



WESTHOLLOW VILLA VOICE

Look us up online at www.mascape.com



2020 Board Members

Stephanie Hains
President

Mike Bolt
Vice President

Gus Becker
Secretary/Treasurer

COVID-19 Response Update

Management Office: In order to maintain management responsibilities to our communities, office staff has been minimized with all other staff working remotely until authorized to return to the office. Protocols have been put into place in compliance with government guidelines as we are permitted to re-open.

Suspension of Board Meetings: Until restrictions are amended to allow group gatherings, in-person board meetings have been suspended. Any necessary board meetings will be held by teleconference. Notice of any teleconference board meetings will be posted to the website and sent by IRIS Alert. The meeting notice will include information necessary for owners to participate in the teleconference meeting.

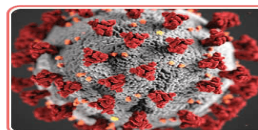
Suspension of Annual Meeting: Under the recommendations received by the association attorney, annual meetings should be suspended until the appropriate authorities deem it safe for people to meet in large groups again. It is not recommended to hold annual

meetings via electronic or telephonic means, due to statutory requirements that specifically apply to non-profit corporations and POA's. Election procedures (solicitation of candidates, notice of meeting) will be followed once appropriate authorities have deemed it safe for people to meet in large groups again.

Closure of Common Areas The common area Pet Parks and the rear Tennis Court are open with capacity limitations and social distancing restrictions.

We will continue to monitor this situation and keep you informed of any changes. Please contact us if you have any questions or concerns at 713-776-1771 or email at saustin@mascape.com.

COVID-19 Online Resources



Coronavirus (COVID-19)
INFORMATION

Westhollow Villa encourages all our homeowners to be up to date with the latest information regarding the COVID 19 pandemic. The public is encouraged to follow these COVID 19 websites and social media platforms for ongoing updates. For accurate and reliable information, please be sure to visit any of these online resources:

Centers for Disease Control and Prevention <https://www.cdc.gov/>
Texas Health and Human Services <https://dshs.texas.gov/>
Harris County Public Health <https://publichealth.harriscountytexas.gov/>
World Health Organization <https://www.who.int/>
City of Katy <https://www.cityofkaty.com/home>

2020 Pool Season

Your Westhollow Villa Board has had to make an extremely hard decision regarding the 2020 pool season. After review and careful consideration, the Board has agreed that opening the pools under the current COVID-19 conditions is not for the community. The Board understands the pools are a very big part of the community, however, the need to manage the facility safely for the residents is the highest priority. Challenges that have contributed to this decision have included management of minimized capacity restrictions, social distancing enforcement, sanitation protocols, registration and sign-in process, and insurance liability concerns related to COVID-19.

2020 Monthly Maintenance Fee Reminder

Maintenance fees are due and payable on or before the 1st day of the month, and considered late after the last day of the month. Please note 10% per annum interest, along with a \$15 per month collection fee, will be added until paid in full. Please make your check or money order payable to Westhollow Villa Townhomes Association, Inc. and return along with a payment coupon. Your coupon booklet provides return mailing labels.

We encourage all owners to submit payment for any outstanding assessment balances. Collection notices will be sent to all owners with an account balance in the coming weeks. If owners are experiencing difficulties related to the pandemic, a request can be submitted to the Board for review. Please contact Hayley McAnally in our accounting department at MASC Austin Properties, Inc. via phone at (713) 776-1771 or via email hmcanally@mascapi.com to discuss your account.



MAKE SURE TO SIGN UP FOR THE NEW TOWNSQ APP TO MANAGE YOUR ACCOUNT AND PAY ONLINE

See page 4 for more info!



LexisNexis® | Community Crime Map

Visit www.communitycrimemap.com to review all reported crimes in your area!

Reduce crime and improve public safety. LexisNexis's public crime map, Community Crime Map, connects law enforcement with the community to reduce crime and improve public safety. Crime mapping helps the public get a better idea of the crime activity in their area so they can make more informed decisions about how to stay safe.

