



RIVERSTONE®



RIVERSTONE



Welcome
PACKET



Zeena Ashraf



Feiyu Liu



Zeming Liu



Jay Parek



Alpana Patel



Welcome to RIVERSTONE®

On behalf of the Riverstone Homeowners Association, the Riverstone HOA Staff extends a special welcome to you! This summary of information has been designed to provide you with a quick overview of the Association's operations and general services. You will also find a page for Quick Reference Numbers for community services.

Riverstone HOA Board of Directors:

Zeena Ashraf, Paul Glass, Zeming Liu, Jay Parekh, and Adi Talwar

ALL ABOUT RIVERSTONE HOA

What does the HOA do?

Your Board of Directors has elected to have a dedicated on-site management team to handle the daily administrative affairs of the HOA. Located at 18353 University Blvd, we serve as the central office for the members and records of the Association. We also provide financial service inquiries, inspect the community for deed restriction violations, log all architectural review applications for committee review and approval, and administer all inquiries, complaints, and/or concerns of Association members. The dedicated Riverstone team has been formed to ensure the proper maintenance and upkeep of Riverstone and ultimately protect your property values. We also serve as the liaison between the Board of Directors and all contractors serving the HOA.

Riverstone is located in Fort Bend County and is governed by recorded restrictions that are available for public view on our website. These restrictions provide for use limitations and determination and collection of annual Assessment Fees. The restrictions also outline the duties and responsibilities of the Association, as well as each Owner. Services currently provided through your Association annual Assessment Fees are street lights; general liability insurance (and related insurance as required for physical properties); administration; recreation centers and landscape maintenance; lake maintenance; deed restriction enforcement; utility costs relating to the recreation centers and landscape irrigation; maintenance and repair of all physical assets; and provision for appropriate reserves for the long-term repair and/or replacement of such assets.

MEET OUR AWESOME STAFF

HOW DO I CONTACT RIVERSTONE HOA?

The HOA Office is located at

The CLUB *at* RIVERSTONE

Please feel free to stop by any time during business hours.

Monday–Friday: 9:00am–5:00pm

Our location and mailing address is:

18353 University Blvd

Sugar Land, Texas 77479

281.778.2222

Mr. Jaime Villegas,
CMCA, AMS, PCAM
General Manager
JaimeV@Riverstone.com

Customer Care Team
customercare@Riverstone.com

Ryan Evans
*Community Relations and
Recreation Director*
RyanE@Riverstone.com

Damien Pennington
*Community Relations and
Recreation Supervisor*
DamienP@Riverstone.com

Leyla Mottu
Community Relations Coordinator
LeylaM@Riverstone.com

Renda Summers
Front Desk Administrator
RendaS@Riverstone.com

Operations Team
Operations@Riverstone.com

Julie Koeppen
Operations Manager
JulieK@Riverstone.com

Randi DeLoach
Operations Supervisor
RandiM@Riverstone.com

Ivan Garza
Gated Neighborhood Tech
Ivang@Riverstone.com

Jose Zelaya
Maintenance Technician
JoseZ@Riverstone.com

Finance Team
Finance@Riverstone.com

Felecia Alexander
Finance and Human Resource Director
FeleciaA@Riverstone.com

Mariona Rohelia
Finance Assistant
MarionaC@Riverstone.com

Sunil Patel
Staff Accountant
SunilP@Riverstone.com

Compliance Team
Compliance@Riverstone.com

Sean Parker
Compliance Manager
SeanP@Riverstone.com

Erica Aguirre
Compliance Admin. Assistant
EricaA@Riverstone.com

Elisa Maldonado
Compliance Coordinator
ElisaM@Riverstone.com

Melissa Zavala-Arocha
Compliance Coordinator
MelissaZ@Riverstone.com

Aby David
Compliance Coordinator
AbyD@Riverstone.com

Lifestyle Team
Solomon Delaney
Director of Fun
SolomonD@Riverstone.com

Barbara Mendoza
Assistant Director of Fun
BarbaraM@Riverstone.com

DEAR RESIDENT

WELCOME TO RIVERSTONE!

On behalf of the Riverstone Homeowners Association, I would like to extend a warm and heartfelt welcome to all of our residents—both new and returning! As your General Manager, I am excited to work with you and help preserve the beauty, integrity, and sense of community that makes Riverstone such a special place to live.

Riverstone is proudly managed by a dedicated on-site team of professionals who are committed to maintaining the highest standards of service and ensuring that our neighborhood remains a welcoming, vibrant, and well-kept environment for all residents.

As a valued member of our community, you play an essential role in our shared success. Together, we can uphold the values that make Riverstone a wonderful place to call home. Should you have any questions, concerns, or requests, please don't hesitate to reach out—I am here to assist you in any way I can.

To further familiarize yourself with the Riverstone community, I encourage you to attend our upcoming HOA meetings and events. These are great opportunities to meet neighbors, stay informed on community matters, and get involved in making Riverstone an even better place to live.

Don't miss out on the fun! Stay updated by visiting the Riverstone App and signing up for the Resident email lists to receive community updates. To be added to the distribution list, please email customercare@riverstone.com with your full name, home address, and email address.

