card payment due at the time of application.

Guest cards are **non-refundable** and **non-transferable**. NO EXCEPTIONS.

A Guest Card allows the right to use all Shadow Creek Ranch amenity pools, subject to Rules and Regulations of the Association.

There is a limit to one (1) Guest Card per household per year. Members requesting additional Guest Cards must provide a written request to the Shadow Creek Ranch HOA Board of Directors for consideration.

To obtain a Guest Card application please contact the HOA Office at 713.436.4563 or email SCR Member Services at Help@shadowcreekranchhoa.com

TRASH PICK UP DAYS:

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

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.

Waste Management: Recycle Bins: (City Issued)

The new recycle bins issued 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. City of Pearland will contact Waste Management and inform them the homeowner wants it removed.

(281) 652-1600 City of Pearland.

SCHOOL DISTRICTS:

Alvin Independent School District: 713.436.0180

Fort Bend Independent School District: 281.634.1000

MAILBOX KEYS:

Contact the U.S. Post Office, 2700 Cullen Blvd. Pearland TX 77584 | Phone: 281.412.2876.

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

CLUBHOUSE:

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

Deposit is \$150.00 and Rental Fee is \$300.00.

Please contact the HOA office at 713.436.4563 or Help@shadowcreekranchhoa.com for additional information and reservation availability.

COMMUNITY LIGHTING:

Please report streetlight outages to <https://slo.centerpointenergy.com/>
Monument light outages should be reported to the HOA at Help@shadowcreekranchhoa.com or 713.436.4563

DOGGIE BUSINESS:

Attention dog owners: 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, Texas

MOSQUITO CONTROL: (Handled by counties)

Brazoria: 979.864.1532
Fort Bend: 281.342.0508

IS IT BROKEN?

Please report Common Area Work Orders to the HOA by visiting the website at:
www.ShadowCreekRanchHOA.com
(Log-in required) or contacting the HOA office by calling 713.436.4563 or by email
Help@shadowcreekranchhoa.com

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 for each application made payable by check or money order to the FirstService Residential.

Pool applications must be accompanied by an additional \$500.00 deposit and a \$125.00 (Pool) administrative fee for each application made payable by check or money order to the FirstService Residential.

A copy of the lot survey is required for any home modifications excluding paint, in which case paint samples are required at the time of application. Include a building list of materials, color/paint samples, and (if applicable) drawings.

CHANGE OF ADDRESS?

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

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 Dept. Non-Emergency **281.652.1100**
City of Pearland Code of Compliance **281.652.1766**

BRAZORIA-FORT BEND COUNTY MUNICIPAL UTILITY DISTRICT 1

<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 Center at [14210 Windward Bay Drive, Pearland, TX 77584](#), and at the Brazoria and Fort Bend County Courthouses at least 72 hours before every meeting, and 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.

As a reminder, 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>