



New Resident,

**Welcome to Lakes of Parkway**, the Energy Corridor's premier gated community. We share your excitement of settling into your new home and recognize your need for key information.

Lakes of Parkway is governed by the Lakes of Parkway Homeowners Association. Day to day management is provide by GrandManors a subsidiary of RealManage.

Our GrandManors team is here to assist you as you become familiar with all that LOP has to offer. As an ongoing service to our Residents, onsite Management hours are Monday thru Friday, 8:30am-5pm.

Getting started: Making an appointment provides for a dedicated time during which you can get to know the onsite management team while they activate your account, generate your personal login information, and provide you with a Quick Start Guide to the Gatehouse Entry system. You will need to bring documentation of ownership or a current Tenant lease agreement, current primary contact information, and your personal vehicle information. Note: existing EZ-tag numbers issued by Harris County or other Toll Road agencies can be programed into our system for use on our Resident Only Access lanes. Our three main systems are:

- 1) The GrandManors -CiraNet Portal contains property owner information, owner's financial data, dues/assessments, property deed restrictions, protective covenants, along with other legal documents and non-public information. Access via [www.ciranet.com/ResidentPortal](http://www.ciranet.com/ResidentPortal) or from the HOA website main page. Access is limited to property owners only. Password required. Initial login sent from GrandManors.
- 2) The Gatehouse System, LOP's private resident entry system:
  - There are two entry gates: 1) Main gate off Briar Forest Dr, 24/7 access with Resident Only and Visitor lanes. 2) Briarbrook gate off Eldridge Parkway with limited hours. Access only by registered Resident EZ-Tag. Restrictions apply.
  - GateHouse System is where Residents self-manage the admission of their guests and vendors.
  - Access via [GateHouse Login Tab](#). Password required.
  - Note: Only Management staff can:
    - Enter or update resident vehicle & EZ-tag data. Submit vehicle access requests via LOP website, Gatehouse tab, EZ Tags
    - Issue a FOB key device which activates the front walking gate and amenity access gates.
- 3) HOA Communications System: Information regarding the following will be sent to your designated primary email address.
  - General LOP Updates relating to safety, changes to resident services, and upcoming activities/events.
  - Monthly Board Meeting notices, including information regarding election of LOP section representatives to the HOA Board.
  - LOP Newsletter: Interesting and useful topics/tips, Committee updates and important contact phone numbers.
  - Access via [www.lakesofparkwayhoa.org](http://www.lakesofparkwayhoa.org) No Password required.

## TRAFFIC RULES & ENFORCEMENT

**THE POSTED SPEED LIMIT is 25 miles per hour throughout LOP. No Exceptions. Camera and radar detection are active.** Violators including Visitors are subject to ticket fines. Residents may have possible loss of EZ-Tag Lane privileges. See Website tab for more details.

## SAFETY

### **IN CASE OF EMERGENCY CALL: 911 FIRST**

**Then call the LOP Private Patrol Officer, cell phone 832-459-4666.**

The Front gate crossroad location is, "Intersection of Briar Forest and Lakes of Parkway Blvd".

**Call HPD Non-Emergency number 503-823-3333** for situations that are NOT an immediate threat to life or property.

NOTE: Contracted Safety Vender's officers cannot engage or arrest anyone seen on your property.

**Communications to alert residents** of utility service issues, unsafe situations, or natural disasters will be via the Primary email address on file for each Resident. Observations by Residents of potentially unsafe or suspicious situations should be reported to the appropriate Civic Agency ie 911 or utility company.

**LOP Residents Prevent Crime Opportunities** Don't make access to your property easy.

The HOA and GrandManors would like to remind residents that even though LOP is a gated community, Residents should follow common sense home security practices like those suggested by the Houston Police Department and your LOP Safety Committee. The best deterrence is for all residents to

**ALWAYS BE MINDFUL OF YOUR PERSON & PROPERTY.**

**Like It – Lock It.**

### **When Renovating**

- Consider the risk of lost personal property or contractor equipment. Remind your contractors to lock up and set the alarm each time they leave not just at the end of the day.
- Motion activated lighting in the backyard is always a good idea.
- Ensure the lights are pointed toward your doors and windows. (not your neighbors)
- Do not install lighting near AC units, fences or anything that will enable someone to reach up and unscrew the bulb. Have security signs close to back doors.
- Trim all vegetation around widows to below the window line improving visibility.