Riverstone is truly a special place to live, and it is my goal to ensure that all residents enjoy a welcoming, and well-maintained environment. Whether you've just moved in or have been here for some time, I encourage you to take full advantage of the wonderful amenities and services our community offers.

Our community offers exciting amenities such as:

- Family Friendly Pools, A Waterpark & Splash Pad
- State-of-the-Art Fitness Center
- Clubhouse & Event Pavillion
- Ballroom Room with Catering Kitchen
- Event Lawn & Playgrounds
- A Butterfly Garden
- Parks & Scenic Trails
- Tennis Courts and The Racket Club

Once again, welcome to Riverstone! I look forward to working with you and ensuring that our community continues to be a wonderful place for all. Please do not hesitate to reach out if there's anything I can do for you.

Warm regards,



Jaime Villegas
CMCA, AMS, PCAM
General Manager

LIFE IS FUN IN RIVERSTONE

Riverstone residents enjoy a wealth of amenities in the Texas master-planned community, with something fun to do just around the corner. Resort-style pools, neighborhood parks and playgrounds, miles of walking trails, tennis, catch-and-release fishing, and The Club at Riverstone—Riverstone’s list of amenities continues to grow, with more than 200 acres of lakes and another 500 acres dedicated to open spaces and recreation.



Our Lifestyle Team

Solomon Delaney

Director of Fun
Directoroffun

@Riverstone.com



Barbara Mendoza

Assistant Lifestyle Director
BarbaraM

@Riverstone.com



RESIDENT LIFE

Keeping Riverstone residents busy is a community lifestyle director who plans events throughout the year, including on-site family festivals and outings to popular destinations in the surrounding area. Riverstone provides quality living and a full calendar of activities for the whole family to enjoy. From pool parties to movie nights, our Lifestyle Team plans ample opportunities to meet your neighbors and foster friendships for years to come!

In addition to planning events and outings for residents, the Riverstone Lifestyle Team also manages the Club at Riverstone rentals. The Club at Riverstone has one ballroom to rent, which can be reserved by our Riverstone residents only. All rentals will have access to a variety of tables and chairs.

For more information, please contact our Assistant Lifestyle Director, Barbara Mendoza, at the email address below or by calling the Riverstone HOA office at 281.778.2222.



Community Video

Get ready for a sneak peek at the beautiful community of Riverstone. Follow this link to view our community Video: <https://youtu.be/kNsSCZXix2s>

THE STORY OF RIVERSTONE

THE AREA

Riverstone homes take root in Sugar Land, a short drive down the road from Missouri City and Houston. When you make the move to Fort Bend County, you'll have endless opportunities to embrace all that this enviable area has to offer. As a thriving area of Houston, the nation's fourth-largest city, Fort Bend County is ideal for those who want to be near both work and play. It's been consistently ranked among the top counties in the nation and provides its residents with a superior lifestyle at one of the most affordable costs of living in the Houston area.



LIVE, WORK, AND PLAY IN FORT BEND COUNTY

Did you know Fort Bend has one of the lowest costs of living indexes in the United States? Or that a number of Fortune 500 companies and small businesses are taking advantage of the county's pro-business environment, fiscal strength, and low unemployment? Take a look at a few of the reasons why people across the country are looking to Fort Bend County for their new home.

- Sugar Land recognized as No. 11 in the state as the best place to raise a family. *Best Places to Raise Your Family—Niche.com, 2021*
- Fort Bend County ranks No. 8 as Most Diverse Suburb in Texas *Niche.com, 2021*
- Missouri City ranks No. 16 among "America's 50 Best Cities to Live" list *24/7 Wall St.*
- Texas is ranked 15th lowest cost of living in the United States *Council for Community and Economic Research, 2021*
- Highest percent of college graduates in Houston MSA *U.S. Census, 2020*

The county has been named one of the safest communities in America, with four of the nation's top 20 master-planned communities, and is the regional leader in household income.

The roots of Riverstone lie deep in the heart of Texas! Please follow this link to see a video on the history of our award-winning community.

<https://www.riverstone.com/Residents-Video>



STAY CONNECTED IN YOUR COMMUNITY

RESIDENT ID AND GUEST ACCESS CARDS

How can I get Access to all these Awesome Amenities?

Riverstone boasts an impressive array of amenities for its residents, including 3 pools, 10 tennis courts, a Racquet Club, a fitness center, a yoga room, a dog park, and numerous parks and trails. These facilities are exclusive to Residents and their guests, and access requires a Resident Amenity Card or Guest Card.

To obtain these cards, residents should visit the Riverstone Office during business hours. New residents must complete the Amenity Access Card Form, which can be found on the Riverstone website. To expedite the process, newly registered residents are encouraged to email the completed form to CustomerCare@Riverstone.com or bring it to The Club at Riverstone Office. For further inquiries on obtaining cards, residents can reach out at Customercare@Riverstone.com.

Important entry requirements include presenting a Resident Amenity Card for each member aged 14 and older at the Pools, Fitness Center, racquet Club, and Tennis Courts. Children aged 5 to 13 need a Child Card, while those under 5 can enter with a parent or guardian aged 17 or older. Guests must present a Resident's Guest Card when accompanied by a resident, and cards cannot be used alone. The first card is free, while replacements cost \$15 each. New residents must provide ID and proof of residency.

