



RIVERSTONE®

SEPTEMBER 2021

Reflections



WHAT'S INSIDE

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COMMUNITY INFORMATION

Riverstone HOA

18353 University Blvd.
Sugar Land, TX 77479
281.778.2222

Hours: Monday through Friday:
9:00am–5:00pm

Customer Care Team

customercare@rshoa.org

Front Desk Administrator

Danelle Andel danellea@rshoa.org

Compliance Team

compliancedept@rshoa.org

Compliance Assistant

Mirisa Hercules mirisah@rshoa.org

Compliance Coordinator

Cristina Saucedo cristinas@rshoa.org

Compliance Coordinator

David Ippoliti davidi@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

Assistant Director of Fun

Barbara Mendoza
theclub@riverstone.com

Director of Fun

Laura G. Rosilez
directoroffun@riverstone.com

General Manager

Jaime Villegas jaimev@rshoa.org

The Manors Townhomes & Patios

FirstService Residential

Community Manager
Jennifer Meador 713.932.1122

THE HOA OFFICE IS NOW OPEN TO ALL RESIDENTS AND VISITORS WITH A RESERVATION

Here at Riverstone HOA, the health and wellness of our staff and residents are of the utmost importance.

In response to the recent elevated risk levels, and as per the guidance of the Fort Bend County Health and Human Services, we are asking all residents and visitors make a reservation prior to visiting the office.

The HOA office is currently closed to walk-in traffic without a prior reservation.

If you prefer to schedule a time to meet in person at The Club at Riverstone, email us at CustomerCare@rshoa.org.

Please note that masks are required and only one family will be allowed in the building at a time. Our Phone lines are open during business hours. Give us a call at 281.778.2222.

Should you encounter an HOA Emergency (gates not functioning, etc.) after business hours, we also have an After-Hours Emergency Number: 713.535.6247 (Emergencies only, please).



2021 Annual Assessments

2021 Annual Assessment Rate . . . \$1,110

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



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.



YOUR RIVERSTONE HOA

Services the HOA Can Provide Remotely

In response to the recent elevated risk levels, and as per the guidance of the Fort Bend County Health and Human Services, we are asking all residents and visitors make a reservation prior to visiting the office.

The HOA office is currently closed to walk-in traffic without a prior reservation.

That being said, we are still here to provide you with the high level of customer service you have come to expect from us. Residents are now able to make an appointment to visit us in person. We are pleased to say that 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!

Residents can always email us for any of the following:

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

NEW HOMEOWNERS NEEDING AMENITY CARDS

Welcome to Riverstone! To have amenity cards made for you, please email us the following:

1. Completed amenity card form (found at www.rshoa.org)

2. Deed or closing disclosure
3. Individual headshot pictures of each resident over the age of 5. Please label each photo with their name and date of birth.
4. Proof of identification (State ID, Driver's License, passport, etc) for all residents over the age of 18
5. Anyone over the age of 18 whose name is not listed on the deed will need to provide additional proof of residence. Examples of acceptable Proof of Residency may include car insurance, utility bill, cell phone bill, etc. and must include the resident's name and current home address.

Each account will receive up to 3 adult amenity cards and at no charge. Each additional adult amenity card after the first 3 cards is \$15.00.



REPLACING A LOST AMENITY CARD

The replacement of lost Amenity Cards is available for \$15 each.

If you need a replacement Amenity Card, please complete the credit card form found on our website (www.rshoa.org) and email it to us at customer@rshoa.org. Please also include your home address and a headshot picture labeled with your name and date of birth.

Printed Amenity Cards are available via no-contact pick up at our office, or can be mailed to your home.

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."

COMPLIANCE CORNER

A Note from the Compliance Department

HOW ARE DEED RESTRICTIONS ENFORCED IN RIVERSTONE?

The Compliance Department drives our community and issues deed restriction letters for any violations and peruses these violations per the Deed Restriction Enforcement Policy.

