



RIVERSTONE

MAY 2020

# Reflections

RIVERSTONE

HOA OFFICE CLOSED  
UNTIL FURTHER NOTICE

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# COMMUNITY INFORMATION

## Riverstone HOA

18353 University Blvd.  
Sugar Land, TX 77479  
281.778.2222

Hours: Mon, Tue, Thu, Fri: 9:00am–5:00pm • Wed: 8:00am–6:00pm

**Customer Care Team**  
customer@rshoa.org

### Front Desk Administrator

Danelle Andel danellea@rshoa.org

### Community Relations Supervisor

Ashley Bodungen ashleyb@rshoa.org

### Compliance Team

compliance@rshoa.org

### Compliance Assistant

Mirisa Hercules mirisah@rshoa.org

### Compliance Coordinator

Cristina Saucedo cristinas@rshoa.org

### Compliance Coordinator

David Ippoliti davidii@rshoa.org

### Compliance Manager

Sean Parker seanp@rshoa.org

### Finance Team

finance@rshoa.org

### Finance Assistant

Shannon Koorie shannonk@rshoa.org

### Finance Manager

Felecia Alexander feleciaa@rshoa.org

### Operations Team

operations@rshoa.org

### Maintenance

Miguel Castro

### Maintenance Coordinator

Jeff Gajewski jeffg@rshoa.org

### Operations Assistant

Randi Miller randim@rshoa.org

### Operations Manager

Julie Kveton juliek@rshoa.org

### Lifestyle Team

### Director of Fun

Laura G. Rosilez

directoroffun@riverstone.com

### Assistant Director of Fun

Manny Villatoro theclub@riverstone.com

### General Manager

Jaime Villegas jaimev@rshoa.org

### The Manors Townhomes & Patios

### FirstService Residential

Community Manager


Jennifer Meador 713.932.1122

## STAY CONNECTED TO YOUR COMMUNITY

Our goal is to keep you informed of the latest news, community events and activities. To that end, we have developed multiple ways for you to stay connected:

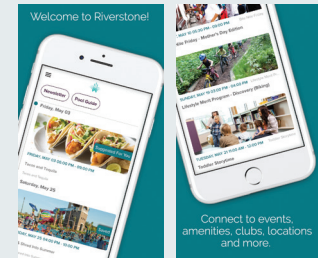
- Our website, [www.rshoa.org](http://www.rshoa.org), is where you can view our event calendar, local news, and access Riverstone governing documents and deed restrictions, board agendas and meeting minutes, association financial information, commonly used forms such as Architectural Modification Applications, Amenity ID Forms, Gate Access Forms, and more!

- Your Resident Portal, also available on our website, is where you can access important information unique to your home, such as payment history, architectural requests, and more.

-  The LUKE App (Let Us Know Everything!) is your new community assistant. LUKE allows you to directly submit maintenance issues to the HOA at any time of day. Use LUKE to add pictures and locations to help us get issues resolved faster. You'll be able to watch the process from start to completion. Download LUKE for your Apple or Android phone. [www.getluke311.com](http://www.getluke311.com)



- Our Riverstone App will keep you up to date on events throughout the community, discover community spaces, and get involved in Riverstone's Tennis and Fitness Programs. Download the App for your Apple or Android phone, click "View as Guest", and click "Request Resident Access."



## 2020 Annual Assessments

### 2020 Annual Assessment Rate . . . \$1090

Some homes have additional Neighborhood and/or Lake Assessments in addition to the general Annual Assessment. Contact us at [Finance@rshoa.org](mailto:Finance@rshoa.org) for more info on Neighborhood or Lake Assessments.

## Streetlight Out?

Contact Centerpoint Energy for repair of streetlights that are not working:  
713.207.2222 phone, 713.207.9760 fax or  
[www.centerpointenergy.com/outage](http://www.centerpointenergy.com/outage)

Remember to obtain the 6 digit pole number along with the closest physical address to the street light that is not working. This will allow for faster repair. Please report all decorative street light outages to Riverstone HOA 281.778.2222