For homeowners needing Amenity Cards, please email the following items:

1. Completed amenity card form (found at www.riverstone.com)
2. Deed or closing disclosure
3. Headshot pictures of each resident over age 5, labeled with their name and date of birth
4. Proof of identification (like a state ID, driver's license, or passport) for residents over 18
5. Additional proof of residency for any adult not listed on the deed, such as a utility bill or insurance statement, showing the resident's name and address.

Each account receives up to 3 adult amenity cards at no charge; subsequent cards are \$15 each. If an amenity card is lost, replacements can be requested for \$15 each. To obtain a replacement, complete the credit card form found on the website (www.riverstone.com) and email it alongside your home address and a headshot picture labeled with your name and date of birth. Printed Amenity Cards can be picked up via no-contact at the office or mailed directly to your home.



Follow this link to view the Amenity Card Access Form:

https://www.riverstone.com/uploads/files/Resource_Center/Amenity_Card_Form_2020_-_Fillable2.pdf

STAY CONNECTED IN YOUR COMMUNITY

Got questions? Concerns? Or maybe you just want to chat about the community? Don't worry, our fantastic customer care team is just a message away! Whether you're seeking assistance, have a quick inquiry, or want to share your thoughts, we're here to make your experience at Riverstone delightful. Our team is not just knowledgeable; they're friendly, approachable, and ready to lend a helping hand with a smile. Don't hesitate to reach out—we love hearing from you and are excited to help you with anything you need. Let's make your journey with us a memorable one!

Customer Care Team

Ryan Evans
*Community Relations and
Recreation Director*
RyanE@Riverstone.com



Damien Pennington
*Community Relations and
Recreation Supervisor*
DamienP@Riverstone.com



Leyla Mottu
*Community Relations
Coordinator*
LeylaM@Riverstone.com



Renda Summers
Front Desk Administrator
RendaS@Riverstone.com



SERVICES THE HOA CAN PROVIDE REMOTELY

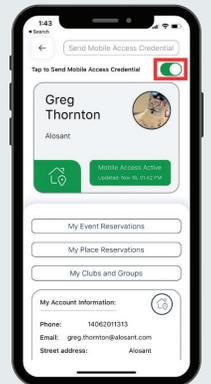
We are pleased to say that nearly all of the services the HOA provides are available remotely. Contact us via email or phone with any questions or concerns. We are here to help! Residents can always email us for any of the following:

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

OUR GOAL IS TO KEEP YOU CONNECTED

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.Riverstone.com, is where you can 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 put in service requests directly 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".



THE CLUB AT RIVERSTONE AMENITIES

RIVERSTONE'S FITNESS CENTER

The Riverstone Fitness Center is located next to the Club at Riverstone office at 18353 University Blvd. It offers residents a wide variety of equipment for cardiovascular, strength and flexibility training as well as personal training and fitness classes. The Fitness Center is restricted to adult Residents and their guests. Children ages 12–13 are permitted only if supervised in a youth program, with a personal trainer, or with an adult who is giving direct supervision. Children under age 12 are not permitted in the Fitness Center at any time. Check out the Riverstone App for class times and events! You can also contact Lindsay Marsh, our full-time Fitness Director, at FitnessDirector@riverstone.com.

Riverstone Fitness Center Hours

Monday–Thursday: 5:00am–9:00pm

Friday: 5:00am–8:00pm

Saturday: 8:00am–5:00pm

Sunday: 10:00am–5:00pm

RIVERSTONE'S TENNIS COURTS

Riverstone has 10 tennis courts spread through 2 locations: The Club at Riverstone has eight courts; two of which can also be used for pickleball. The Riverstone Recreation Center offers two tennis courts. You can reserve a court or find more information about the many tennis camps, and private lessons on the Riverstone App. For more information, you can contact Riverstone's full-time Tennis Professional, Giorgio Botto, at TennisPro@riverstone.com.

The Club at Riverstone Court Hours

7:00am–10:30pm

Riverstone Blvd. Court Hours

7:00am–10:30pm

RIVERSTONE RACQUET CLUB

The Riverstone Racquet Club represents a significant milestone for the Riverstone community, offering residents a range of options and benefits that are unmatched by most community associations.

This Racquet Club serves as a community gathering place and retail hub for Riverstone residents. In addition to offering a selection of curated merchandise and sports essentials, the club provides member-focused amenities, such as equipment rentals and social events. It is a popular meeting spot for tennis players, pickleball enthusiasts, and non-players alike!

Racquet Club Hours

Monday–Sunday: 8am–12pm | 4pm–8pm

RIVERSTONE PARKS AND TRAILS

The Riverstone community is known for its beautiful parks, offering residents a perfect blend of nature and recreation, ideal for relaxation and family activities.