The first notice that is sent to an Owner is called our courtesy letter, which is a friendly reminder to an owner that a violation has been observed and needs to be corrected. This is then typically followed by a second notice and then a third notice if the violation has not been resolved. After the 3rd notice is sent, the Owner typically has 30 days to come into compliance before our Hearing Advisory Committee potentially imposes fines for non-compliance. If the issue(s) are still not resolved after fines have been imposed, then the matter may be brought before the HOA Board for further action. Our goal in the Compliance department is to resolve issues as quickly as possible to avoid the firmer actions that the Association can take.

The Compliance Department has the ability to self-help properties for certain non-compliance items such as lawn maintenance. Self-help allows our contractor to go onto a property that is not in compliance and remedy the violation in a timelier manner. Not all violations can be resolved this way, but it is an effective way for the Association

to resolve a violation such as lawn, tree or other similar concerns. We can then charge back any fees to the Property Owner for taking these self-help measures.

Our department will also receive emails and phone calls from other residents who will inform us of an issue they believe may be out of compliance. We will look into those concerns and see if there is a violation and send notice accordingly. The nature of deed restriction violations does not allow our department to discuss a compliance violation with another resident. We are only allowed to communicate with the property owner regarding any violations.

Part of our enforcement process includes ways to help educate our residents on different issues that we see or that residents have expressed by having articles in our newsletter or sending out E-Blasts to specific neighborhoods. This is intended to bring attention to a deed restriction matter and how it can be resolved.

The Compliance Department would like to thank all residents for their help in keeping our community a great place to live. As always, you can reach us at compliancedept@rshoa.org for any assistance or questions that you may have.



AROUND THE NEIGHBORHOOD

Accepting Nominations Soon!

Do you enjoy volunteering? Are you civic-minded and enjoy building your community? Have a mind for business? Riverstone Homeowners Association, Inc. will soon be accepting nominations for a Resident Director to serve on the Board of Directors. To qualify for candidacy, a nominee must be the Owner of a Lot within Riverstone and have not been convicted of a felony within the last 20 years. The candidate receiving the most votes will be elected and serve a two-year term on the Board. This is an un-paid, volunteer position.

If you think you might be a good fit to serve on the Riverstone Board of Directors for the 2022-2024 years, Riverstone Owners interested in running for the Resident Director position should complete the "Willingness to Serve" nomination form that will be sent via email blast soon and return it along with a color photograph via email to CustomerCare@rshoa.org or by hand delivery to the Association Office located at 18353 University Boulevard. A fillable version of this form will also be available on our website at www.rshoa.org under Community Info > Resource Center and selecting "2021 HOA Board Election Info".

An election packet will be mailed to Owners in October with voting instructions and associated deadlines. The results of the election will be announced at the Riverstone Homeowners Association Annual Meeting to be held in November.

Any election questions can be emailed to CustomerCare@rshoa.org or by calling the Association Office at 281.778.2222.

WHAT'S INVOLVED WITH SERVING ON THE BOARD OF AN HOA?

Many people love living in Master Planned Communities like Riverstone for the great amenities offered, such as common swimming pools, clubhouse, tennis courts and our lifestyle team. Communities like ours cannot function, however, unless there are dedicated homeowners willing to help run the community by serving on our

homeowners' association board of directors. You might hesitate to serve on the board if you don't know what a board member does, or what's expected.

YOUR FIDUCIARY OBLIGATION AS AN HOA BOARD MEMBER

In general, corporate law gives board members of a nonprofit corporation the fiduciary duty to the other members of the HOA (all the other homeowners). In practice, this means that HOA board members must:

- Act in good faith, and in a fair and consistent manner
- Act in the best interests of the HOA as a whole (and avoid any conflict of interests)
- Be informed prior to acting
- Not take any actions without proper authority, and
- Not take negligent, or willfully harmful actions.

OTHER OBLIGATIONS AND DUTIES

Beyond your fiduciary obligation, the specific duties and responsibilities of an HOA board member include some of the following:

- Attend HOA Board Meetings and Workshops as well as other meetings as necessary
- Maintain Confidentiality as required by law
- Provide for the operation, care, upkeep and maintenance of all Common Area, including entering contracts to provide for such
- Adopt rules and regulations as necessary
- Enforcement powers, such as the right to assess fees for delinquent dues or for rule violations.
- Adopt the Annual Budget and set Assessments
- Oversee Riverstone HOA management (which handles day-to-day operations)

SOCIAL CLUBS

Riverstone Neighborhood Watch Group

We serve our community by being focused, aware, and observant, reporting suspicious or unusual activity to local law enforcement.

