

Parkglen West Newsletter

MAY 2020

Important Notice To Parkglen West Homeowners

We regret to announce that due to the COVID-19 virus affecting everyone, our **monthly general meetings are postponed until further notice.**

Sadly, in addition to our cancelled meetings, we have also had to cancel all of our annual events for this year. **No Splash Day, Teen Day, etc, etc.**

We sincerely apologize for the worst part—**the pool will not open for the rest of this year.** Because of the highly contagious virus, we cannot take a chance on any of our homeowners becoming ill.

If you have something you wish the Board to consider, please call MASC Austin Properties, Inc. at (713) 776-771 or document your concern on our website by email at www.parkglenwest.com.

Coming Soon - The New Alief Neighborhood Center and Park - February 7, 2020 – Early 2022

The Alief Park and Community Center has started construction of a new \$54 million multi-purpose center that will accommodate three City of Houston Facilities under one roof. When completed (estimated to be in January, 2022) the new 69,900 square foot building will house the Houston Parks and Recreation Department, Houston Health Department and the Houston Public Library Department.

We appreciate everyone taking pride in the community by making improvements which maintain our property values. However, we would like to remind everyone that you must request ACC approval before making changes. Everyone who bought and/or owns a home in Parkglen West Community Association agreed to get ACC approval before making changes whether they know it or not. This is spelled out in the Declarations and in the ACC Guidelines which are recorded in the local property records. Failure to request and receive ACC approval for improvements to your home can result in fines and/or legal action being taken, which can result in the removal, replacement, or repainting of the unapproved improvement. You can get the form by going online to www.parkglenwest.com or calling MASC Austin Prop at 713-776-1771.

GREAT NEWS!!!!

We now have the Houston Police patrolling our subdivision.

Even during these trying times, we still need to maintain our property as no one wants to receive a violation letter.

HEAVY TRASH ON THE FIRST OF EVERY MONTH

January	Tree Waste
February	Junk Waste
March	Tree Waste
April	Junk Waste
May	Tree Waste
June	Junk Waste
July	Tree Waste
August	Junk Waste
September	Tree Waste
October	Junk Waste
November	Tree Waste
December	Junk Waste

RECYCLING-EVERY TWO WEEKS ON A MONDAY - B

January 6	July 6
January 20	July 20
February 3	August 3
February 17	August 17
March 2	August 31
March 16	Sept. 14
March 30	Sept. 28
April 13	Oct. 12

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:

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 are being conducted weekly. Items that are being noted on inspection include unapproved improvements, self-help work orders, certified demand letters for (severe) lawn maintenance and other self-help violations. Once routine monthly inspections resume, we will begin sending notices on other 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.

Collections

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 Penny Johnston in our accounting department at MASC Austin Properties, Inc. via phone at (713) 776-1771 or via email pjohnston@mascapi.com to make the necessary 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.**

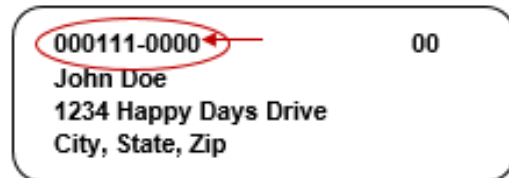


Introducing TownSq!

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 label as shown above) and the association zip code (77099). 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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