Avalon Central Park

Located at Mcalister Falls Drive, Sugar Land, Tx 77479

Big Adventure Park

Located at 18353 University Boulevard, Sugar Land, TX 77479

Bristol Path Park

Located at 6114 Bristol Path Ln, Sugar Land, TX 77479

Creekstone Village Recreation Center Park

Located at 5438 Creekstone Village Dr, Sugar Land, TX 77479

Milwood Neighborhood Park

Located at Montcliff Bend Ln, Sugar Land, TX 77479

Mistyleaf Park

Located at 6745 Mistyleaf Ln, Sugarland, TX 77479

Riverstone Boulevard Recreation Center Park

Located at 4515 Riverstone Blvd, Missouri City, TX 77459

Riverstone Wetlands Park

Located at 4840 LJ Pkwy, Sugar Land, TX 77479

Shadow Mist Park

Located at N Shadow Mist Ln, Sugar Land, TX 77479

Vintage Trail Park

Located at 4227 LJ Pkwy, Sugar Land, TX 77479

To reserve a pavilion for your event at select Riverstone Parks, please visit <https://www.faucilitron.com/rha77479> or contact Barbara Mendoza at Barbaram@riverstone.com for further information.

Bark Park

Keeping Riverstone's four-legged residents happy is a 3.5-acre bark park with two leash-free zones, canine obstacle course equipment, a dog wash station, and shade structures.

Located at 5438 Creekstone Village Dr, Sugar Land, TX 77479

Community Fishing Pier

Anglers can cast a line at the fishing pier found at the Riverstone Boulevard Recreation Center.

Located at 4515 Riverstone Blvd, Missouri City, TX 77459

THE CLUB AT RIVERSTONE AMENITIES

RIVERSTONE'S POOLS

Did you know Riverstone has 3 different pools? Our amazingly fun Waterpark is located next to the Club at Riverstone.

The Riverstone Blvd Rec. Center Pool is beautiful with several rock features and a fun mushroom waterfall. The Creekstone Village Pool has a great kid-friendly play element with fountains and its own water slide. All residents need their Amenity Cards to access the pools. Adult residents may bring up to five guests per household per visit provided they have a valid amenity guest card. Children under the age of 14 must be accompanied by a parent or guardian over the age of 18.

In an effort to maintain healthy and safe aquatics facilities, only proper swim attire manufactured specifically for swimming may be worn in Riverstone pools. Additional Pool Rules, Pool Hours, and information on special Pool Events may be found at each of the pool locations, online at www.Riverstone.com, or on the Riverstone App.

POOL PARTIES

So You Wanna Have a Party?!?

To book a pool party at a Riverstone pool, residents should reference the Annual Pool Guide and/or visit Riverstone HOA's online facility request and rental system, Facilitron.

Pool Party Information—Parties are currently permitted at any of our three pools. Parties should be booked at least 14 business days in advance and are subject to approval by both the pool management company and HOA.

Riverstone Blvd. Rec. Center

4515 Riverstone Blvd.
Missouri City, TX 77459



Creekstone Village Rec. Center

5438 Creekstone Village Drive
Sugar Land, TX 77479



Riverstone Waterpark

18353 University Blvd.
Sugar Land, TX 77479



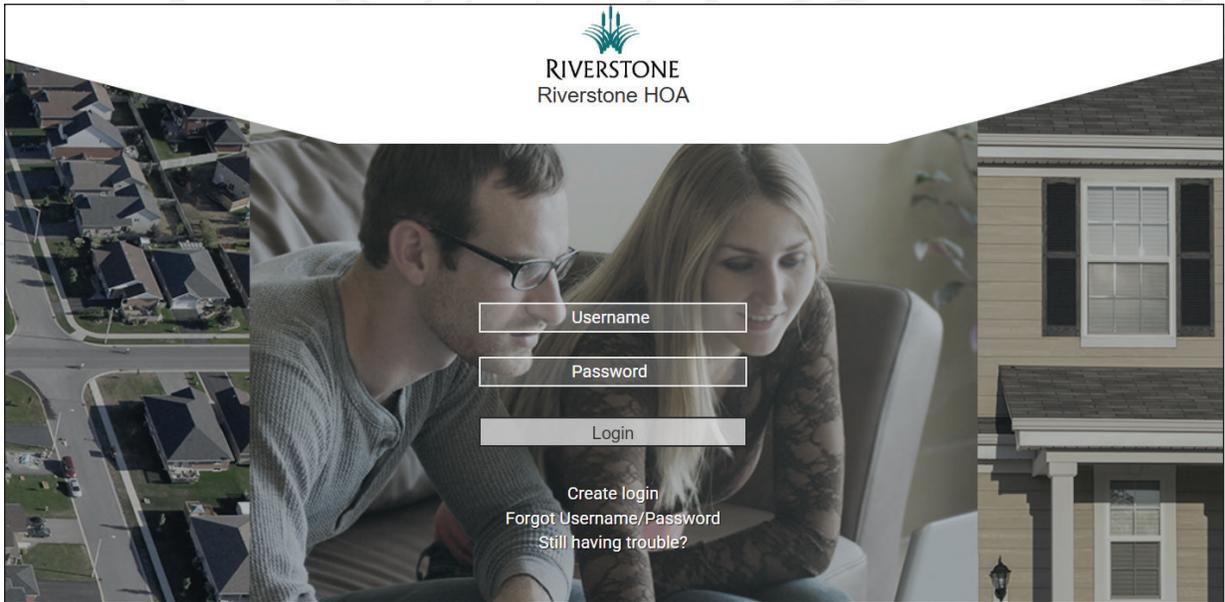
Splash Lagoon

Just beyond The Waterpark at Riverstone is Splash Lagoon, where giant flowers, a colorful spider, and other elements spray water to the children playing below.