For more info contact:

Dean Cooper • 562.243.9430 • hazmatdude@aol.com

Ladies at Riverstone

Ladies that live in Riverstone meet for dinner and drinks. A group discussing community, schools, safety, and more!

For more info contact:

Dorothy Yee • 713.826.2373 • dorothy.yee88@gmail.com

Cub Scouts Pack 1647

Open to all elementary-aged boys and girls in Riverstone.

For more info contact: cubscout.pack1647@gmail.com

Group Ideas?

Please email

customerservice@rshoa.org for more information.

Please note social clubs are organized and hosted by residents and are not formed by, authorized by, or in any way affiliated with the Riverstone HOA. They are organized and managed by the residents.

BLAST FROM THE PAST

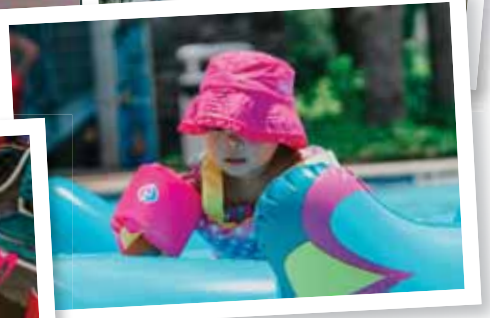
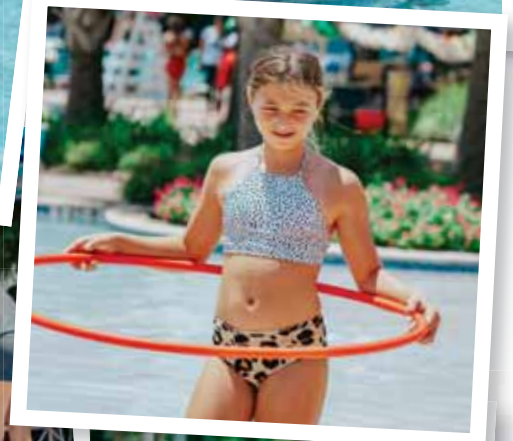


Photo Credit: Clicked by Cantu

BLAST FROM THE PAST



RIVERSTONE EVENTS



TODDLER ZUMBINI HAPPY HOUR FOR YOU AND YOUR TODDLER

Zumbini combines music, dance and educational tools for 45 minutes of can't-stop, won't-stop bonding and fun.. Tap your toes, sing-along and get lost in a program that combines early childhood development with the magical joy of Zumba. Designed for children ages 0-4, and their caregivers, Zumbini will help your little one's social, cognitive, emotional, and motor skills.

This event is being facilitated by Kendra Rydolph, a Licensed Zumbini Instructor.

Join Zoom Meeting: <https://us04web.zoom.us/j/71288313233?pwd=M3pNa1MwZnRMUmdtaXdPOGNYmd5dz09>

Meeting ID: 712 8831 3233 • Passcode: Riverstone

Tuesday, September 7th • 11am–Noon

BRINGING BALANCE TO WELLNESS

Everybody lives life differently but we all experience the same signs of burnout, being overwhelmed, stress from either work or from family situations; even living through a current pandemic. All too often, we reluctantly prioritize our health and wellness last to make room for less important but seemingly urgent items. We know it should be different but what's that barrier persistently derailing your effort to change? Some things can't be resolved quickly, some need a reshuffling, and others require a major life altering decision in order to achieve a sustainable balance. Do you know where to start balancing your life?

Topic: Riverstone Wellness and Self-care Renaissance Seminar

Join Zoom Meeting: <https://us02web.zoom.us/j/82550321157?pwd=SjJTYU50ZHh3aWRvL2k1ZTBXeDNIQT09>



Wednesday, September 8th • 6:30pm



BITE NITE FRIDAY

Satisfy your food truck cravings by visiting the clubhouse from 5:30pm–8pm for a rotating line up of food trucks. Pack your blankets, lawn chairs and dogs (on leashes please) because this is a family affair. There will be different mobile eatery line ups starting in July and will carry through October.

