

WINTER 2018

IN THIS EDITION

NOTICE Board Meetings

Glen Laurel's monthly Board Meetings will now generally be held on the 1st Wednesday of the month at 7:00pm at the Woodbridge Club House.

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A NOTE FROM THE GLEN LAUREL HOA BOARD

Happy New Year Glen Laurel Residents! Welcome 2018!! The HOA Board continues to look for ways to improve and enhance the amenities that we as Glen Laurel residents enjoy. We certainly appreciate the work completed in 2017 to repair eroded banks with the installation of new bulkheads around the three amenity lakes within Glen Laurel. As a result of this work, the HOA had to install a new electrical meter to power our front entrance monuments and some of our sprinkler system control valve operators. The HOA also coordinated with the Burney Road MUD to restore electrical power to our lake fountains as bulkhead construction came to an end.



Once power was restored to our front entrance monuments in late 2017, the HOA Board discovered a defective light at our South monument so the HOA replaced this light fixture with a new LED monument light and the Board will be looking at upgrading other entrance lights as the year progresses.

As West Airport and Burney Road saw expansions and improvements, the Glen Laurel Board acted with foresight to improve upon exterior fencing needs. As many residents are aware, there have been several accidents in 2017 where a few of the trees and concrete barrier fences have been struck by vehicles and damaged as a result of increased traffic flow traveling down these roads. It continues to be a priority to ensure the safety of our residents and we feel that these amenities have reduced property damage that residents could have potentially encountered had the HOA Board not taken steps to take control of external fences and ensure these upgraded concrete fences were put in place on these busy roadways.

Currently, all exterior fencing has been paid for and the HOA does not have any further debt associated with these external fence amenities. As 2018 progresses, the HOA Board will be looking into many other improvements to determine where action by the HOA would be feasible.

As discussed in our last newsletter, the HOA Board has budgeted to add an additional fountain at the Lake by the playground and an additional new fountain at the Lake by the community pool. We feel these additional fountains will only add to the community ambiance. We expect these fountains to be installed in the first quarter of 2018. The Glen Laurel pool also saw some pool equipment replacements in 2017 as older equipment needed to be replaced and will likely see some new seating areas installed in 2018.

(continued on next page)

A NOTE FROM THE GLEN LAUREL HOA BOARD (CONTINUED)

As promised, the HOA has added new photos to the Glen Laurel website to reflect some of the upgrades that we have completed in our community. We will continue to look at ways to communicate and boast about what Glen Laurel offers to the City of Sugar Land. The HOA Board wants to ensure our homeowners that our property investments will continue to hold their value while at the same time the HOA Board works to keep our community costs lower than surrounding neighborhoods.

NEW Fences! Not ours this time, but yours! Let's all continue to work toward replacing all of our old interior fences with new updated fencing. This helps hold property values and improves the looks of our neighborhood. The new fences look great for those who have had them installed. Note: Cedar fencing is required to any visible street wood fencing and although recommended for all fencing needs, can be replaced with treated wood fencing on side or rear fence installations that are not visible to the public.

The HOA Board continues to work to save funds to replenish monies to our reserve accounts and will continue this trend in 2018. While we are still several years from having the amount of reserve that is recommended to protect the Glen Laurel assets, the HOA Board is happy with the progress that has been made in the last several years and we hope our residents feel their investments are being protected.

The HOA Board continues to solicit any input from our residents on any concerns, comments or ideas that will continue to improve Glen Laurel as one of Sugar Land's desired neighborhoods to live in. Please contact the HOA Board at bernita@sterlingasi.com.

As always, for any resident who has not joined our email list for bulk email notifications, please sign-up to receive email notifications by visiting our website, www.glenlaurel.net and clicking on "Email Sign-Up".

Glen Laurel HOA Board

A NOTE ABOUT PAYING YOUR 2018 ASSESSMENTS

You should have already received your 2018 Glen Laurel Homeowners Association assessment billing for \$500.00. The assessments were due by January 1st and are considered delinquent if they were not paid by January 31st. You can pay by the following methods:

- **USE THE COUPON THAT WAS ATTACHED TO THE STATEMENT**
- If you would like to pay with eCheck, debit card or credit cards please go to <https://www.sterlingasi.net/>
- **YOUR LOGIN INFORMATION**, password & account number are listed on the statement.

