



RIVERSTONE®

JUNE 2020

Reflections



*Riverstone Amenities
are Reopening!*



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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-care@rshoa.org

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Compliance Coordinator

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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, 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



- 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 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
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



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President



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Ning Kang
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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 until further notice. However, this is a very fluid situation, and we strongly encourage you to visit our website at 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 or phone 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 will be available to provide most services remotely:

- **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.
- **RESIDENT PORTAL:** Visit 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 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, fitness center, and pool reservations, view public park locations, and more.

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

Constable Corner



On behalf of Constable Trever Nehls, the Fort Bend County Precinct 4 Constable's Office wants to assist you in reducing the chances of your vehicle being targeted and burglarized by taking the following preventative steps:

- Secure your vehicles by locking the doors and rolling up the windows.
- It is always best to remove all valuables from your vehicle.
- When storing items out of sight, do it before arriving to your destination.
- Remove or hide any chargers and devices. It is possible for burglars to detect the Bluetooth signal on electronic devices left behind.
- Park in well-lit areas.

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.

If I can be of service or answer any questions, please contact me, Riverstone Sgt. Christina L. Resendez, at Christina.Resendez@fortbendcountytexas.gov

Follow us on Facebook: Fort Bend County Pct. 4 Constable's Office, Twitter: [@fort_bend_pct_4](https://twitter.com/fort_bend_pct_4)

HOA CORNER

Introducing Riverstone Amenity Pass!

What is Amenity Pass?

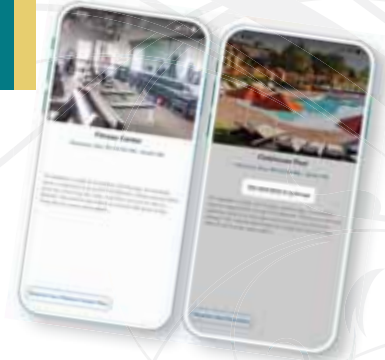
In order to reopen public amenities, Texas Governor Abbot has implemented occupancy restrictions. Adherence to occupancy restrictions is necessary to keep public spaces safe and open. In order to properly monitor occupancy restrictions, use of the Fitness Center and Pools will now require the Riverstone pass reserve your space. Amenity Pass is your personal appointment to visit each public amenity for a set duration. Amenity Passes will be required to access the Fitness Center and Pool. Walk-ups will no longer be allowed at either location. Available amenity passes can be viewed and requested via the Riverstone app.

Fitness Center Amenity Passes are valid for one hour. Swimming Pool Amenity Passes are valid for 2 hours. Quantities are limited to ensure all residents can share the public amenities. The number of passes available per time slot will match the restricted occupancy limit of each location.

How It Works

- In the Riverstone app, go to Amenity Pass Reservations.
- Select your location: Fitness Center, Creekstone Village Pool, or Riverstone Rec Pool.
- Click View Waiver and Select from Available Passes.

- Read and electronically sign the Waiver.
- View the available time slots and select the time slot card that you wish to schedule.
- Once you've identified the correct time slot, request your pass.
- Once you have completed this process, you will receive an email confirmation, push notification, and your amenity passes will be available to you on the home feed of the Riverstone app.



Using your Amenity Pass

- 10 minutes prior to the beginning of your start time, you will receive a push notification reminder* to your device.
- 10 mins prior to your end time, you will receive a push notification asking you to prepare to leave the amenity.
- At the expiration of your amenity pass, please exit the amenity in preparation for the next group of residents.

For assistance or issues, please contact us at CustomerCare@rshoa.org.

**Please ensure Push Notifications are enabled for your Riverstone app. The Riverstone App is available at no charge for Android and iPhones.*

Riverstone Amenities are Reopening!

We are excited to continue the process of reopening Riverstone's Amenities! However, the health and wellness of our residents is of the utmost priority. For that reason, you will continue to see many changes to our Pool and Fitness Center operating procedures, including limited hours and occupancy, increased cleaning, and more. Here are some of the important highlights:

The Fitness Center

- 1 hour time-slots available by **Reservation Only**
- No Walk Ins
- Residents may reserve two time-slots per day
- Adults only
- Water Fountain Closed
- Gloves and Masks recommended but not required
- Antibacterial cleaning of every piece of equipment immediately after use
- Residents Only, No Guests
- Social Distancing strongly encouraged
- Limited cardio machines available in order to adhere to social distancing requirements.
- Residents must wash or sanitize hands upon entering the facility.
- Hand sanitizing and athletic wipe stations will be available for Residents to apply before and after using equipment.
- Staff will be equipped with disinfectant spray bottles and towels for regular cleaning of all high-touch surfaces with hospital grade disinfectant.

Creekstone Village & Riverstone Rec Pools

- 2 hour time-slots available by **Reservation Only**
- No Walk Ins
- Residents may reserve one time-slot per day
- Minor residents must enter with an adult over the age of 18
- Water Fountain(s) Closed
- Masks recommended but not required
- Closed between time slots for deep antibacterial cleaning of the entire area
- Residents Only, No Guests
- Social Distancing strongly encouraged
- Limited Pool Furniture available in order to adhere to social distancing requirements
- Residents must wash or sanitize hands upon entering the facility.
- Hand sanitizing stations will be available throughout the complex.
- Staff will be equipped with disinfectant spray bottles and towels for regular cleaning of all high-touch surfaces with hospital grade disinfectant.



HOA CORNER

VIRTUAL-LY FUN Events!

June 18th

NATIONAL PICNIC DAY

It's the perfect day to set up a family picnic in your own backyard! To make it even more fun, submit a photo of your Backyard Picnic for a chance to win some great prizes! Email your photos to directoroffun@riverstone.com

We can't wait to see what you come up with!