## HOA Board of Directors



**Trey Reichert**  
President



**Tom Wilcox**  
Resident



**Ning Kang**  
Resident

## Want to Advertise in the Newsletter?

Please contact Pamela Printing  
at 281.240.1313

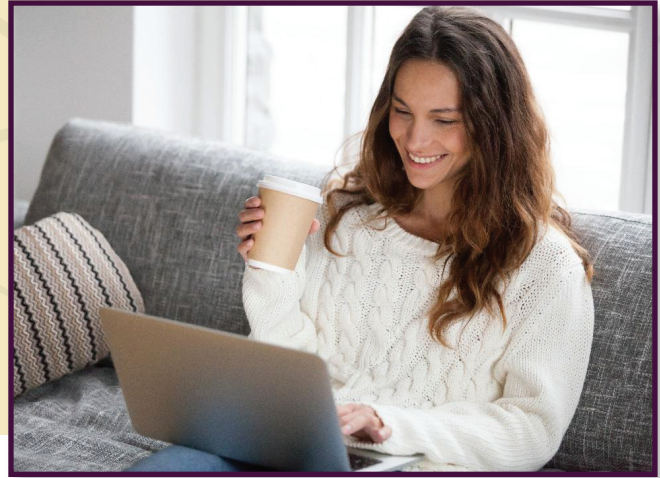
Advertising Disclaimer: Riverstone Homeowners Association assumes no responsibility for the content, warranties and representations made in advertisements within this publication. All warranties and representations made are solely that of the advertiser and any such claims regarding its content should be addressed directly to the advertiser.

Cover Photo Credit: Stephanie Cheney Photography



# HOA CORNER

*Here at Riverstone HOA, the health and wellness of our staff and residents are of the utmost importance. In response to the COVID-19 outbreak, the HOA has closed our office and all amenities until further notice. However, this is a very fluid situation, and we strongly encourage you to visit our website at [www.rshoa.org](http://www.rshoa.org) for the most up-to-date information. That being said, we are still here to provide you with the high level of customer service you have come to expect from us. Nearly all of the services the HOA provides are available remotely. Contact us via email with any questions or concerns you may have during this time—we are still here to help!*



## Services The HOA Can Provide Remotely

*While the HOA office is closed to visitors, our staff is still available during business hours and is providing most services remotely:*

- **LUKE APP:** While you are walking around the neighborhood, did you see a fence needs repairs, a sprinkler head broken, gates not functioning, or a tree needs trimming? With the LUKE App you can report common area work order requests directly to the Association. Download the App for Apple or Android by visiting [www.getluke311.com](http://www.getluke311.com).
- **RESIDENT PORTAL:** Visit [www.riverstone.com/residents-account-portal](http://www.riverstone.com/residents-account-portal) to view your HOA payment history, or to make a payment via credit/debit card or echeck.
- **WEBSITE:** This situation is very fluid, and changes are being made daily. Visit our website at [www.rshoa.org](http://www.rshoa.org) to view the most up-to-date information about events, changes to office hours, access HOA governing documents and guidelines, and more.
- **RIVERSTONE APP:** From the Riverstone App (available for Android and Apple) you can view updates about our **NEW virtual events**, up-to-date info on office and amenity closures, view HOA information and contact the HOA directly, and so much more!

- **CONDOCERTS:** Selling or Refinancing your home? Have your lender or title company visit [www.rshoa.condocerts.com](http://www.rshoa.condocerts.com) to request Resale Certificates, Refinance Quotes, or a Certificate of Compliance. Email [Finance@rshoa.com](mailto:Finance@rshoa.com) for more info.

You can also always email us for any of the following:

- New Requests or Updates to your Gate Access ([Operations@rshoa.org](mailto:Operations@rshoa.org))
- New ARC Applications or questions about an existing Application ([ARCModification@rshoa.org](mailto:ARCModification@rshoa.org))
- Payment Plan Requests for delinquent Assessments ([Finance@rshoa.org](mailto:Finance@rshoa.org))
- New Resident Set Up ([CustomerCare@rshoa.org](mailto:CustomerCare@rshoa.org))
- All other General Questions can always be sent to [CustomerCare@rshoa.org](mailto:CustomerCare@rshoa.org) and we will help to the best of our ability!

Should you encounter an HOA Emergency (gates not functioning, etc) after business hours, we also have an After-Hours Emergency Number: 713-535-6247.

