



RESIDENT INFORMATION GUIDE

This guide helps residents navigate community management protocols, understand maintenance/governance responsibilities, and effectively utilize all available community resources.

Management Contact Information

hnfiomanager@goodwintx.com

832-813-7170

M-F 9am - 5pm



UNDERSTANDING MAINTENANCE RESPONSIBILITIES

One of the most common questions we receive is, "Who is responsible for maintaining this area?"

While the HOA maintains many of our community's shared amenities and common areas, maintenance responsibilities throughout the Falls are shared among several organizations, including the Association, Montgomery County, MUD 115, MUD 127, utility providers, and individual homeowners.

Because the Association can only perform work on property it owns or is contractually responsible for maintaining, we cannot independently authorize maintenance, improvements, or vendor services on property owned by another entity. Many of the landscaped areas, green/preserve spaces, lakes/fountains, irrigation systems, and drainage infrastructure throughout the community are owned and maintained by MUD 115 or MUD 127 through their own contracted vendors. Likewise, public streets, sidewalks, traffic signage, rights-of-way, and other public facilities are often maintained by Montgomery County or another governmental entity.

To best serve our residents, the Association maintains a strong working partnership with MUD 115 and MUD 127. Through regular communication and a cost-share agreement for certain landscape maintenance services, we work together to help preserve the appearance and functionality of the community while ensuring maintenance requests are directed to the appropriate organization.

If you have a maintenance concern, improvement request, or simply aren't sure who is responsible, please submit a request through TownSq. If the issue falls under the Association's responsibility, we'll be happy to take care of it. If another organization is responsible, we'll gladly help point you in the right direction and provide the appropriate contact information whenever possible.

Understanding who maintains different areas helps ensure concerns are addressed by the appropriate organization as efficiently as possible.



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HOW COMMUNITY IMPROVEMENTS ARE PRIORITIZED

Residents frequently share great ideas for new amenities and community improvements, and we genuinely appreciate every suggestion.

When evaluating potential projects, the **Board considers several factors**, including resident feedback, available funding, reserve studies, long-term maintenance costs, available land, possible MUD contributions and the overall benefit to the community.

One important planning tool is the **Reserve Study**. A reserve study is a long-term financial plan that identifies the Association's major shared assets (pools, playgrounds, amenity buildings, fencing, and other common-area components) and estimates when they will need significant repair or replacement. It also recommends how much money should be set aside each year to help fund those future expenses.

Reserve funds are intended to preserve and replace existing community assets, not to finance new amenities. New capital improvement projects, such as adding a basketball court, expanding a fitness center, or constructing new recreational spaces, must be evaluated separately and may require additional funding, budget adjustments, or long-term planning.

For every proposed improvement, the Board carefully considers the project's initial cost, ongoing maintenance expenses, available funding, resident demand, and its long-term value to the community. While not every idea can be implemented immediately, every suggestion helps guide future planning and capital improvement discussions.

WHY SOME COMMUNITY PROJECTS TAKE TIME

While some community improvements may appear straightforward, many require extensive planning and coordination behind the scenes.

Projects may require:

- Request for Proposal
- Vendor Bidding
- Budget approvals
- Engineering and design
- Permits
- Coordination with Montgomery County or local MUDs
- Utility reviews
- Easement or land ownership verification

Throughout the process, the Board strives to make decisions that balance resident feedback, fiscal responsibility, and the long-term needs of the community.



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UNDERSTANDING YOUR HOA BUDGET

The Association's annual budget is carefully developed by the Community Manager and reviewed and approved by the Board of Directors. Budget planning is based on historical spending trends, anticipated operating expenses, vendor contracts, reserve study recommendations, inflation, and the ongoing needs of the community.

HOA dues fund the day-to-day operation and long-term success of the Association. This includes landscape maintenance, pool operations, amenity upkeep, utilities, insurance, community events, administrative expenses, and reserve contributions for future repairs and replacements.

The Board **strives to balance fiscal responsibility with maintaining high-quality amenities and services while planning for the community's future.** Because each budget category serves a specific purpose, funds cannot always be shifted from one area to another without careful evaluation and Board approval.