Payments not received by the due date are subject to **interest** (10% per annum), a **late charge of \$25.00** and legal fees reimbursement. Please contact Sterling ASI at servicedesk@sterlingasi.com, 6842 N Sam Houston Pkwy W, Houston, TX. 77064 or contact customer care at 832-678-4500 if you have any questions, or require a payment plan after the **January 31, 2018 due date**.

PLEASE PICK UP AFTER PETS

When walking your dog in our community, remember that it should be leashed. Also, it is important to remember to immediately clean up after your pet. Take along a baggie with you to pick up waste with and then dispose of it properly. Thank you for your cooperation!

WHAT SHOULD I DO WHEN I GET A DEED RESTRICTION LETTER?

Fact: Deed restrictions serve as a valuable tool. Indeed, it can be argued that deed restrictions are the MOST valuable tool available to a neighborhood association, to keep property values high in that neighborhood.

Fact: Every homeowner should receive a copy of the Declaration of Covenants, Conditions and Restrictions for Glen Laurel (DCCR or deed restrictions) upon purchase of the home. A copy of these documents can be read and/or downloaded and printed from the community website at www.glenlaurel.net. Our management company, Sterling Association Services (SASI) inspects the neighborhood once a month and sends letters to residents who appear to be in violation. Here are the steps to take when you receive a deed restriction violation letter from SASI:

- First, decide whether the violation existed on your property at the time of the inspection. The purpose of the first letter is merely to bring the attention of the homeowner to a possible violation. There are no legal fees or negative repercussions associated with the first letter. The wording of the letter may sound stern, but is a legal formality to allow the association to pursue legal action, if necessary at some future date. No legal action will be taken on the basis of only one letter.
- If the answer is no, then call SASI to correct the mistake. Make sure that SASI has your correct address in their system. If you can see that your neighbor had the problem and it was incorrectly assigned to your address, be sure to inform SASI of that fact.
- If the answer is yes, but the violation has since been corrected (you had mulch in your driveway but you have finished spreading it, for instance) then you may ignore the letter - your violation no longer exists. As a courtesy, you may contact the management company to let them know the violation no longer exists. An e-mail would be sufficient.
- If the answer is yes, but the violation is being corrected or will soon be corrected, then you may again ignore the letter - your violation will no longer exist at the time of the next inspection. Again, it would be courteous to notify the management company.
- If the answer is yes, but the violation will not be corrected by the time of the next inspection, a call to SASI is necessary. Perhaps there are extenuating circumstances that need to be taken into consideration and you will need extra time to address the correction.

If you choose to ignore a deed restriction violation letter and do not correct the violation, then you will continue to receive letters. If the violation is deemed potentially hazardous or time sensitive, you may receive subsequent letters fairly close together.

If there is no response to these letters, and if the issue is not rectified by the owner, the Association has the right to seek compliance through legal action. All costs related to legal enforcement are to be paid by the property owner. Your assistance through taking steps to improve your property and the community are sincerely appreciated.

SIGN-UP FOR EMAIL NOTIFICATIONS

Please check the Glen Laurel website to get important information and sign up to provide your email address if you would like to have alerts emailed to you. Visit www.glenlaurel.net and click on the tab labeled "Email Sign-Up" to receive the notifications. Signing up for email notifications will also allow you to access the Resident Only section of the website.



AROUND TOWN

MD Anderson Blood Drive
Friday, March 16 @ 10:00 am - 4:00 pm at the Sugar Land Town Square. MD Anderson cancer patients require approximately 200 units of red blood cells and 600 units of platelets every day, which is why donors are the most important part of the process! Be a hero – Donate blood to their blood bank and save lives!

St. Paddy's Day Half Marathon
Sponsored by Memorial Hermann. Sunday, March 18 @ 7:15 am - 11:00 am. Put on your running shoes for the Memorial Hermann Sugar Land Half Marathon, a 13.1 mile loop starting and ending at Sugar Land Town Square. Get into the spirit: a costume contest for "most Irish" will take place.

Sugar Land Jr. Superstar Auditions
Sugar Land Jr. Superstar Auditions will be held on Wednesday, March 28 @ 5:30 pm - 7:30 pm. Sugar Land's Jr. American Idol-like competition is kicking off another summer by showcasing local talent with open auditions! Contestants must be between 9-13 years of age and residents of Fort Bend County to be eligible for competition. Auditions will take place in the lobby of 2277 Plaza Drive.

Child Advocates Light of Hope
Friday, April 6 @ 6:30 pm - 9:30 pm at Town Square. Join Child Advocates of Fort Bend as they kick off National Child Abuse Prevention Month with their Annual Light of Hope Ceremony, a night filled with blue balloons, information tables, special tributes and live music.