**FBISD**

MAY

*FBISD had announced that it will be CLOSED for the remainder of the school year. Please visit [www.fortbendisd.com](http://www.fortbendisd.com) for the most up-to-date information on when school will re-open.*

# HOA CORNER

## Constable Corner



*On behalf of Constable Trever Nehls, the Fort Bend County Precinct 4 Constable's Office encourages you to continue social distancing. During this pandemic, we want you to be aware and to stay informed. The frequency for fraud and scams are higher and the methods used come in many creative forms by (mail, email, telephone, social media, etc.). Please view the informative FBI link below to know what to do and reduce your chances of becoming a victim.*



<https://www.fbi.gov/news/stories/protect-yourself-from-covid-19-scams-040620>

- Always verify information, services, products, benefits, etc.
- Never provide financial or personal information by the methods listed above.
- If you believe you are or could possibly become a victim, contact your local law enforcement.

To report an emergency, please dial 911 and for Non-emergencies contact the Fort Bend County Sheriff's Office 281.341.4665, or Missouri City Police Department 281.403.8700.

Please contact me Sgt. Christina L. Resendez, at [Christina.Resendez@fortbendcountytexas.gov](mailto:Christina.Resendez@fortbendcountytexas.gov) if you have any questions. Follow us on Facebook: Fort Bend County Pct. 4 Constable's Office, Twitter: @fort\_bend\_pct\_4

## From Our Compliance Team

*The right renovations can add value to your home and make it a more pleasant place to live. But finding time to tackle home improvements can be challenging when life gets busy.* These days, however, there's a good chance you're spending a lot of time at home and might be taking the opportunity to spruce up your living space. Maybe you are reorganizing your garage, painting the living room, or pressure washing your driveway.

However, if you are going to be making any modifications or changes to the exterior of your property, don't forget to have it submitted and approved to the HOA Architectural Review Committee. Common examples of modifications that need approval include items like installing a basketball goal, building a new shed or pool, or painting your home a new color. You can obtain a copy of the home improvement application on our website at [www.rshoa.org](http://www.rshoa.org) under the Compliance tab. Once you have completed the application, please email it, along with any supporting documents, to us at [ARCmodification@rshoa.org](mailto:ARCmodification@rshoa.org).

While the office may be closed, we are still here to help. Please feel free to reach out to us should you have any questions regarding

a modification or any other compliance concerns. Email us at [compliancedept@rshoa.org](mailto:compliancedept@rshoa.org) and we will be happy to assist you.

## Metal Fences

*If you have a metal fence on your property, now is a great time to check for any damage that may need to be repaired or painted. You do not need to submit an application for repairs unless you are making any changes. A fresh coat of paint can do wonders; just make sure it is the same original black color. Make sure you talk with your neighbor if your share a fence along your property line.*



# HOA CORNER

## The Riverstone Foundation

*The Riverstone Foundation exists to enhance services and resources to the community through the sponsorship of programs, activities, and events as deemed beneficial to the general good and welfare of Riverstone.*

### **How Does the Riverstone Foundation Work?**

A foundation fee is collected at each closing as a percentage of the sales price of each home. These funds are then set aside for such purposes as the Homeowners Association Board, upon recommendation of YCFC, deems beneficial to the community. Each time a property is re-sold, the fee is once again collected. Hence, the reserve, which always stays within the community, perpetuates for the life of the development.

### **Who Benefits from the Foundation?**

The Riverstone Foundation Committee partners with the Homeowners Association Board of Directors to help select projects including, but not limited to:

- Community events, clubs, groups, and sports
- Health and wellness
- Technology
- Education
- The environment
- Enhancements and improvements to infrastructure within the development

### **How is the Money Spent?**

An appointed group of Riverstone residents works in concert with the Homeowners Association Board to review grant applications and select projects and programs believed to best reflect the needs and interests of the community. In addition, foundation fees fund community artwork, holiday decorations, and special events. Some examples are:

- **Children's Catastrophic Fund:** some of the Foundation funds are appropriated to provide monetary assistance to Riverstone families challenged with the financial stress of caring for a child with a chronic, debilitating illness or birth defect. These funds are in the form of a special grant known as the Children's Catastrophic Fund Grant. The fund, supported by foundation fees, says, "We are here for you, and we care."
- **Supporting Local Schools:** When local school budgets fall short, foundation fees can help. Thousands of dollars have been donated to the FBISD elementary, middle, and high schools that serve Riverstone residents. The funds help educators purchase desired equipment, supplies, and provide extra-curricular programming.
- **Riverstone Events:** Last year, residents enjoyed more than 100 community-wide events funded in part through foundation fees. From pool parties, to movie nights, to the annual 4th of July Fireworks display—there are plenty of opportunities to meet neighbors and foster new friendships!
- **Art Abounds:** When you drive along the streets of Riverstone you can't help but notice the striking bronze wildlife sculptures that add sophistication and beauty to the neighborhood. Foundation fees have helped make Riverstone a community unlike any other!