For current pool party pricing, availability, rules, and guidelines, please visit <https://www.facilitron.com/rha77479>

REGISTER FOR THE NEW RESIDENT PORTAL



RIVERSTONE HOA MAIN WEBSITE

Visit www.Riverstone.com and select **New Resident Portal**.

CREATE A NEW LOGIN

At the Portal login screen, select **Create Login**.

REGISTRATION SCREEN

1. Enter your **Account Number**.
2. Enter the **Email Address** that is associated with your account.
3. Select **Submit Registration**.

4. After clicking **Submit Registration**, if the email is not on file with Riverstone HOA, you will be prompted to enter the **Unit Address** that is associated with your account. The unit address must match what is in the system.
5. If there is more than one Owner, a drop-down menu will appear, allowing you to select the appropriate person.
6. Select **Submit Registration**.

Once you have selected Submit Registration:

1. Verify that you received the message, "You will receive an email containing a link to create your log in and password shortly."
2. Go to your email inbox for the email address you provided and locate the email sent to you with the subject "New Account Registration."
3. Click on the link provided.

CREATE LOGIN CREDENTIALS

1. Enter a **Username** of your choice. (Usernames must be at least six (6) characters.)
2. Enter a **Password** of your choice. (Passwords must be at least eight (8) characters and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number.)
3. **Confirm Password**.
4. Select **Submit**
5. If your username is already in use, you will be required to select another username until you enter one that is available.

Once you have selected Create Account, you will receive "Registration Success!"

1. Enter your: **Username**
2. Enter your: **Password**
3. Click **Login**

You have successfully created a new account!

RIVERSTONE FINANCE DEPARTMENT

Our fabulous finance team is ready and excited to assist you with any questions or inquiries you might have. Whether it's about budgeting, expenses, or financial strategies, we're all ears!

Got a burning question? Don't hesitate to reach out! We're here not just to crunch numbers, but to ensure you have a smooth and enjoyable experience at Riverstone.

Finance Team

Felecia Alexander
Finance and Human
Resource Director
FeleciaA@Riverstone.com



Mariona Rohelia
Finance Assistant
MarionaC@Riverstone.com



Sunil Patel
Staff Accountant
SunilP@Riverstone.com



ANNUAL ASSESSMENT INFORMATION

The annual Riverstone HOA assessments were mailed to owners in mid-November. You can also view your account and assessment information on our Resident Account Portal at www.riverstone.com. Assessment payments are due on January 1st and are considered delinquent after January 31st. A brochure detailing payment options and instructions is included with your statement, and additional information is available at www.Riverstone.com. Please note that payments are posted to your account on the date received, not the postmarked date. To avoid payment plan fees, late fees, or interest, please ensure that your assessments are paid on time. If you have any questions, please email finance@riverstone.com.

Assessment FAQs

Do I need to create an account to pay online?

Yes, you must be logged in to our Resident Account Portal to make an online payment.

Is there a fee to pay online?

It depends. There is no fee for paying by eCheck. However, if you choose to pay by credit card, there will be a 3% convenience fee. If paying by debit card, there is a fee of \$5.00.

Can I mail a check?

Yes, checks should be made payable to and mailed to:

*Riverstone Homeowners Association Inc.
PO Box 94104
Las Vegas, NV 89193-4104*

Where do I find my Management Co ID, Association ID, and User Account Number?

The Management Co ID is 7214. The Association ID is R100. Your User Account Number is a 10-digit number starting with 1004, located in the top right box on your statement.

Coupon Document Example

John Smith	Account Number 12345	Start Date Jan 1, 2018	Amount Due \$199.99
Please make check payable to: HOMEOWNERS ASSOCIATION NAME		Plan Due After Jan 15, 2018	
Please make check payable to your Association and be sure to use the return envelopes provided.		Homeowners Association c/o Management Company Processing Center P.O. Box 90000 Las Vegas, NV 89110	
0000	000H0A	00000000000012345	SMITH0000000 19999 7
Association ID (2)		Unit Account Number (3)	
Management Company ID (1)			

Are there payment plan options?

Absolutely! Residents can choose a 3-to-6-month payment plan without accruing interest charges or late fees. Please note that there is a \$20 per month administrative and processing fee. For more information, please contact finance@riverstone.com.

RIVERSTONE OPERATIONS DEPARTMENT

At Riverstone, the Operations Department is essential for the smooth running of our community. Our team manages daily activities, oversees maintenance projects, and addresses resident concerns, all to enhance quality of life.

If you have questions or concerns, please reach out to us at operations@riverstone.com. We're here to help ensure Riverstone remains a welcoming community.

Operations Team

Julie Koeppen
Operations Manager
JulieK@Riverstone.com



Randi DeLoach
Operations Supervisor
RandiM@Riverstone.com



Ivan Garza
Gated Neighborhood Tech
Ivang@Riverstone.com



Jose Zelaya
Maintenance Technician
JoseZ@Riverstone.com



REPORT ITEMS AROUND YOU THAT ARE IN NEED OF ATTENTION.

EX: Down signage, overgrown vegetation, trees down, abandoned material, power washing, and streetlights.