ARCHITECTURAL REVIEW PROCESS AND DEED RESTRICTION INSPECTIONS

We would like to remind everyone that if you are planning on major work that will affect the outside appearance of your home, you must complete and submit an ACC request which is found on the Glen Laurel website (www.glenlaurel.net) under Guidelines, ACC, & Forms. Under the Important Forms heading you will find a link titled ACC application. Download, complete and fax your request to Sterling ASI. The form can also be mailed as indicated on the form. The Board will review and approve or decline your request, usually within 5 to 7 days. When you receive our written approval, you may proceed with construction.

You will be given a detailed explanation if we are unable to approve your request. Please understand that you are legally prohibited from constructing anything that you have been advised has been disapproved.

PLEASE DO NOT START WORK UNTIL you have received an approval notice from the Board. Failure to receive approval for the improvement and/or change may result in you having to remove, alter or change the improvement in order to comply with the rules and regulations of the Association. All pool installations will require a \$1,000.00 deposit made out to the Association.

Sterling is on the property weekly to review entrances, homes and common areas. The property is driven every 14-20 days for violations. Friendly letters are sent to homeowners to bring their property into compliance. The property is reviewed again on the next drive. If the violation still exists the homeowner is sent another letter to bring the property into compliance within 10 days. Please do not ignore these letters. If you have questions, please call Bernita with Sterling ASI at 832-678-4500.

Reminder from the HOA.....Interior fences are at the age where they need to be replaced. The exterior fencing was of the same age as our interior fences and it sure has made a difference to the appearance of our neighborhood having newer and upgraded exterior fencing. It's important to our neighborhood home values that interior fences are kept to standards and adds credibility to the neighborhood that Glen Laurel is a community that cares about home values and appearances. The HOA has done its part replacing exterior fences and now let's all do our part as Glen Laurel residents to replace interior fencing next to our beautiful homes as well.

reminder

HOW DO I ACCESS MY STERLING ASI ACCOUNT?

To check your Sterling ASI account please go to:
www.sterlingasi.net

IN THE KNOW: FREEZING PIPES

Why Pipe Freezing is a Problem

Water has a unique property in that it expands as it freezes. This expansion puts tremendous pressure on whatever is containing it, including metal or plastic pipes. No matter the strength of a container, expanding water can cause pipes to break.



Pipes that freeze most frequently are:

- Pipes that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, and water sprinkler lines.
- Water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets.
- Pipes that run against exterior walls that have little or no insulation.

How to Protect Pipes From Freezing

Before the onset of cold weather, protect your pipes from freezing by following these recommendations:

- Drain water from swimming pool and water sprinkler supply lines following manufacturer's or installer's directions. Do not put antifreeze in these lines unless directed. Antifreeze is environmentally harmful, and is dangerous to humans, pets, wildlife, and landscaping.
- Remove, drain, and store hoses used outdoors. Close inside valves supplying outdoor hose bibs. Open the outside hose bibs to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- Add insulation to attics, basements and crawl spaces. Insulation will maintain higher temperatures in these areas.
- Check around the home for other areas where water supply lines are located in unheated areas. Look in the garage, and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated.
- Consider installing specific products made to insulate water pipes like a "pipe sleeve" or installing UL-listed "heat tape," "heat cable," or similar materials on exposed water pipes. Newspaper can provide some degree of insulation and protection to exposed pipes – even 1/4" of newspaper can provide significant protection in areas that usually do not have frequent or prolonged temperatures below freezing.
- Consider relocating exposed pipes to provide increased protection from freezing.

IMPORTANT NUMBERS

Emergencies	911
City Hall	281-275-2700
Councilman/Mayor	281-275-2710
Fire Department	281-275-2851
Fire Dept. Non-emergency	281-275-2500
Police Department	281-275-2525
Public Works/Street Lights	281-275-2450
Ordinance/City Code	281-275-2370
Sugar Land Animal Control	281-275-2750
Animal Control Alternate	281-275-2364
Auto Registration	281-341-3710
Crime Stoppers	281-342-8477
Driver's License	281-232-4334
Health Department	281-342-6414
Fort Bend ISD	281-634-1000
Sheriff's Department	281-341-4700
Social Services	281-342-7300
Voter Registration	281-341-8670

Hospitals:

24HR Emergency Center	281-277-0911
Memorial Herman S.L.	281-725-5000
Methodist Health Center	281-274-7000
Oak Bend Medical Center	281-342-2811
S.L. Medical Center	281-274-6600

Misc:

Poison Control	800-764-7661
Sugar Land Library	281-277-8934
Sugar Land Post Office	800-275-8777
Recycling Center	281-342-5226

Sterling ASI
11201 Lake Woodbridge Dr.
Sugar Land, TX 77498
832-678-4500 x353

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Call Before You Dig!