For more information and to access grant guidelines and applications, visit the HOA website at [www.rshoa.org](http://www.rshoa.org) > Foundation.



# HEALTH AND FITNESS



## VIRTUAL FITNESS CLASS

**Want to break out of your quarantine routine with a nice little morning sweat?!** Join our Fitness Director Blake live on Zoom every Tuesday and Thursday at 6:00 am for a FREE virtual fitness class!

Blake will lead you through a full body workout for 30 mins that will include strength training as well as cardio. Some workouts will include weights, but don't worry if you don't have any. You can use any household items that are equal weight; canned food or full water bottles work great. Just enter the link below and follow along!

<https://us04web.zoom.us/j/817364284>

**Tuesday and Thursday @ 6:00am**  
**This virtual class is FREE!**



## RIVERSTONE'S FITNESS CENTER IS NOW ON THE WEB

**During this difficult time, we are all looking for new and better ways to connect.** That is why we have created a new tab on the Riverstone website just for Fitness! Visit [www.rshoa.org](http://www.rshoa.org) and click Fitness Center under the Lifestyle & Fun tab. We'll be making a lot of changes to this page over the next few weeks, including fitness-focused news and blog articles that can only be found there. **Make sure you check it out!**

### **Blake Crawford and Brenda Means: Fitness Director and Personal Trainer**

As Riverstone's Personal Trainers, Blake and Brenda's singular goal is to have a positive impact that on the lives of the residents they work with; helping them become the happiest, healthiest version of themselves. While they enjoy helping people look the best they ever have, they feel performance, mindset, motivation, and lifestyle are just as important!

Both Blake and Brenda have years of experience in training people to help maximize their physical potential. Whether its losing weight, adding muscles, or improving your functional mobility, they have the tools to help you reach your goals!

**Contact Blake at [FitnessDirector@Riverstone.com](mailto:FitnessDirector@Riverstone.com) or [BMeans@entouch.net](mailto:BMeans@entouch.net) for more information.**

**As of printing, the Fitness Center is closed until further notice. Please visit [www.rshoa.org](http://www.rshoa.org) or the Riverstone App for the most up-to-date information.**



**Blake Crawford**  
[FitnessDirector@Riverstone.com](mailto:FitnessDirector@Riverstone.com)  
281.778.2006

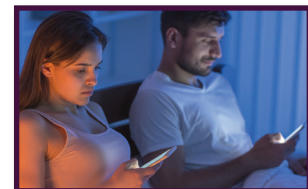
## *The* CLUB at RIVERSTONE Fitness Center

**All Riverstone amenities, including the Fitness Center, are currently closed until further notice. Please visit [www.rshoa.org](http://www.rshoa.org) or the Riverstone App for updates.**



## FITNESS TIP OF THE MONTH

**Avoid social media or the news before bedtime. Both are highly likely to make you mad and less able to calm down and sleep. A recent study on teens mood showed that social media hurt girls in 2 main ways—bullying and interruption of sleep! Social media did not have a big impact on young boys.**



## **Gym Walkthrough**

**New to the neighborhood? Lived here for years but never stopped by? Ever gone to a gym and felt totally out of your element? Set up an appointment with Blake Crawford to get a FREE guided tour of our Fitness Center! Blake will go through each machine and show you how it works, what body part it focuses on, and how to use it. At the end of the tour, you'll even receive a free beginner's workout to follow. Coming to the gym shouldn't be a scary thing for anybody, so set up your tour today!**

## Riverstone's Tennis Professionals



**Giorgio Botto**  
Tennis Director  
TennisPro@Riverstone.com  
713.515.2946

**Wayne**  
Tennis Pro  
Bajan34@netzero.com  
310.256.6483



### Adult Group Tennis

- Mondays, 8:00pm–9:00pm, Intermediate Group.
- Tuesdays, 8:00pm–9:00pm, Beginner/Adv. Beginner Group.
- Cost is \$72 per person for the session (4 weeks).
- Registration required.

### Junior Tennis

- Spring junior tennis runs from January 6th through May 30th.
- Spring session 5 runs from May 11th–May 30th.
- Cost is \$54 per session (3 weeks).