Simply allow LUKE to use your location services, describe the problem, and hit submit. Include a photo if you like. We like those. And then relax. We will engage the appropriate entity to help resolve your item. For further information please visit the link



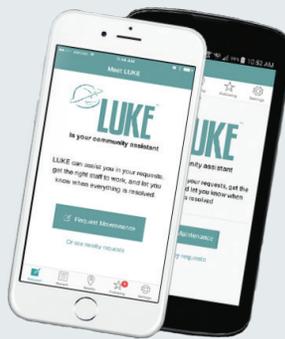
<https://www.getluke311.com/>

For the website, use this link:

<https://luke.ljaengineering.com/requests>

The Public LUKE App and Website

The LUKE app provides an easy way to report, follow, and receive information on your submitted item.



LUKE uses your phone's location to mark an item easily, or you can navigate the friendly map to mark the spot without your location services.

Describe the issue and include photographs if you can (we like

photographs—they help.) Then submit it and let LUKE help resolve your issue.

LUKE also offers a public website to report, follow and receive information about your item. Do everything that you can with the app in your web browser.



RESIDENT COMMITTEES



HOW CAN I GET INVOLVED?

The Riverstone Board of Directors has established several Resident Committees to assist the HOA staff. Visit us at the HOA office, or email us at Customercare@Riverstone.com, for more information about the many opportunities to become more involved in the community!

Finance Committee

The Finance Committee collaborates with the HOA Staff and Board to review both short-term and long-term investments in Riverstone HOA funds, evaluate the HOA Annual Operating Budget, assess capital requirements, conduct reserve studies, and analyze insurance coverage.

Foundation Committee

The Foundation Committee works alongside the HOA Staff and Board to evaluate grant applications and select projects and programs that best reflect the needs and interests of the community. Foundation fees are primarily allocated to fund community events, health and wellness initiatives, technology, education, environmental projects, and enhancements to the community's infrastructure.

Gated Neighborhood Committees

The Gated Neighborhood Committees are responsible for recommending service levels and providing input on reserve projects specific to their respective neighborhoods, which includes areas such as gate operations, landscaping, and camera systems. They also contribute to decisions regarding annual Gated Neighborhood Assessment levels and annual budgets.

Landscape Committee

Members of the Landscape Committee assist in identifying and recommending landscaping-related projects as needed. They coordinate initiatives such as the Yard of the Month and the Annual Holiday Decorating Contest, and they collaborate with HOA staff to pinpoint areas that may not reflect the community's pride, working together to brainstorm and implement ideas that encourage pride in the community.

Modification Sub-Committee

The Modification Sub-Committee is responsible for reviewing modification applications submitted by members of the Association in accordance with the Association's dedicatory instruments. This committee may also perform additional functions as directed by the Board.



Follow this link to view the Committee's Volunteer Application Form:
https://www.riverstone.com/uploads/files/Resource_Center/Committees/All_Committees_Volunteer_Application.pdf

THE RIVERSTONE FOUNDATION



“One of the newest housing trends in the nation is the establishment of trusts and foundations to provide communities with unlimited opportunities for the future. Such foundations set their communities apart by going above and beyond the responsibilities and activities of traditional homeowners’ associations. They provide a higher level of services and resources to the community, residents and non-residents alike, in a manner that is less intrusive than the standard method of annual assessments.”

—Trey Reichert, Legacy Board Member

Each time a property in Riverstone transfers ownership, one-quarter percent (0.25%) of the gross selling price is collected in the form of a Foundation Payment. The collected funds are then used to supplement and complement the functions of the Riverstone Homeowners Association through the sponsorship of programs, activities, and events that are deemed beneficial to the general good and welfare of Riverstone.

Designed to create a profound sense of community and invest in the future of Riverstone, Foundation Payments help fund a wide variety of innovative projects and enriching programs that have an impact on the quality of life of Riverstone residents and, by extension, the community at large.

Additionally, 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.

An advisory committee, known as the Foundation Committee, serves to review grant applications and make recommendations to the Association’s Board of Directors in determining projects and programs believed to best reflect the needs and interests of the community. Projects include, but are not limited to:

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

Grant guidelines and applications are available on the Association’s website at www.Riverstone.com

GATED COMMUNITIES

HELPFUL TIPS

More than 2,500 homes in Riverstone are located in one of our 28 access-controlled (gated) neighborhoods. If you are one of them, we would like to share some helpful tips to understand your gates and access codes that are provided to you.

- Gates are utilized as limited access-control and do not replace security measures that residents should take in regards to protecting their property.
- When entering the neighborhood, drive close to the toll tag reader.
- Do not “bump” the gates to try to get them to open. This will damage the gates and prevent them from functioning properly.
- Do not enter through the exit gate, or exit through the entry gate. Again, this can impede the gate’s ability function properly.
- While there are sensors to prevent the gate from closing while vehicles are entering and exiting, please refrain from stopping within the gate’s range of motion. Doing so could cause damage to your vehicle and/or the gates.
- Gates will only open for one car at a time. Please do not follow a car entering or leaving the gate. This could cause the sensors to not read you correctly and could cause damage to your vehicle and/or the gates.
- Resident amenity cards can be used at the gate by waving your amenity card at the scanner located on the call box as well as to access pedestrian gates. Your Riverstone App has the same amenity card access by shaking your phone while on the app near the card reader.

If you live in The Manors, please call FirstService Residential at 713.932.1122 for specific gate information.