Building a deck? Planting a tree? 811 is the new number you should call before you begin any digging project.

A federally-mandated national "Call Before You Dig" number, 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. People digging often make risky assumptions about whether or not they should get their utility lines marked due to concerns about project delays, costs and previous calls about other projects. These assumptions can be life-threatening.

Make a call for every digging job – even small projects like planting trees or shrubs. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs.

So, before you dig, call 811. More details online at: www.call811.com!

Neighborhood Watch

Over 40 million crimes are committed every year and the number is still growing. There can't be a law enforcement officer on every corner, so citizen involvement is essential to combat this social crisis. By cooperating with each other and the police, people can help fight crime in their community the most effective way - before it begins!

Neighborhood Watch is a crime prevention program that enlists the active participation of citizens in cooperation with law enforcement to reduce crime in their communities. It involves:

- Neighbors getting to know each other and working together in a program of mutual assistance
- Citizens being trained to recognize and report suspicious activities in their neighborhoods
- Implementation of crime prevention techniques

You may hear it called Neighborhood Watch, Citizen Crime Watch or Block Watch. The idea is the same: Neighbors looking out for each other!

SPRING CARE FOR YOUR ST. AUGUSTINE LAWN

Your lawn creates your home's first impression so it is important to keep it healthy at all times of the year. St. Augustine grass is an aggressive species that spreads rapidly by above-ground growth structures called stolons. If managed properly, St. Augustine grass forms a dense cover that handles light traffic and competes well with most weeds. St. Augustine grass is the most shade tolerant warm-season turfgrass.



Begin a routine mowing program as soon as the grass begins to turn green in the spring. Remove no more than one-third of the leaf area with any one mowing. Frequent mowing at a lower height produces higher quality turfgrass. It is best not to bag grass clippings. Grass clippings decompose quickly and return significant amounts of nutrients to the soil. Begin fertilizing 3 weeks after the grass turns green and when there is little chance of a late frost.

To keep your lawn healthy, water it deeply and consistently. Make sure your sprinkler system is aligned correctly to save you money on your water bill. You should also water in the early morning before the wind comes up. That gives your lawn water for the day and lets the blades of grass dry out which limits fungal growth.

The best form of weed control is a healthy, dense, actively growing lawn. To control crabgrass and other grassy weeds, apply preemergent herbicides (which control weeds before they sprout from the ground) in the spring when soil temperature reaches 65 °F or when the redbud and dogwood trees begin to bloom. Apply postemergent herbicides (which control weeds that have already sprouted) as needed. Apply herbicides only when weeds are present, and when the grass is healthy and actively growing. Weed control is most effective if you apply the herbicide when the weeds are still very small. St. Augustine grass is very sensitive to some herbicides. Read the label carefully before applying any herbicide to ensure that it is the right product for the weeds you have and that you do not damage the turf.



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CITY OF SUGAR LAND TRASH COLLECTION

Solid Waste and Recycling collection for 2018 will not occur on the New Year's, Thanksgiving and Christmas holidays. If the collection day falls on one of the three specified holidays, residents will receive service the following day. All other holidays will maintain the regular collection schedule.

Good Friday Friday, March 30 Regular collection.

Memorial Day Monday, May 28 Regular collection.

Independence Day Wednesday, July 4 Regular collection.

Labor Day Monday, September 3 Regular collection.

Thanksgiving Day Thursday, November 22. Thursday's collection will occur on Friday. Friday's collection will occur on Saturday.

Christmas Day Tuesday, December 25. Tuesday's collection will occur on Wednesday. Thursday's collection will occur on Friday. Friday's collection will occur on Saturday.

New Year's Day Tuesday, January 1, 2019. Tuesday's collection will occur on Wednesday. Thursday's collection will occur on Friday. Friday's collection will occur on Saturday.

Cooking Oil and Grease

Used cooking oil and cooking grease can be dropped off at the Recycling Center located at Public Works, 111 Gillingham Lane. The center is open Monday-Friday, 8a.m.-5 p.m. Please check in at the front office.