### Racket Stringing Services

Riverstone now offers racket stringing through our Tennis Professional Giorgio. Giorgio has strung rackets for world class players including Roger Federer. Cost is \$20 for labor plus strings. Contact TennisPro@riverstone.com for more information.

### Advanced Junior Tennis

- Designed for students taking their first steps for tournament play. Must be Pro approved.
- Program focuses in development of skills for game play situations
- Class will meet every Sunday from 2–4pm starting on May 17th
- Cost is \$54 per session (3 weeks) per child.
- Contact TennisPro@riverstone.com to register.

# TENNIS

## Tennis Calendar

*As of printing, the Tennis Courts are reopening May 8th. Please visit [www.rsho.org](http://www.rsho.org) or the Riverstone App for the most up-to-date information.*

### Monday

May 11th, 18th, 25th  
4:15pm–5:00pm—Junior Tennis Academy, ages 5–7  
8:00pm–9:00pm—Adult Intermediate Group

### Tuesday

May 12th, 19th, 26th  
4:15pm–5:00pm—Junior Tennis Academy, ages 8–10  
6:15pm–7:00pm—Junior Tennis Academy, ages 5–7  
7:00pm–8:00pm—Junior Tennis Academy, ages 11–13  
8:00pm–9:00pm—Adult Adv. Beginner/Beginner Group

### Wednesday

May 13th, 20th, 27th  
4:15pm–5:00pm—Junior Tennis Academy, ages 8–10  
5:00pm–6:00pm—Junior Tennis Academy, ages 14+

### Thursday

May 14th, 21st, 28th  
4:15pm–5:00pm—Junior Tennis Academy, ages 8–10

5:15pm–6:00pm—Junior Tennis Academy, ages 5–7  
6:00pm–7:00pm—Junior Tennis Academy, ages 11–13

### Friday

May 8th, 15th, 22nd, 29th  
4:30pm–5:30pm—Junior Tennis Academy, ages 8–10  
5:30pm–6:30pm—Junior Tennis Academy, ages 8–10  
7:00pm–8:00pm—Junior Tennis Academy, ages 11–13

### Saturday

May 9th, 16th, 23rd, 30th  
9:00am–10:00am—Junior Tennis Academy, ages 11–13  
10:00am–11:00am—Junior Tennis Academy, ages 11–13  
11:15am–12:00pm—Junior Tennis Academy, ages 5–7  
12:00pm–1:00pm—Junior Tennis Academy, ages 8–10

*Note: All events require registration. All programs are 6:1 ratio per court.*

### Tennis Court Etiquette

- Talk quietly when standing near tennis courts that are in use so as not to disrupt players on adjacent courts.
- Never walk behind a court when a point is still in play. Wait until the point is over and then cross as fast as possible to get to your own court.
- When sending balls back to a neighboring court, roll them on to the back of the court.
- Never send them back while play is in progress. Also, if one of your balls rolls into an adjacent court, don't run after it, just wait for your neighboring court to return the ball when it's convenient.
- When reserving courts please be considerate to other residents by cancelling your reservation when you know that you will not be using it.