ACCESS CODE

Your access code is the 4-digit number that you provided on our form and submitted to at our HOA office. When this code is entered at the gate callbox, it will grant access to the community. Do not share your 4-digit code with others, for immediate family only.

If you live in the following sections: All Avalon sections minus Avalon 17/19, Crescent View, Hagerson, Hartford Landing, or Waters Cove you will need to press the # key first then your 4-digit code.

DIRECTORY CODE

Doorking Callboxes

When your guest(s) arrives at your gate, they will need to search for you name in the callbox using the A or Z button, once on the you have found the name you press the CALL button. That directory code will then dial the phone number you provided; you will then press 9 on your phone and the gate will open.

LiftMaster Callbox

When your guest(s) arrives at your gate they will need to press the Phone Call button on the touchscreen. Search for the resident you need to reach, dial the directory number and it will dial the phone number you provided; you will then press 9 on your phone and the gate will open.

AMENITY CARD/RIVERSTONE APP

All except the following neighborhoods can utilize their amenity card for entry gate and pedestrian gate access, Waters Cove and The Reserve. Please reach out Operations@riverstone.com for the pedestrian gate code.

EZ TAG ACCESS

Every gated community has the option to open the gate with your toll tag. If you do not have a toll tag you can purchase an ego tag for \$25.00 each.



Moving into a gated community? Fill out the form with your auto information and email it to us at Operations@riverstone.com to be granted access.

https://www.riverstone.com/uploads/files/Resource_Center/Forms/Gate-Entry_Code_Request_Sheet_2020.pdf

THE CLUB AT RIVERSTONE

The CLUB *at* RIVERSTONE

OFFICE HOURS OF OPERATION

Monday–Friday: 9:00am–5:00pm

Saturday: Closed

Sunday: Closed

FITNESS CENTER HOURS OF OPERATION

Monday–Friday: 5:00am–9:00pm

Saturday: 8:00am–5:00pm

Sunday: 10:00am–5:00pm

***Nutrition Services and
Personal Training: By Appointment***

The Club at Riverstone is the hub of information as it relates to community offerings and events. It is where the HOA Management Team can be found and where you will visit for amenity cards. Please feel free to stop by any time during operating hours. Our location and mailing address is:

18353 University Boulevard, Sugar Land, Texas 77479

The facility will be closed on the following days:

- ***New Year's Day***
- ***Good Friday***
- ***Easter Sunday***
- ***Memorial Day***
- ***Independence Day***
- ***Labor Day***
- ***Thanksgiving Day***
- ***Day after Thanksgiving***
- ***Christmas Eve***
- ***Christmas Day***
- ***Inclement Weather***

We will make every attempt to remain open during times of inclement weather; however, the facilities will be closed if the conditions are determined to be a threat to the residents and staff.

Maintenance Days

To achieve the highest standards for the facility, there will be times when certain areas of the facility will be shut down for improvements, cleaning, and preventative maintenance. Resident understanding and patience is appreciated as efforts are made to improve and maintain the cleanliness and aesthetics of the facility. Whenever possible, maintenance days will be planned in advance and residents will be notified.



RIVERSTONE COMPLIANCE DEPARTMENT

Compliance Team

Sean Parker
Compliance Manager
SeanP@Riverstone.com



Erica Aguirre
Compliance Admin. Assistant
EricaA@Riverstone.com



Elisa Maldonado
Compliance Coordinator
ElisaM@Riverstone.com



Melissa Zavala-Arocha
Compliance Coordinator
MelissaZ@Riverstone.com



Aby David
Compliance Coordinator
AbyD@Riverstone.com



The Riverstone HOA Compliance Team oversees deed restriction enforcement for the community to maintain a high quality of life and consistent neighborhood appearance. Owners and tenants must abide by these restrictions, and owners remain responsible for their tenants' actions. Routine community inspections are conducted to identify violations. Enforcement procedures are outlined by the Board of Directors, with a focus on enhancing quality of life and protecting property values. The Compliance Team is available to assist homeowners with questions about deed restrictions, modifications, or compliance issues. For inquiries, please email the Compliance Team at Compliance@riverstone.com.

MODIFICATION PROCESS

IMPORTANT! Prior to making any change to the exterior of your home, each Owner must submit an application for architectural review, which shall include drawings, specifications, description of materials to be used, and a lot survey which is marked to indicate the location of such proposed improvements. Any and all exterior improvements require architectural approval, including but not limited to exterior paint, swimming pool, basketball goal, storage building, playground equipment, sprinkler system, landscape renovation, etc.

This information will first be logged in the Association records and forwarded to the Modification Sub-Committee for appropriate review. Modification submittals are reviewed by the Architectural Review Committee on the first Wednesday of each month. For an application to be reviewed, the completed application and required supporting documents must be turned in to the Riverstone HOA office on or before the Thursday before 5:00pm prior to the scheduled meeting. The Committee then has forty-five (45) days to complete the review and provide a written response to the applicant.

NO IMPROVEMENTS AND/OR MODIFICATIONS ARE APPROVED, NOR SHALL ANY WORK COMMENCE, PRIOR TO RECEIPT OF SUCH WRITTEN APPROVAL.

To begin any improvement and/or modification prior to completion of the application process may result in an expense to you for the removal, reconstruction, and/or relocation of your improvement. Please contact the ARC Specialist at EricaA@riverstone.com for more information.



