

2020
SPRING



NEWSLETTER



*The official newsletter
of the Townwest
community*

Home. Sweet. Home.

Townwest TIDINGS

BOARD OF DIRECTORS

*President
Jack Goerz*

*Vice-President
Robert Fuentes*

*Treasurer
Dennis Shea*

*Secretary
Kathryn Barclay*

*Member-At-Large
Linda Torres*

*Managed by:
MASC Austin
Properties, Inc.
945 Eldridge Road
Sugar Land, TX 77478
(713) 776-1771*

*April Pitarra,
Property Manager
apitarra@mascapi.com*

*Board of Directors Meetings
are conducted the second
Thursday of each month. The
meetings are held at the
Clubhouse at 10322 Old
Towne Lane, beginning at
7:00 p.m. Meetings are
currently suspended due to
COVID-19.*

2020 Pool Season & Pool Registration

Your Townwest HOA Board has had to make an extremely hard decision regarding the 2020 pool season. After review and careful consideration, the Board has decided that opening the pool under the current COVID-19 conditions is not feasible for the community until capacity limits and other restrictions are lifted. The Board understands the pool is a very big part of our community, however, the need to manage the facility safely for our residents is the highest priority. Challenges that have contributed to this decision have included management of minimized capacity restrictions, social distancing enforcement, sanitation protocols, restricted use of the diving board and slide, registration and sign in process and liability concerns related to COVID-19.

2020 Assessment Payment Reminder

The annual assessments were due on January 1, 2020. They are considered late after January 31, 2020. All past due accounts will be assessed interest in the amount of 10% per annum until paid in full. 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 for payment deferment and/or extended payment plans to the Board for review. Please contact Pennie Johnston in our accounting department at MASC Austin Properties, Inc. via phone at (713) 776-1771 or via email pjohnston@mascapi.com to make payment arrangements if you haven't paid your 2020 annual assessments. **Make sure to sign up for the new TownSq app to manage your account and pay online (see article on page 3).**

Make Sure To Submit A Request Form Before Starting An Improvement

We have noticed many homeowners are taking advantage of this time to make improvements to their home. Just as a reminder if you are making **any** type of improvement to the exterior of your home, you **must** first submit an Architectural Improvement request form to MASC Austin Properties, Inc. **before** starting the work. (This includes painting the exterior, room additions, and replacement of the roof, driveway and fence.) You can find the required form on our website at www.townwest.com on the left hand side of the page under **DOCUMENTS**- All Policies, Rules, Etc. Please make sure to submit the form with the necessary information and samples for a quicker response. We are receiving several applications and processing as quickly as possible to avoid delays in the work being done.



PAYMENT REMINDER

Please note: The annual assessments were due on January 1, 2020.



VOLUNTEERS NEEDED

We are always looking for volunteers within the community. Your help would be appreciated!



INTRODUCING TOWNSQ

A new mobile app designed to help you connect, collaborate & stay up-to-date with your association.

API COVID-19 Response Update

In response to the recent and ever-changing orders relating to the spread of Coronavirus (COVID-19), MASC Austin Properties, Inc. would like to offer the following information regarding decisions made to adhere to these changes and plans/recommendations being considered for the upcoming months.

Management Office

- In order to maintain management responsibilities to our communities, office staff has been minimized to allow for proper distancing and sanitization protocols. All other staff has been and will continue to work 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.

Community Inspections

- Community inspections have been conducted in the community weekly with the following items addressed; unapproved improvements, self-help work orders, certified demand letters for (severe) lawn maintenance and other self-help violations, along with case by case issues found on inspection. Routine monthly inspections will resume this month with notices sent to owners for noted violations/concerns. If owners are experiencing difficulties related to the pandemic, a request for more time to cure the violation/concern can be submitted to the Board for review.

As the “Re-opening” of our City, County, State and Country appears to be contingent on several staging requirements and several levels of authorization, we are making the below considerations and recommendations:

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 as an email blast and posted to Townsq. The meeting notice will include information necessary for owners to participate in the teleconference meeting.

Suspension of Annual Meetings

- 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

- Common area playgrounds continue to be closed until proper authorities deem it safe to re-open.
- Tennis courts are open with capacity limitations and social distancing restrictions.
- Clubhouse usage has been suspended until further notice.

Suspension of Community Event Attendance

- All community events have been suspended until further notice.

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 apitarra@mascapi.com.

Volunteers Needed:

We are always looking for volunteers within the community. Help is always appreciated. Come on out and meet your neighbors, be involved in your community and help make your community a great place to live! We need volunteers for the following: Yard of the Month, Social Events, Playground/Park, Street Lights/Area Lighting and Helping Hands. Please contact April at 713-776-1771 to sign up or for more information. You may also sign up to volunteer at any social event. Come meet new people in your community and help make Townewest HOA a great place to live.