Friday, September 10th • 5:30pm–8pm

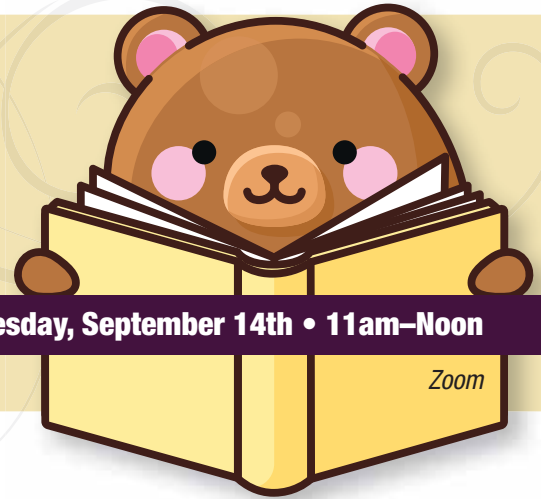
The Club at Riverstone • Weather Permitting

RIVERSTONE EVENTS

TODDLER STORY TIME

Join us for a morning filled with songs, stories, a craft and fun! Bring your dancing shoes, singing voices, listening ears and your toddlers for a fun start to the day. This event is being facilitated by multi-award winning author Maria Ashworth.

If you have any questions regarding this event, please email the Riverstone Lifestyle Team at TheClub@Riverstone.com.



Tuesday, September 14th • 11am–Noon

Zoom



FAMILY BINGO ON ZOOM

Who's ready for a Sunday evening Game Night? Riverstone Residents will have their chance to spin the wheel virtually in our Family Zoom Bingo. Prizes will be awarded one per family, Join us on Sunday, September 26th, from 6–8pm for a community virtual BINGO!

A \$5.00 registration is required per family and only one registration per household is needed. Please register to receive the zoom meeting link and password by September 25th at 12pm.

Register Here:

<https://www.eventbrite.com/e/family-bingo-on-zoom-tickets-166715662033>

Sunday, September 26th • 6pm–8pm

Zoom

Mark those Calendars:

RIVERSTONE FALL GARAGE SALE

It's time clean out the closets, make way for new things (Christmas is right around the corner, after all) and prep those treasures for a MEGA community garage sale! It's all happening from 8am–11am Saturday, Oct. 2nd

There will be a donation truck at The Club from 11:00am to 1:00pm for any unsold items you may no longer want.

Please register on the Riverstone App to ensure you have your spot!



Saturday, October 2nd • 8am–11am

The Club at Riverstone

HEALTH AND FITNESS



Blake Crawford
281.778.2006

The CLUB at RIVERSTONE Fitness Center

Gym Hours

Mon-Thurs:

5am-9pm

Fri: 5am-8pm

Sat: 8am-5pm

Sun: 10am-5pm



NEW GYM HOURS!

BLAKE CRAWFORD FITNESS DIRECTOR AND PERSONAL TRAINER

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

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

Contact Blake at
FitnessDirector@Riverstone.com

FITNESS TIP OF THE MONTH

Don't be Afraid of Fat.

Healthy fat, that is. MUFAs, or monounsaturated fatty acids can actually keep you satiated and aid in weight loss. Nuts, seeds, olive oil, olives, avocados, and dark chocolate all make the cut.



MEET ME AT THE HILL

Meet me at the hill for a good full body workout at 10am every Wednesday. The only thing you need to bring is a mat. The class will be body weight exercises. Free to residents.

10:00am every Wednesday



VIRTUAL FITNESS CLASS

Break out of your quarantine routine with Blake Crawford, our Riverstone Fitness Director!

Blake will lead you through a 30-minute full body workout that will include strength training and cardio, right from your own living room.

Type the link below to join in on the fun. Reminders and click-able links are also available on the Riverstone App. Download it today for FREE on all Android and Apple devices.