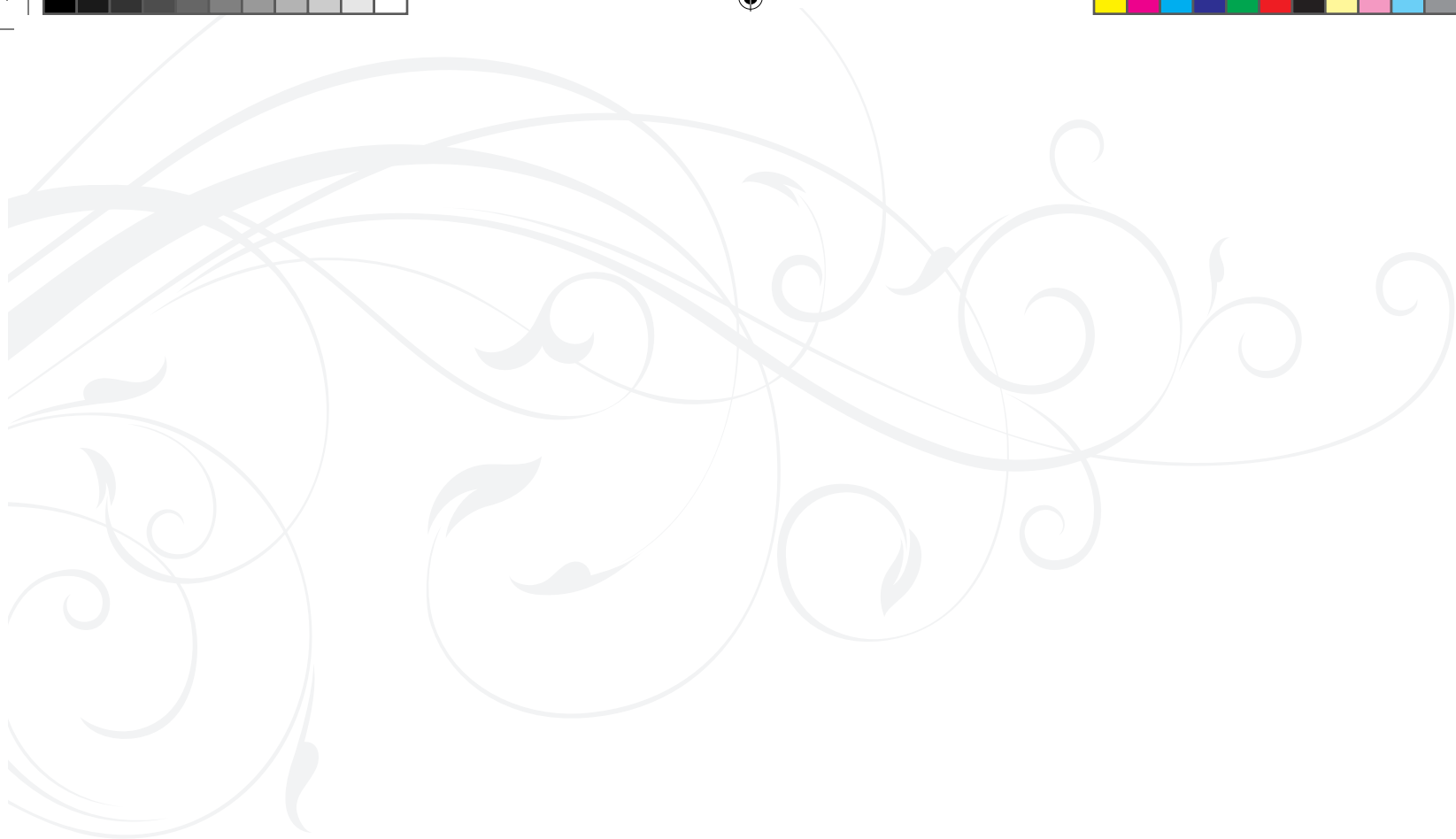
### Tennis Court Reminders

- Court #6 at The Club at Riverstone and court #9 at Riverstone Blvd are designated as walk on courts.
- Only authorized professionals are allowed to teach at both Riverstone's locations.
- Please remember all tennis court reservations are now available through the Riverstone app only. Appointment Plus is no longer available.