### **When Home or Away**

- Get to know your neighbors. Neighbors looking out for Neighbors is free and effective.
- Always set your alarm whenever you leave or before retiring for the evening.
- Check back up batteries for equipment to function in event of power interruption while away.
- If you have security cameras, ensure they are always activated. Check for recorded activity.
- Motion activated lighting is a helpful deterrence.
- Ensure parked cars are **locked** and valuables **removed**. **NEVER** leave a personal weapon or ammunition in a vehicle.
- Lock gates to your back yard if able. Consider using a *key holder* box for pool and yard vendors.

## CONTACTS & SERVICES

**GRANDMANORS ONSITE MANAGEMENT** consists of a Property Manager & an Assistant Manager. Onsite office hours: Monday thru Friday 8:30am-5pm (closed for lunch 12:30-1:30pm) LOP onsite office phone 281/920-3044. Email: [lakepark@ciramail.com](mailto:lakepark@ciramail.com). After hours call toll-free 855-947-2636. No cash is accepted for resident fees.

**LAKES OF PARKWAY HOMEOWNERS' ASSOCIATION:** An Annual Meeting occurs in Sept. with Homeowner HOA assessments due December 31<sup>st</sup> of each year. Each area of LOP has a representative elected to the Board of Directors. Contact Management office for your Board Representative information.

### SAFETY/ENTRY/TRAFFIC & NOISE CONTROL

- Front Gate Visitor Entry services and Traffic violation patrols are provided through a contracted Professional Security Vendor, Star Protection Services. **Note:** Star Protection Services staff cannot engage with persons associated with any suspected trespassing, suspicious or criminal activity. Always call 911 first! Please be courteous to Security Officers doing their job as designated by LOP HOA.
  - Front Gate Security Officer: 281/679-8316.
- Private Patrol Officers: 832-459-4666 provide traffic control rounds, issue citations for traffic non-compliance. throughout LOP and perform Vacation Watch services.
- All Non-Resident Drivers MUST show a valid drivers license to enter. No License, No Entry, No Exceptions. Drivers without Resident prior approval in the GateHouse entry system will be required to exit and contact the Resident. Entry can not be held up waiting for a Resident approval.
- Video Monitoring system records activity at both main entrance and BriarBrook entry/exits.
- Vehicles involved in damage to LOP entry/exit equipment will be reported to Houston Police Dept and subject to damages and legal costs.
- A printed street map is available at the Management office to assist while initially finding your way around the community.
- **Noise Control:**
  - LOP recognizes the Houston Noise Ordinance, citing outside noise level restrictions M-F after 10pm and Weekends after 11pm
  - ***Pursuant to: LOP Governing Documents: Section 3.13 of the Architectural Guidelines, Contractor/ Construction Hours and Section 5.41 Security Post Orders Noise Control and Bulletin 3/26/24.*** Outdoor Vendors work, including lawn services/ maintenance/construction that produce or have the potential to produce high noise levels, are restricted to the following entry rules with violations subject to fines of \$500 per day.
    - Sundays or Federally recognized Holidays.** No Trade Vendor entries granted. Emergency repairs only permitted.
    - Monday thru Friday:** 7:30 am -6pm, entry permitted
    - Saturdays:** 8:30am – 6pm, entry permitted.

**LOP VACATION WATCH:** Going on vacation? Place your home on the Private Officer Patrol – Vacation Watch. At present this can ONLY be done by filling out a hard copy form and dropping it off to the onsite management office during regular hours. Monday thru Friday. Vacation Watch Form is found on the HOA Website under Resident Resources.

#### **TRASH & RECYCLE SERVICES:**

- Vendor –[Texas Pride Disposal](#) Contact: 281-342-8178
- Trash pick-up: Tuesday & Friday
- Re-Cycle Pick-Up: Tuesday only
- Large items pick up: Friday only
- Containers must be properly labeled as “Recycle” to distinguish from household trash.

Restrictions apply, see provider website for additional details or onsite management.