UNDERSTANDING THE ROLES OF THE BOARD AND MANAGEMENT

The HOA operates through a partnership between the elected Board of Directors and the professional management team. While they work closely together, each has distinct responsibilities that help the community function effectively.

The **Board of Directors** is made up of volunteer homeowners elected by the community. The Board establishes policies, adopts the annual budget, approves major contracts and capital improvement projects, enforces the governing documents, and makes decisions that guide the long-term direction of the Association.

The **Management Team** carries out the Board's direction by overseeing the Association's daily operations. This includes managing vendor contracts, coordinating maintenance and repairs, assisting residents, enforcing community standards, administering financial and administrative processes, communicating with homeowners, and supporting community events and programs.

Together, the **Board and management** work to protect property values, maintain community assets, and provide a high quality of life for all residents. Understanding these distinct roles helps ensure questions, suggestions, and concerns are directed to the appropriate party while promoting transparency throughout the decision-making process.



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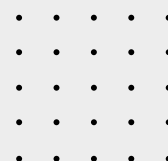
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HOW COMMUNITY MAINTENANCE WORKS

Community maintenance happens year-round through scheduled inspections, preventative maintenance, seasonal planning, and vendor service contracts.

Management regularly inspects amenities, parks, landscaping, and common areas while also responding to resident reports.

Some issues can be resolved quickly, while some projects require vendor scheduling, weather delays, MUD/County involvement, parts ordering, or Board approval.

If you notice something that needs attention, please **report it through TownSq** so our team can investigate promptly.

NAVIGATING FACILITY RESERVATIONS

Our amenity reservation process is designed to provide every resident with a fair, organized, and enjoyable experience while protecting the Association's facilities for everyone to enjoy.

Reservations are managed through TownSq and follow established procedures regarding booking windows, required forms, payments, occupancy limits, and facility-specific guidelines. Reservation requests are typically processed within 72 hours, and residents receive additional information, including a reservation guide, prior to their event.

Many of these requirements—including advance booking timeframes, cleaning fees, reservation windows, and event guidelines—exist to ensure adequate preparation, allow time for staff coordination, maintain the facilities, and provide equal access for all residents.

Whether you're planning a birthday party, family gathering, or neighborhood celebration, our goal is to make the reservation process as smooth and enjoyable as possible. If you have questions about availability, policies, or planning your event, our Facilities Supervisor is always happy to assist.

Makayla Rinner, Facilities Supervisor

713-405-3382

makayla.rinner@goodwintx.com



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GETTING THE MOST OUT OF TOWNSQ

TownSq serves as the Association's primary communication and resident service platform, providing convenient access to many of the resources you need in one place.

Through TownSq, residents can **submit maintenance requests, reserve amenities, communicate with management, receive important community updates, access architectural applications, view the community calendar, and make HOA payments.**

The “**Documents**” section is an especially valuable resource. It contains governing documents, community policies and procedures, financial information, meeting notices, newsletters, annual calendars, reservation forms, architectural guidelines, and many other helpful references.

Before reaching out to management, we encourage residents to explore the “Documents” section, as many commonly asked questions can be answered there.

If you can't find what you're looking for, our management team is always happy to help. We're continually updating TownSq to ensure residents have easy access to the information and resources they need.

HOW RESIDENT FEEDBACK SHAPES OUR COMMUNITY

Resident feedback plays an important role in helping the Board and management understand community priorities and make informed decisions. Every survey response, TownSq request, email, phone call, and conversation provides valuable insight into the needs and interests of our residents.

Rather than focusing on individual comments alone, management looks for recurring themes and trends that help identify opportunities for operational improvements, communication enhancements, future programming, and long-term capital planning. This data-driven approach allows decisions to reflect the needs of the community as a whole while balancing available resources and the Association's long-term goals.

While not every suggestion can be implemented, every piece of feedback is reviewed, considered, and helps shape future planning. **Resident engagement is one of the community's greatest strengths, and we encourage homeowners to continue sharing ideas, asking questions, and participating in opportunities that help make the Falls an even better place to live.**