



RIVERSTONE

Welcome!

NEW RESIDENT INFORMATION

Riverstone Homeowners Association
Resident Life & Amenities
Staying Connected & Resident Committees
The Riverstone Foundation
Gated Communities
Good Standing & Deed Restrictions
Resource Guide



RIVERSTONE

WELCOME TO RIVERSTONE!

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

Riverstone HOA Board of Directors: Trey Reichert, Tom Wilcox, and Ning Kang.

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 day-to-day 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 as a means of assuring the proper maintenance and upkeep of Riverstone and to, 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 & 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.



Riverstone is 3,860 acres and is 4.5 miles wide east to west

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. Our location and mailing address is:

18353 University Blvd. • Sugar Land, Texas 77479
(281) 778-2222

Monday - Friday: 9:00 a.m. – 5:00 p.m.

Community Relations

customercare@Riverstone.com

Finance Department

finance@Riverstone.com

Operations Department

operations@Riverstone.com

Compliance Department

Compliance@Riverstone.com

RESIDENT LIFE & THE CLUB AT RIVERSTONE

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; fostering 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. In partnering with Facilitron, Riverstone HOA has launched custom facility use sites – allowing facility use requests to be submitted at any time. **You can view and request all facilities at:** <https://www.facilitron.com/rha77479>. Although the process of requesting/approval/management of facility use is now digital, what's implemented on Facilitron, remains the same as dictated by the Riverstone HOA Facility Rental Policy. **The Association's staff makes final decisions on all facility use requests.**

Facilitron will assist with the set-up of user accounts. Facilitron will also collect payment and proof of insurance (certificate of insurance). Payments can be submitted conveniently on Facilitron. **Payment options include major credit cards, checks, ACH/eCheck, and Paypal.** Proof of insurance (certificate of insurance) can also be conveniently uploaded into the system, and/or it can be obtained directly through Facilitron.

The Facilitron system is live for The Club at Riverstone – Live Oak Ballroom and park pavilions. **Moving forward, the only way to request use of the Association's facilities is by creating a Facilitron account and submitting a request online.** If you need any assistance setting up an account and/or in submitting a facility, use request, you can contact Facilitron directly at: support@facilitron.com, or by calling them at: 800-272-2962.

Our Lifestyle Team

Director of Fun
directoroffun@riverstone.com

Assistant Lifestyle Director
theclub@riverstone.com

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 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. <https://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."

RESIDENT ID AND GUEST ACCESS CARDS:

How can I get Access to all these Awesome Amenities?

Riverstone has 3 pools, 10 tennis courts, a fitness center and yoga room, a dog park, and TONS of parks and trails. All of these awesome amenities are only available to Residents and their guests. Resident Amenity Cards and Guest Cards are used to access to these facilities and can be obtained at the Riverstone Office during business hours. Contact us at Customercare@Riverstone.com to find out more on how to obtain your card(s).

A Resident Amenity Card must be presented by each member age 14 and older for entry to the Pools, Fitness Center, and Tennis Courts. A Child card must be presented by each resident's child age 5-13 years old. Children under 5 are not required to have a Child ID Card and are admitted with a parent/guardian over the age of 17. A Resident's Guest Card must be presented for guest entry with a Resident and cannot be used alone. Your first card is free, and replacement amenity ID cards are \$15 each. New residents must show ID and proof of residency.

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 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; one of which can also be used for pickleball. The Riverstone Recreation Center offers two tennis courts. Courts are first come, first served, unless a resident has a prior reservation. Tennis camps and private lessons are also available. You can reserve a court or find more information about the many tennis camps 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



There are 70 different subdivisions in Riverstone and more than 6,300 homes!

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 waterfall features. The Creekstone Village Pool has a great zero-entry with multiple fun 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.rshoa.org, or on the Riverstone App.

POOL PARTIES and SWIM LESSON INFORMATION

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 and are available both during pool hours and after hours. Parties should be booked at least 14 business days in advance and are subject to approval by both the pool management company and HOA. For current pricing, availability, rules, and guidelines, please visit <https://www.facilitron.com/rha77479>.

Swim Lesson Information - We believe learning to swim should be fun and is a necessary life skill. At this time, we are not offering swim lessons. However, there are several swim schools in the neighborhood or close that are offering all types of lessons.

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



Riverstone land was purchased in 1998 and the first homes were built in 2001.

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!

Hearing Advisory Committee – This committee is responsible for holding hearings for members of the Association to determine if fines or other penalties should be imposed for violations of the Association’s respective dedicatory instruments.