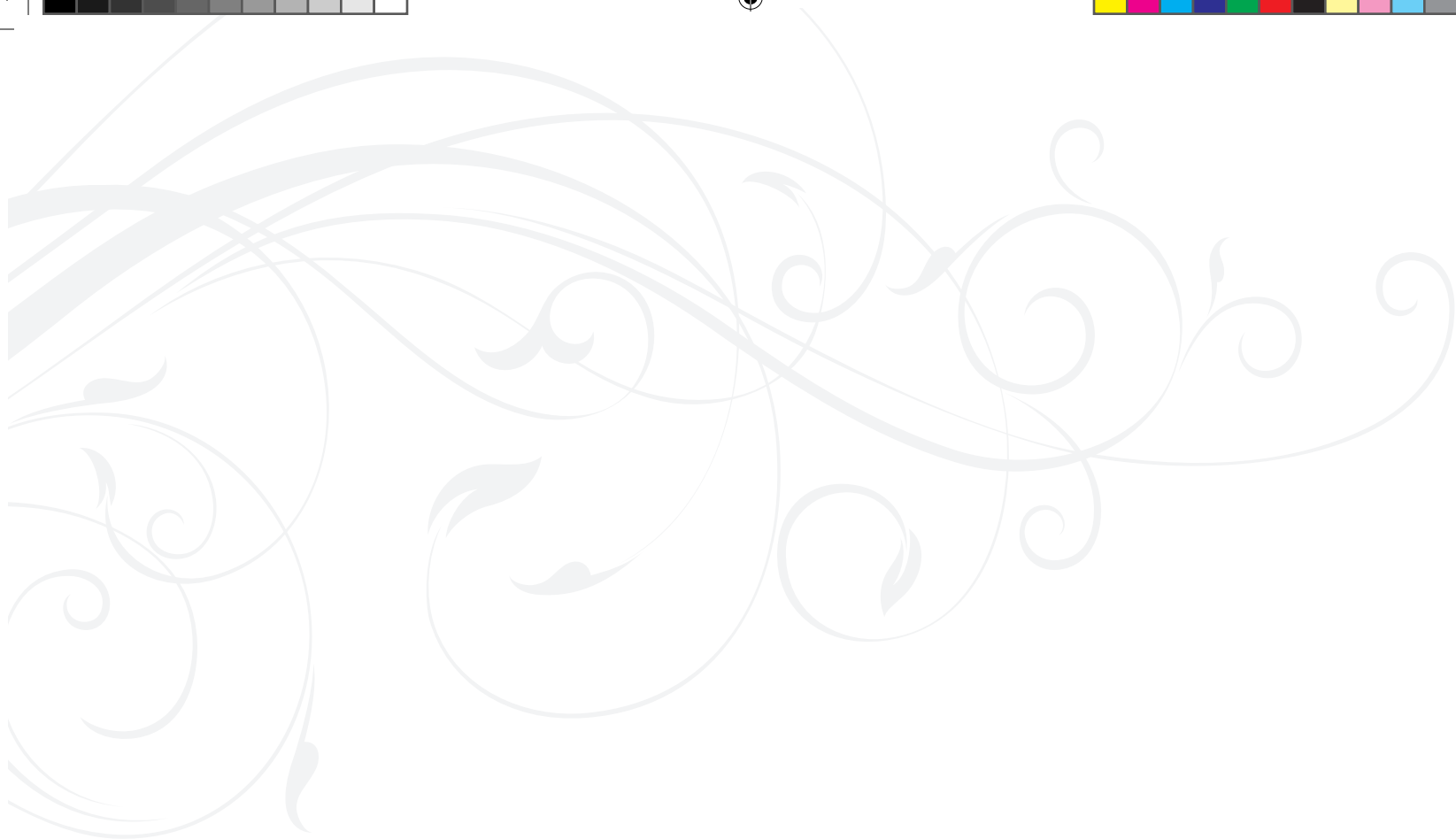
**Did You Know that tennis balls were originally white in color?**  
*Yellow tennis balls were introduced in 1972 to be more visible to television viewers.*













18353 University Boulevard  
Sugar Land, Texas 77479

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## Email Blast Reminder

### Do you receive community emails regarding events?

If you do not, **SUBSCRIBE TO THE LIST TODAY** on [www.rshoa.org](http://www.rshoa.org)

Once you are on the website, simply complete the information on the "Subscribe" section found at both the top right and bottom left of the page. When you submit, you will automatically be signed up to receive the eBlasts.

*Note: If you unsubscribe to one eBlast, you will no longer receive any of them in the future.*

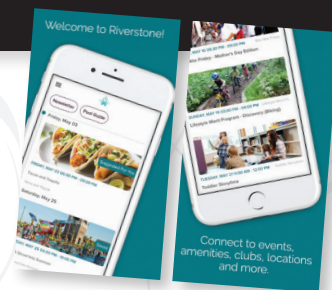
## CHECK US OUT!



**LUKE APP:** With the LUKE App you can report common area work order requests directly to the Association. Download the App for Apple or Android by visiting [www.getluke311.com](http://www.getluke311.com).



**RESIDENT PORTAL:** Visit [www.riverstone.com/residents-accountportal](http://www.riverstone.com/residents-accountportal) to view your HOA payment history, or to make a payment via credit/debit card or echeck.



**WEBSITE:** Visit our website at [www.rshoa.org](http://www.rshoa.org) to view the most up-to-date information about events, changes to office hours, access HOA governing documents and guidelines, and more.

**RIVERSTONE APP:** From the Riverstone App (available for Android and Apple) you can view updates about events, make tennis court reservations, view public park locations, and more.

Riverstone is proud to be a Johnson Development community. Our Houston-area communities include:

