

Dear Homeowners,

Twin Oaks Village experienced a flooding event that many of us never thought we would see. Hurricane Harvey has affected everyone in the community and some more than others. We ask now for you to reach out to your neighbors and see what you can do for them.

We know through this tragic time you may be wondering what to do with all the waste-both personal and storm. At this time WCA is abiding by their contract for regular waste pick-up. The contract allows for (4) items to be picked up at a time. WCA doesn't want to overwhelm the routes or the amount of times the trucks have to make their trip to the landfill so we ask that you please abide by this. Please keep all storm debris, waste, etc. separate from your solid waste that is capable of being decomposed by microorganisms that can cause odors, attract or provide food for birds, animals, insects, etc. If you have any questions regarding the trash you can contact Irma Cantu at [icantu@wcamerica.com](mailto:icantu@wcamerica.com)

We have also had damage to the common area fencing and we will have this repaired as soon as possible. We intend to have the entire common area inspected and repaired, but if you have knowledge of damage please contact our office at 832-678-4500 or [bernita@sterlingasi.com](mailto:bernita@sterlingasi.com)

We also realize that the mosquito population will get a boost due to the recent flooding. I have been in contact with Excalibur Mosquito Spraying and they will continue their regular schedule and if we need them to they will double up on the service.

The Constables are back to patrolling the neighborhood, so if you see any looting or suspicious activity please contact them at 281-403-8010.

If you do not carry flood insurance, you can apply for disaster assistance from the Federal Emergency Management Agency (FEMA). Disaster assistance includes money or direct assistance to individuals, families, and businesses in an area whose property has been damaged or destroyed and whose losses are not covered by insurance. This assistance can ease the burden of a flood loss by providing help with those critical expenses that cannot be covered in other ways. Flood victims can apply for assistance by calling 800-621-3362 or apply online at [DisasterAssistance.gov](https://www.disasterassistance.gov).

As a homeowner in Twin Oaks, you are as responsible for our community as anyone else. Please reach out and assist where you can and help in the healing process. Thank you and may you and your loved ones stay safe!

Sincerely,

Sterling ASI