Landscape Committee - Residents serving on this committee assist in identifying landscaping related projects, as needed. They coordinate yard of the month and annual holiday decorating contest, as well as help HOA staff identify areas which may not accurately reflect the pride of this community.

Foundation Committee – The Foundation Committee serves as an advisory committee to the Association’s Board of Directors. The purpose of this committee is to review grant requests and make recommendations to the Board regarding sponsorship of programs, activities, and events which are deemed beneficial to the general good and welfare of Riverstone.

Architectural Review Committee- This Committee is responsible for reviewing modification applications for members of the Association in accordance with the Association’ respective dedicatory instruments.



Don't miss the Wetland Park located on LJ Parkway behind Kroger. It's 9 acres for fun and features rock skipping, grass paths, an acrylic root wall, submerged stone paths, and even a mud pie kitchen where young explorers can get their hands dirty!

It's open year-round and great for ALL ages.

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, HOA 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.rshoa.org



Riverstone has more than 200 acres of lakes and another 500 acres dedicated to open spaces and recreation

GATED COMMUNITIES

Personal Access Code

Your personal access code is the 4-digit number that you provided to our HOA office. **Do not share your 4-digit code with others.**

Linear Callbox: Press your 4-digit code using the keypad and the gate will grant you access.

(Linear Callbox Users Avalon 3, Avalon 4/5, Majestic Pointe, The Reserve, The Enclave, and The Island)

Doorking Callbox: Press the # key first then your 4-digit code and the gate will grant you access.

Directory Code

Linear Callbox: Guest scrolls through directory to find your name then will follow the instructions to dial the directory code attached to your name.

Doorking Callbox: The guest will need to use the A or Z button to scroll through the directory then us the CALL button once they find your name.

Both Callbox Users: Once you receive the call on the phone number you provided; you will then press 9 on your phone to allow your guest in.

Helpful Tips

We would like to share some helpful tips to understand your gates and access codes.

- Gates are access-control gates and do not replace security measures that residents should take to 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 be 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 swiping your amenity card at the scanner located on the call box as well as to access pedestrian gates.
- For the communities with key pad pedestrian gates please reach out to operations@riverstone.com for the code.

If you live in The Manors, please call FirstService Residential at (713) 932-1122.

THE RIVERSTONE COMPLIANCE DEPARTMENT

Wow, This Neighborhood Looks Pretty!

The Riverstone HOA Compliance Department oversees deed restriction enforcement for the community according to the governing documents for the Association. These restrictions are in place to help our residents maintain a high quality of life in neighborhoods that are consistent in appearance and quality, while allowing as much as possible, individual expression.

Every Owner (and/or his tenant) agreed to abide by the recorded deed restrictions at the purchase of the property. In the event a tenant resides on the property; the Owner remains responsible for any and all actions of their tenant. An inspection of the community is performed routinely for the benefit of noting any violations that are visible. The enforcement procedures for deed restriction violations are outlined through a policy adopted by the Board of Directors. The Association is committed to the enforcement of the deed restrictions for the benefit of enhancement of quality of life, as well as the protection of property values.

Our Compliance Team are onsite and available to assist homeowners in understanding the community's deed restriction guidelines and modification submittal procedures. Should you have any questions or concerns regarding deed restrictions/governing documents, modification issues, or compliance issues, please e-mail the Compliance Department at compliance@Riverstone.com.

ARCHITECTURAL REVIEW 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 Architectural Review Committee for appropriate review. Modification submittals are reviewed by the Architectural Review Committee the first Wednesday of each month. 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 us at ARCModification@Riverstone.com for more information.



Different Neighborhoods might have different Governing Documents and Restrictions.

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 in Riverstone.

Cable, Internet, and Phone Service

Please refer to the information below to see which companies serve your neighborhood.

Provider

Comcast

Cable & High-Speed Internet
(713) 341-1000

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

Neighborhoods

All Riverstone neighborhoods

enTouch

listed below
(281) 225-1000

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

Area Representative: Francisco Miranda

(281) 394-7299 fmiranda@entouchsystems.net

Most neighborhoods; with the exception of the neighborhoods

Kinetic by Windstream

832-808-6585

www.windstream.com

Alden Springs, Avalon at Riverstone, Crossing Cove,
Marble Bend, Olive Hill, The Crossing

Frontier

877-206-9587

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

Sugar Land residents

Driver's License

Texas Department of Public Safety

(281) 633-5400

www.dps.texas.gov

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.

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 Fort Bend County Sheriff's Dept. and either Sugar Land Fire and EMS or the Missouri City Fire Department.

Emergency – All residents

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