9:00am Monday and Wednesday • <https://us02web.zoom.us/j/82142314407>



BODY BLAST CLASS

Get Ready for a HIGH INTENSITY WORKOUT! Increase your power, strength and speed with this whole-body conditioning workout. Train with combination of cardio drills and compound movements of various resistance using plyometrics, bodyweight exercise, dumbbells, and resistance bands. This class will provide an intense workout for every fitness level. Contact Blake Crawford at fitnessdirector@riverstone.com for more information and to register.

Please email Blake to sign up • \$70 for 10 classes • \$10 one time visit
First class is always free • Tuesday & Thursday 5:30-6:15am



DON'T FORGET YOUR RESERVATION

Don't Forget! You need an Amenity Pass reservation on the Riverstone app, as well as your Amenity Card to use the Fitness Center. Download the Riverstone App on your Android or Apple phones to get started. Here are some additional reminders about temporary policies in place:

- All unvaccinated residents entering the facility are encouraged to wear masks.
- Residents not able to bring personal workout equipment from home.
- The Fitness Center is currently open to residents only. No Guests at this time.
- Reservations can be made for 60-minute blocks, with a max of 2 reservations per day.
- Residents will be asked to wipe equipment down before and after use.



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

- Fall junior tennis runs from August 16th through December 18th.
- Fall session 2 runs from September 13th through October 9th (4 weeks), cost \$76.
- There will be no tennis on Monday, September 6th due to Labor Day.

Adult Tennis Classes

Adult Tennis is Back

- Beginner/Advanced Beginner Tuesdays, 8:00pm–9:00pm.
- Intermediate/Advanced Intermediate Mondays, 8:00pm–9:00pm.
- Cost is \$76 per person for the session (4 weeks) or \$20 for drop-in.
- Registration required.

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.

DID YOU KNOW?

That in 1907, Austrian tennis player Mita Klima became the youngest player to have ever played at The Wimbledon Championships, she was 13 years old.

Tennis Calendar

All events require registration.
All programs are 8:1 ratio per court.

**Please note that there will be no tennis on Monday, September 6 due to Labor Day*

Monday

September 13th, 20th, and 27th

- 4:30–5:30pm—Junior Tennis Academy, ages 5–7
- 5:30–6:30pm—Junior Tennis Academy, ages 14+
- 8–9pm—Adult Intermediate/Advance Intermediate Group Lesson

Tuesday

September 7th, 14th, 21st, and 28th

- 4:30–5:30pm—Junior Tennis Academy, ages 8–10
- 6:30–7:30pm—Junior Tennis Academy, ages 5–7
- 8–9pm—Adult Beginner/Advance Beginner Group Lesson

Wednesday

September 1st, 8th, 15th, 22nd, and 29th

- 4:30–5:30pm—Junior Tennis Academy, ages 8–10
- 5:30–6:30pm—Junior Tennis Academy, ages 5–7
- 6:30–7:30pm—Junior Tennis Academy, ages 11–13

Thursday

September 2nd, 9th, 16th, 23rd, and 30th

- 4:30–5:30pm—Junior Tennis Academy, ages 14+
- 5:30–6:30pm—Junior Tennis Academy, ages 11–13
- 6:30–7:30pm—Junior Tennis Academy, ages 8–10

Friday

September 3rd, 10th, 17th, and 24th

- 4:30–5:30pm—Junior Tennis Academy, ages 5–7
- 5:30–6:30pm—Junior Tennis Academy, ages 8–10
- 6:30–7:30pm—Junior Tennis Academy, ages 11–13

Saturday

September 4th, 11th, 18th, and 25th

- 9–10am—Junior Tennis Academy, ages 11–13
- 10–11am—Junior Tennis Academy, ages 8–10
- 11am–12pm—Junior Tennis Academy, ages 5–7

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.

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.

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.



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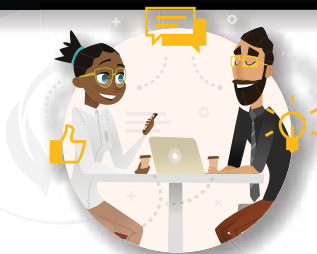
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