For more information on Riverstone deed restrictions, please visit the Riverstone Website or this link:

<https://www.riverstone.com/residents-compliance>

RESOURCE GUIDE

To assist you in getting settled into your new home, please use the information below as a guide in setting up your utilities/services in Riverstone.

EMERGENCY CONTACT INFORMATION

Note: If your home is in the city limits of Missouri City, you are protected by Missouri City Police and Fire. If your home is located in Fort Bend County, you are protected by the Fort Bend County Sheriff's Dept. and either Sugar Land Fire and EMS or the Missouri City Fire Department.

Emergency **Dial 911**

Fire Non-Emergency

Residents in the city limits of Missouri City 281.403.4300

Residents in Stonebrook or with
a Sugar Land address 281.275.2525

Police Non-Emergency

Residents in the city limits of Missouri City 281.403.8700

Fort Bend County Sheriff 281.342.6116

Fort Bend County Crime Stoppers 281.342.8477

Poison Control 800.7647661

Fort Bend County Office of Emergency Management . . . 281.342.6185

Fort Bend County Road & Bridge 281.342.4513

CABLE, INTERNETS & PHONE SERVICE

Comcast/Xfinity Cable & High-Speed Internet

<http://www.comcast.com/customer-home> 713.341.1000

Available In all Riverstone Neighborhoods

EnTouch

<http://www.entouch.net/> 281.225.1000

Available in most neighborhoods

Area Representative: Francisco Miranda 281.394.7299

fmiranda@entouchsystems.net

Kinetic by Windstream

www.windstream.com 832.808.6585

Available in Alden Springs, Avalon at Riverstone,
Crossing Cove, Marble Bend, Olive Hill, and The Crossing.

Frontier

<https://go.frontier.com/availability/tx/sugar-land> 877.206.9587

Available for Sugar Land residents

DRIVER'S LICENSE & VEHICLE REGISTRATION

Texas Department of Public Safety

www.dps.texas.gov 281.633.5400

Fort Bend County Tax Assessor Office (Vehicle Registration)

1317 Eugene Heimann Circle, Richmond, TX 77469 . . . 281.341.3710

ELECTRICITY

Electric provider of your choice. Call your electric service provider of choice if you already have a meter. If you do not have a meter, call CenterPoint Energy at 713.207.2222 to request one. Wait two business days, then call your provider.

Call toll free 1.866.PWR.4.TEX (1.866.797.4839) or visit www.powertochoose.com for a current list of retail electric providers for the area.

STREETLIGHTS OUT IN THE COMMUNITY

Street Lights That Have a Six-Digit Code

CenterPoint Energy

www.centerpointenergy.com/outage 713.207.2222

*Please have the pole number available

Street Lights That Have a Two or Three-Digit Code

Riverstone HOA 281.778.2222

*Please have the pole number available

LEEVE IMPROVEMENT DISTRICT (LID) & MUNICIPAL UTILITY DISTRICT (MUD)

The Riverstone MUDs are comprised of the following districts:

- Fort Bend County Municipal Utility District 115
- Fort Bend County Municipal Utility District 128
- Fort Bend County Municipal Utility District 129
- Fort Bend County Municipal Utility District 149

The Riverstone LIDs are comprised of the following districts:

- Fort Bend County Levee Improvement District 15
- Fort Bend County Levee Improvement District 19

www.RiverstoneLIDs.Com

RESOURCE GUIDE

MAIL ACTIVATION/MAIL KEYS

To set up your mail service, take your closing papers and driver's license with you to the applicable post office listed below:

All residents with a Missouri City address (77459)

3701 Glenn Lakes Lane
(not a full-service post office) 281.208.1832
1902 Texas Pkwy (full-service post office) 281.208.0838

All residents with a Sugar Land address (77479)

First Colony Post Office
3130 Grants Lake Blvd (full-service post office). 281.494.4150

NATURAL GAS, WATER & SEWER

NATURAL GAS

All Residents except for The Manors:

Si Energy 281.778.6250
Call for service activation and billing.

Residents in The Manors:

CenterPoint Energy 713.659.2111
Call for service activation and billing.

WATER & SEWER (all residents)

Si Environmental 832.490.1600
Call for service activation & billing.
For 24/7 Emergency Repair 832.490.1601

RECYCLING & TRASH

To set up trash and recycling services, contact **Best Trash**.

Best Trash

Pick-up days: Tuesdays and Fridays. 281.313.2378

GFL Environmental

Residents with a Missouri City address
Pickup days: Monday and Thursday 281.403.5800

Fort Bend County Recycling Center

Local Recycling Center for all residents 281.633.7581

RESIDENTIAL ALARM PERMIT

Missouri City residents

City of Missouri City 281.403.8643
www.missouricitytx.gov

Residents with a Sugar Land address

Fort Bend County 281.341.4610
www.fortbendcountytx.gov
*ask for the Alarm Permit Unit

VOTER REGISTRATION & ELECTION INFORMATION

Visit www.fortbendcountytx.gov for more information.
Once on the site, hover over the "Government" tab and select "Elections/Voter Registration".

Fort Bend County—Elections Administration

Vote@fortbendcountytx.gov 281.341.8670