TRASH PICK UP SCHEDULE



Regular Trash Days
Wednesday & Saturday

Heavy Trash
Saturday
Recycling
Tuesday



MASC Austin Properties, Inc.
945 Eldridge Road
Sugar Land, TX 77478
(713) 776-1771 phone
(713) 776-1777 fax
www.mascapi.com

Shirley Austin,
Property Manager
saustin@mascapi.com

Hayley McAnally, Collections
hmcanally@mascapi.com

Marshall Sears,
Maintenance
marshall@mascapi.com

2019 - 2020 MAINTENANCE ACCOMPLISHMENTS & FUTURE PROJECTS

Accomplishments

- Annual Garage Sale Held
- 2019 Audit Completed
- Maintained Monthly Irrigation Inspections
- Gutter & Roof Cleanup Maintenance Performed
- Community Tree Trimming Completed by Urban Foresters
- Holiday Decorations and Lights Installed
- Assessment Collection Enforcement
- Fence Repairs and Replaced When Needed
- Trash and Recycling Program Maintained
- Parcel Post Boxes Lock Maintenance
- Rear Pool Repaired; Skimmer Replaced, Decking Repaired and Landscaping Improvements Completed



Future projects

- Storm Drain Maintenance
- Driveway Replacement & Sidewalks Repairs Scheduled
- Patio Fence Program to Resume in the Fall
- Landscaping to Address Soil Runoff
- Prepare Declarations Amendment to Update Governing Documents



Concerning Pets & Strays

We all love and enjoy our pets! But along with the enjoyment of having a pet comes responsibility. This includes not only feeding, bathing, flea and tick control and exercising them, but also picking up the feces after they relieve themselves when they are walked on the premises. Your neighbor does not want to see, smell or step in your pet's feces. There is a leash law in the state of Texas.

Any pets outside of the home in the common area need to be on a leash. Unit owners/occupants: you are responsible for any property damage, injury, odor, disturbance, etc. caused by your pets or your guest's pets. As a pet owner, please pick-up after your pets while walking them. We need to keep the property clean and healthy for everyone.

As a reminder, feeding stray animals in the common areas is greatly discouraged as pet food left behind draws insects and rodents that can harm your family pets kept inside. Any food left in the common areas will be disposed of.



Important Phone Numbers

ASPCA Animal Poison Control	888-426-4435
BARC (Dangerous Animal)	713-229-7300
CenterPoint	713-207-2222
City of Houston	3-1-1
HPD Non-Emergency	713-884-3131
<u>WEST HARRIS COUNTY MUD & MUNICIPAL</u>	
District Service	281-290-6500
Westside Command Station	281-584-4889



IRIS Alerts

The IRIS Alert System is a wonderful tool used to send community updates and timely notices to all residents. Alerts can be sent in the form of a recorded message to your home or cell phone number, email address or by text message. If you are not signed up or would like to amend your preference, please contact API.



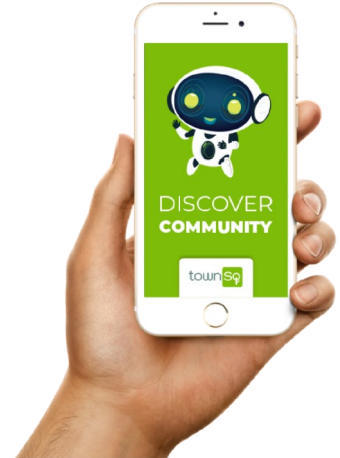
Introducing TownSq!

MASC Austin Properties, Inc. is excited to announce the launch of TownSq — a new all-in-one mobile app designed to help you connect, collaborate and stay up-to-date with your association – any time on any device. Manage your account and access the resources you need when you need them.

Download the app and register to:

- **Easily communicate with your management team**
- **Manage your account and pay online**
- **Get up-to-date news and alerts**
- **Request and review status of service inquiries**
- **Engage with one another**
- **Access important association documents**
- **And more!**

To register your account, please log onto www.townsq.io, use your account ID and the association zip code (77082). Set your password and account preferences and you will then be ready to start experiencing community your way with TownSq. Please contact us if you have any questions regarding this new process as we are excited to offer these new services to your community.



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John Doe
1234 Happy Days Drive
City, State, Zip

Westhollow Villa Townhomes Association, Inc.
c/o MASC Austin Properties, Inc.
945 Eldridge Road
Sugar Land, TX 77478
www.masapi.com > My Neighborhood