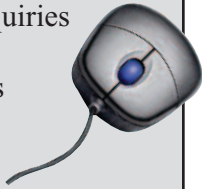


Introducing Townsq

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 (located on the mailing address of this newsletter) and the association zip code (77498). 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

Spring Time Maintenance

Take advantage of this beautiful weather to get on a schedule to do some spring time maintenance and avoid getting one of those deed restriction violation letters in the mail. To prevent that, here are a few reminders:

- Clean out gutters and downspouts from leaves and debris
- Repair and secure any loose gutters
- Pressure wash or remove mildew from the exterior of your home and fence
- Repair any siding or damage caused by small critters
- Mailboxes need to be straightened, cleaned and painted
- House and curb numbers need to be visible
- Repair any loose pickets or replace any missing pickets

We ask everyone to do their part to keep our neighborhood beautiful.

COVID-19 LINKS

Townwest HOA encourages all homeowners to be up to date with the latest information regarding the COVID 19 epidemic. 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/>

Fort Bend County Health & Human Services
<https://www.fbchealth.org/>

City of Sugar Land
<http://www.sugarlandtx.gov/>

YARD OF THE MONTH

Spring is here! Our Yard of the Month contest begins in May and will continue through September. Three homes will be chosen every month and will be awarded with a Yard of the Month sign placed in their front lawn all month long, as well as receive a \$50.00 Home Depot gift card. Each winning home will be judged by the overall appearance, tidiness and neatness of the home and front lawn. Please note, your HOA assessments need to be paid in full in order to be eligible to win the Yard of the Month contest. Townwest HOA encourages all residents to take pride in their home and neighborhood and maintain their yard in such a way that they enhance the overall curb appeal of the entire community. Make sure to not keep the Yard of the Month sign! It will be picked up at the end of the month to be placed on the following month's winner's lawn.

**THANK
YOU!**

MAY YOTM WINNERS

10531 Westedge
10303 Ripplewave
10535 Quail Ridge

**THANK
YOU!**



Townwest c/o MASC Austin Properties, Inc.
945 Eldridge Rd. Sugar Land, TX 77478

PRSRT STD
US POSTAGE
PAID
HOUSTON, TX
PERMIT #8327

Important Numbers

Emergency911
 Ft. Bend County Non Emergency
 Sheriff, Fire, Ambulance281-341-4665
 Northeast Ft. Bend County
 Fire Department281-341-4665
 Ambulance281-341-4665
 FBC MUD 2 Patrol713-504-1978
 Medical Transportation Program.....877-633-8747
 MASC Austin Properties, Inc.....713-776-1771
 Poison Control.....800-764-7661
 Fort Bend County Courthouse281-341-3710
 Animal Control.....281-342-1512
 Ft. Bend Road/Bridge Repair.....281-342-4513
 TX Environmental Waste281-368-8397
 Recycling Center.....281-342-5226
 Reliant Energy.....713-207-7777
 Reliant Energy Entex.....713-659-2111
 Fort Bend MUD #2 (Billing).....281-290-6507
 (24-hr Report Leaks, Sewer).....281-290-6503
 WCA (trash & recycling services)281-368-8397
 Schools:
 Townwest Elementary281-634-4480
 Barrington Place Elementary281-634-4040
 Sugar Land Middle School.....281-634-3080
 Kempner High School.....281-634-2300

Road and Bridge

(281) 342-4513 or use Connect with Fort Bend App for ponding in the streets, street/curb repair, street signs and dead animals

Fort Bend MUD #2 Water/Sewer

Billing (281) 290-6507
 24-hr Report Leaks, Sewer (281) 290-6503
 For issues with storm inlets and manholes

MASC Austin Properties, Inc.

Property Manager, April Pitarra / (713) 776-1771
 Please report issues with: Property, Pool, Park, Common areas and Group homes

WCA (Trash & Recycling services)

(281) 368-8397
 For damaged trash receptacles, replacement trash receptacles and trash/ recycling pick up

REPORT STREET LIGHT OUTAGE **Please Note:

You will need the 6 digit number that is on side of pole** Go to www.townwest.com, click on "Community", then scroll down to "Links and Emails", then click on "Report Street Light Outage."

REPORT A CRIME OR MISCHIEF

In progress dial 911
 Sheriff - 281-341-4665
 Ft. Bend MUD Patrol - 713-504-1978

Keep Our Storm Drains Clean!

It is a violation to blow or sweep grass clippings, leaves and other yard waste into our storm drains. This includes "sweeping" grass and leaves into the street with leaf blowers as they eventually wash down the drain. Why is this a problem? Yard waste can block the flow of water and lead to flooding. Decomposing grass and leaves deplete the oxygen in the water which can stress fish and other aquatic life.



Never place or **allow** anything to go down the storm drain. This includes cigarette butts, trash and even newspapers. Intentionally pouring paint, motor oil, antifreeze, pesticides, fertilizers, pet waste, litter, etc. into the street gutters or storm drains can affect the water quality of waterways and lakes, is dangerous to the environment and is **ILLEGAL**.

If you see anyone dumping any contaminants, yard clippings, leaves, etc. into the drain, please call the Fort Bend MUD # 2 at 281-290-6503.