June 24th

RIVERSTONE SCAVENGER HUNT

How well do you know your neighborhood? It's time for some Social Distanced Summer FUN exploring Riverstone.

Be on the lookout of Riverstone's First Community Scavenger Hunt. Link will be emailed to register your household.

Start coming up with those clever team names!

July 3rd

FOURTH OF JULY FAMILY FUN KIT

Kick off your July 4th holiday with family and some crafty fun! We are offering a family fun kit for only \$10.00 per household that will include the following:

- Tie-Dye Projects
- Water balloon game ideas
- Glowsticks
- Bubbles and much more!
- Recipes for the Holiday Weekend

Be on the look out for the link to register for your FAMILY FUN KIT!



Compliance Team Reminders

Riverstone Compliance Department encourages all residents to take a few minutes and look over their property for any potential Deed Restriction issue that may result in a violation.

- Remember to mow, weed, and edge your law as needed, which may include on a weekly basis during the summer months.
- Remove weeds from the landscaping beds and tree wells, and treat your yard as needed to control weeds.



- Remove any dirt and/or mildew from property, pressure wash driveways and sidewalks to remove dirt and/or stains and trim trees over sidewalk and roads.
- Trash/Recycle bins need to be placed out of public view on non-trash days.
- All trash must be placed in an appropriate trash container.

Please ensure that your fence is in good repair. Check to make sure there are no missing or loose pickets or that your fence is not leaning. If you have a metal fence, please make sure that it is not rusted and that the paint is not faded or peeling. Metal fence paint must be black semi-gloss only.

Thank you for helping to keep our Community a great place to live!

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 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 or BMeans@entouch.net for more information.



Blake Crawford

FitnessDirector@Riverstone.com
281.778.2006

The CLUB at **RIVERSTONE** **Fitness Center**

As of printing, the gym has the below temporary hours. Please visit www.rshoa.org or the Riverstone App for the most up-to-date information.

Gym Hours

Monday–Friday 7am–3pm

Saturday–Sunday 9am–2pm

FITNESS TIP OF THE MONTH

Drink Less Alcohol

Cold beer always makes for a good time, but excessive High Life throws your liver and kidneys into overdrive to rid the body of the alcohol (a toxin within your body). This depletes your immune resources and leaves you more viable to infection and toxins.



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!

TENNIS

Riverstone's Tennis Professionals



Giorgio Botto
Tennis Director
TennisPro@Riverstone.com
713.515.2946

Wayne
Tennis Pro
Bajan34@netzero.com
310.256.6483



Junior Tennis

- Summer junior tennis runs from June 1st through August 8th.
- Summer session 1 runs from June 1st–June 27th.
- Cost is \$72 per session (4 weeks).

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.

Summer Junior Tennis and Pickleball Camp

- Registration now open. Weekly camp starts Monday, June 1st and ends on Thursday, August 6th.
- Camp meets Monday–Thursday from 9:00–11:30am.
- Cost is \$150 per child per week. Friday will be a make up day in case of inclement weather.
- Camp is for ages 8 and above and there must be a minimum of 4 students.
- Contact TennisPro@riverstone.com for more information.

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.

Tennis Calendar

Monday

June 1st, 8th, 15th, 22nd
9:00am–11:30am—Summer Tennis and Pickleball Camp, ages 8 and above
6:00pm–7:00pm—Junior Tennis Academy, ages 8–10
7:15pm–8:00pm—Junior Tennis Academy, ages 5–7

Tuesday

June 2nd, 9th, 16th, 23rd
9:00am–11:30am—Summer Tennis and Pickleball Camp, ages 8 and above
6:15pm–7:00pm—Junior Tennis Academy, ages 5–7
7:00pm–8:00pm—Junior Tennis Academy, ages 11–13

Wednesday

June 3rd, 10th, 17th, 24th
9:00am–11:30am—Summer Tennis and Pickleball Camp, ages 8 and above
5:00pm–6:00pm—Junior Tennis Academy, ages 14+
7:00pm–8:00pm—Junior Tennis Academy, ages 8–10

Thursday

June 4th, 11th, 18th, 25th
9:00am–11:30am—Summer Tennis and Pickleball Camp, ages 8 and above
6:00pm–7:00pm—Junior Tennis Academy, ages 11–13

Friday

June 5th, 12th, 19th, 26th
5:30pm–6:30pm—Junior Tennis Academy, ages 8–10
7:00pm–8:00pm—Junior Tennis Academy, ages 11–13

Saturday

June 6th, 13th, 20th, 27th
9:00am–10:00am—Junior Tennis Academy, ages 11–13
10:00am–11:00am—Junior Tennis Academy, ages 8–10
11:15am–12:00pm—Junior Tennis Academy, ages 5–7

There will be no tennis programs the week of June 29th due to the July 4th week.

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.

Unauthorized Tennis Lessons

Recently there has been an increase of tennis lessons at Riverstone by unauthorized tennis pros. Please keep in mind that HOA rules prohibits the teaching of tennis lessons by unauthorized persons.

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.

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Email Blast Reminder

Do you receive community emails regarding events?

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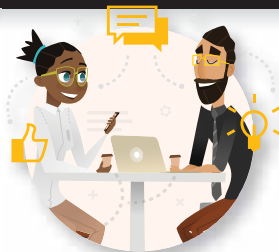
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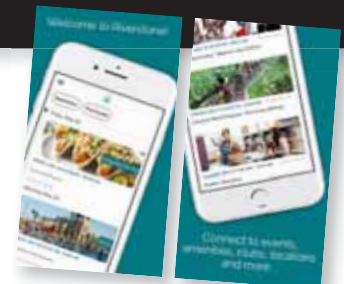
CHECK US OUT!



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.



RESIDENT PORTAL: Visit 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 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.

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