#### **MUD / UTILITIES / CITY CONTACTS**

- [City of Houston General Services](#): Dial 311
- Water: LOP is part of MUD 355, however all water is provided by the [City of Houston Water Department](#) Contact: [www.houstonwater.org](http://www.houstonwater.org) or (713) 371-1111 accounts information.
- Report Natural Gas leaks to [CenterPoint Energy](#): 713-659-2111 or 888-876-5786
- Power outages are reported to [CenterPoint Energy](#) at 713-207-2222 or 800-332-7143
- Streetlight Outages - You can report streetlight outages on-line. The six digit number on the pole helps but is not required.
- Manage Power Outages / Alerts [Outage Alerts \(centerpointenergy.com\)](#)
- Call Before You Dig, to have utilities marked (it’s the law) Dial 811

**MAILBOX & US POSTAL SERVICES:** The Whittington Post Office located at 12655 Whittington serves LOP. Residents must make an in-person request to obtain keys and the specific location of their respective mailbox. Follow US Postal instructions to retrieve packages. When retrieving mail, place your vehicle next to the curb of the mailbox, slightly *before* you reach the mailbox to alert oncoming traffic.

**PRIVATE CAR SERVICES & MOVING VENDORS** can only access LOP with PRIOR Resident approval and from the main entry’s visitor’s lane. Inform Vendor at time of arrangements: 1) A current Driver’s License must be shown to enter. No exceptions. 2) Vendor should allow for additional entry processing time. 3) Access to vendors is only via Main Gate, accessed from Briar Forest and not Briarbrook. (GPS may misdirect without notice).

**BULK DELIVERIES:** Amazon, Fed-Ex, UPS must also show a valid driver’s license. Residents will not receive prior notification of a delivery and should make personal plans for packages to be secured if away. The front entrance will not accept any packages or deliveries.

**REALTOR OPEN HOUSE.** Prior notification should be given to the front gate staff including date, time and the Showing Agents name. Showing Agent must also be entered into Resident’s Gatehouse account. No entry will be permitted until the Agent is on property. Open House signs may only appear in the front yard, during the open house timeframe and not enroute or throughout LOP.

**COMMON AREAS:** Please observe the following:

Lakes: No Fishing, swimming, or climbing on rocks,

Walking Trails: priority to older residents, infant strollers and small children. All others, please pass to the side.

Greenbelts: Not for use for organized sport practices with coaches.

Streets: Please wear reflective gear when walking or riding a bike at dawn or dusk and follow established public safety recommendations ie: facing oncoming traffic.

**RESIDENT PETS & NATIVE WILDLIFE**

Pets should be under the control of the owner, and on a leash at all times when not within the confines of their owner’s property. The Management office is unable to assist with care or finding of lost pets.

*Do not feed Native wildlife* and keep a safe distance. Native wildlife, issues should be directed to City of Houston by calling 311.

## HOW TO GET INVOLVED

### Resident Committees

Obtain current Committee Chair contact information from Property Manager.

- Landscape Committee
- Social Committee
- Safety & Traffic Committee
- Tennis Committee
- Architectural Control Committee

### Women’s Organizations

Learn more by clicking on the organization contact.

- Lakes of Parkway Women’s Club: [LOPWCommunications@gmail.com](mailto:LOPWCommunications@gmail.com)
- International Connections of Houston: [www.ICHouston.org](http://www.ICHouston.org)
- Newcomers & Neighbors of Greater Houston: [www.NNGH.org](http://www.NNGH.org)

**Visit the Houston Texas Calendar of Events** for all the fun things going on in and around town (including a section on Free Things to Do!). You can review the calendar by clicking here [Houston Events | Find Virtual Events Festivals, Exhibits, Shows, Concerts & Food \(visithoustontexas.com\)](http://HoustonEvents.FindVirtualEvents.Festivals,Exhibits,Shows,Concerts&Food(visithoustontexas.com))

## HOME MODIFICATIONS

It is highly recommended that the Resident review ALL documents on the HOA website under the *Home Modifications* tab. Resources have been established for both Homeowner and Contractors to assist in a predictable positive experience and outcome. **Click on the red section titles** to expand the subject material.

### **Architectural Requirements, Standards and Procedures**

**Any exterior modification or addition to a Homeowners property & structures including townhomes) must be approved by the Modifications Committee & the Construction Committee before commencement of actual work.** This includes placement, erection, or installation of any structure (e.g., swimming pool, pergola, basketball goal, water softener installation, etc.), any change, alteration, repair, or other modification to an existing structure (e.g., roof replacement, fence replacement, balcony repair, driveway repair/replacement, etc.), a major landscaping modification (e.g., tree or palm addition or removal, addition of fountain or yard ornament) and any use of a dumpster or portable toilet. See additional list of possible modifications, changes or additions on the HOA website under the *Home Modifications tab*.

### **ARC Application, Review and Approval Process Packets**

To streamline the process, “packets” for twenty-three (23) possible Homeowner modifications, changes, or additions have been developed. These “packets” guide the Homeowner through the process of preparing an ARC Application. You can choose the appropriate “packet” for your project and follow the instructions within the “packet”. In the event, the modification, change, or addition you are considering is not contained in the list of twenty-three “packets”, use the “Other” packet (i.e., no. 24).

### **LOP General Requirements for Contractors**

These are specific to the project and detailed in the associated packet.

An ARC Application may be rejected if it is incomplete, illegible, or not compliant. Fines may also be levied against the Property Owner for non-compliance to these requirements.

## LAKES OF PARKWAY WEBSITE

**THE HOA WEBSITE** provides a quick link to forms, Amenities and other LOP systems. TO VISIT THE HOA WEBSITE, go to: [www.LakesofParkwayHOA.org](http://www.LakesofParkwayHOA.org) No Login or password is required to access.

### Source for Information and online forms regarding:

- Submission of Vehicle Registration & EZ-tag changes
- Vacation Watch Request form
- Form to update a Resident's Primary Contact Information (email / phone)
- Contact Us Form: Another avenue to report, inquire or request information from LOP Management Office.

### Amenities & Community Center Information

- Use of Amenities - Release and Waiver: required prior to use of Community Center amenities.
- Community Center Rental information & Request form
- Access to outside Community Center Restrooms
- FOB key purchase request, FOBS provide access to main entry walking gate, amenity gates, and access to Community Center outside restrooms.
- Tennis online registration and court reservations. League information as applicable.
- Olympic size pool with swim lanes. Seasonal access schedules. Swim lessons. Pool entry is via FOB only. FOB cost \$10 each and can only be purchased and activated by Property Management.
- Playground
- Walking Trail & Lake information

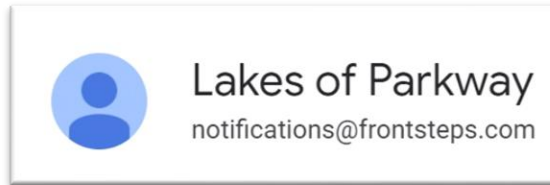
### Home Modifications tab:

- Architectural Home Modifications Requests
- Architectural Requirements, Standards & Procedures.
- ARC Application Process Packets – Choose the packet for your project.
- LOP General Requirements for Contractors

**PRIOR APPROVALS:** Any exterior work (modification, change or addition) to Homeowner property and structures (i.e., homes and grounds, including townhomes) in Lakes of Parkway must be PRE-approved by the Modifications Committee and the New Construction Committee (collectively, the "ARC ") **before commencement of actual work.**

## LOPHOA COMMUNICATONS to RESIDENTS

**Emails** are sent to Residents via the HOA website. The following will appear as the Sender: LAKES OF PARKWAY. The vendor name "FrontSteps" may also appear on email communications. **Keep LOP Communications out of Junk Mail and Spam by entering the SENDER information into your Contacts address list.**



ENTRY ▾ HOME MODIFICATION REQUESTS CONTACT US UPDATE CONTACT INFORMATION

# Update Contact Information

To update your primary email &/or Phone contact, click on "Update Primary Contact Information." Information is protected for privacy.

### Update Primary Contact Information

Enter Primary Ph # and email to be used for Entry System, & Communications to Residents (Owners & Tenants) from HOA & Management Company.

### **TO SEND AN EMAIL MESSAGE TO THE ONSITE GRANDMANORS STAFF**

Use the *Contact Us* tab for a contact form or simply use the following email address:

[LAKEPARK@CIRAMAIL.COM](mailto:LAKEPARK@CIRAMAIL.COM)



## GATEHOUSE ENTRY SYSTEM – QUICK START GUIDE

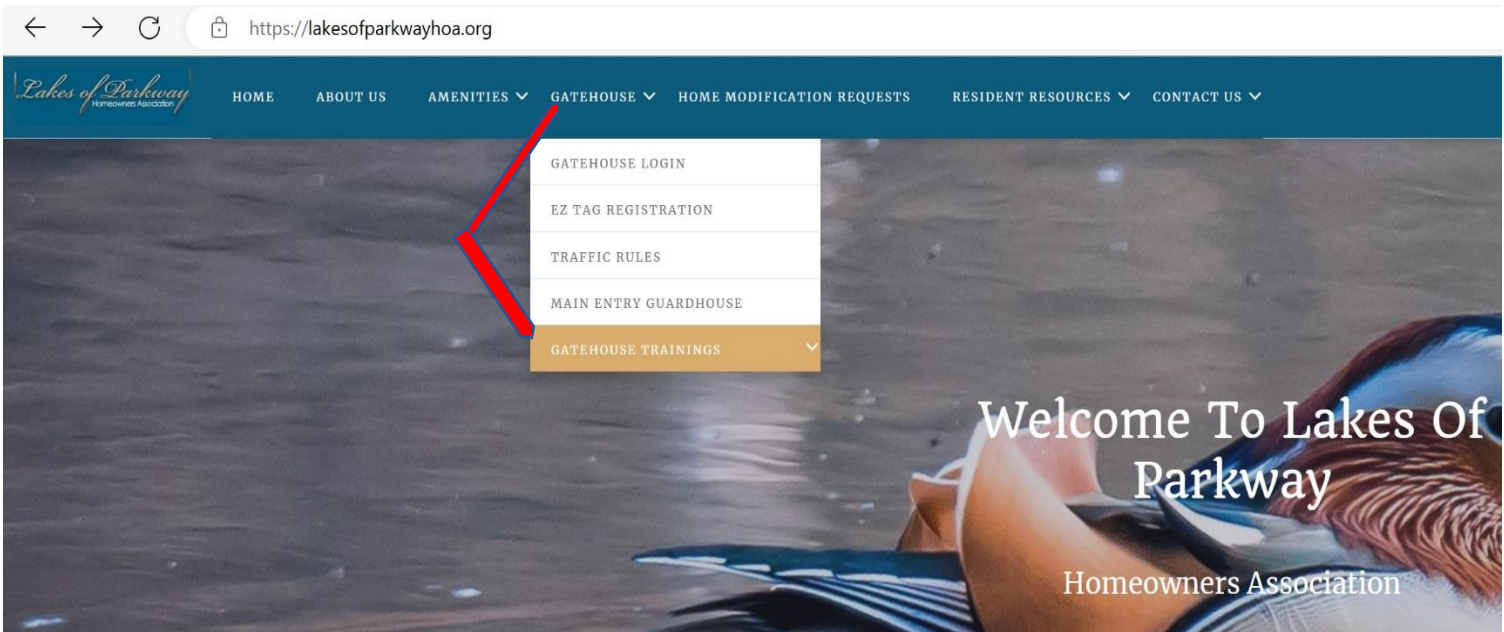
### Welcome to Lakes of Parkway's Access Control & Visitor Management System known as GateHouse®.

- LOP residents have the *ability and responsibility* to manage and update their visitor list. (Friends, relatives, vendors, or private event guest lists).
- Only the Management office can initiate and activate a GateHouse account, enter the primary email, phone number, and register vehicles that use the Residents EZ-Tag access lanes.
- Prospective new Residents and Tenants must provide to the management office during normal business hours, necessary documents for their GateHouse account to be activated. The front gate staff cannot activate a resident account.
- ALL non-residents will be required to show a current driver license prior to admittance to LOP. Please be prepared and have it *ready to show at the gate.....*

To access the full document click on [GateHouse Trainings - Lakes Of Parkway HOA](#)

This GateHouse Entry System QUICK START GUIDE can be accessed from the LOP Website under the GATEHOUSE tab, then click GATEHOUSE TRAININGS tab. It is also located in the CiraNet GrandManors System.

(Screenshot below is from HOA Website main menu section)



# CIRANET SYSTEM– GRANDMANORS/REALMANAGE

To Access click on the following link: [www.realmanage.com/homeowner-resident-services](http://www.realmanage.com/homeowner-resident-services) or access from the top right corner of the LOP HOA website [www.lakesofparkwayHOA.org](http://www.lakesofparkwayHOA.org)



From Financial status to Deed Restrictions to Minutes of HOA meetings. CiraNet has extensive information.

**NOTE:** The **Property Owner** is responsible for passing on to a **Tenant requirements and restrictions required of all LOP residents. Owners are held accountable to ensure Tenants compliance.** Tenants do not have access to CiraNet System.

