

## Welcome to Windsor Hills

The Windsor Hills Homeowners Association (**WHHOA**) welcomes you to our active, adult (over 55) community. We have assembled this booklet to introduce you to Windsor Hills and The Woodlands. Included is information about the governance of areas, procure routine household services, and other useful facts to help make your move here as easy as possible. Club Windsor is the “nerve center” of the community. We urge you to familiarize yourself with its facilities. Our website [www.whhoa.com](http://www.whhoa.com) is an excellent resource for pertinent information about Windsor Hills and The Woodlands. If you do not own a computer, there is one available for your use in the library. The library also has binders of vendors personally recommended by homeowners for your perusal. A monthly newsletter is distributed to all homes at the beginning of each month.

This is a deed-restricted community controlled by the Correction Declaration of Covenants, Restrictions, Easements, Charges and Liens for the Woodlands Association of Neighborhoods. Subservient to this document is The Declaration of Covenants, Conditions, and Restrictions for the WHHOA (known as the CCR’s). Other governing documents include the By-laws of the WHHOA and the Residential Development Standards of the Community Associations of the Woodlands (2019), as modified by the WHHOA Board of Directors (BOD). These and all other governing documents may be reviewed at [www.whhoa.com](http://www.whhoa.com) or at the Clubhouse (Club Windsor). There is a nominal copying charge assessed for any copies made at Club Windsor.

Unlike the majority of Woodlands homeowners, Windsor Hills’ residents do not pay assessments to the various Community Associations of The Woodlands for their services. We pay monthly dues to WHHOA, which contracts for all the services provided to other Woodlands residents, plus many that are specific only to our community. The Board of Directors of WHHOA annually determines the monthly dues based on community needs, not on a percentage of your home’s assessed value. Dues as of October 2020 are \$180.00 per month. The dues are collected by LEAD Association Management, Inc. (LEAD), our contracted management company. Direct payment from your bank account is available and encouraged. The monies thus collected satisfy the maintenance services available to homeowners in Article V of the CCR’s of the WHHOA, as well as other necessary management expenditures. The annual budget, developed by the BOD, is presented to the homeowners at least 30 days before the onset of the new year. Our fiscal year is the calendar year. Attached is a list of the services provided by the Association for your monthly fee.

**Governance of Windsor Hills-** There is a seven member board of directors elected for 2-year terms. Elections are held in March with three/four members elected each year. There are no term limits. Only one member from each household may hold an office. There is one vote per household. Shortly after the election, the BOD chooses its officers: President, Vice President, Secretary and Treasurer. Board liaisons to various standing committees are also established; ad hoc committees are created as needed. Current board members are listed in the Homeowners Directory, which accompanies this booklet.

The BOD meets ten to twelve times yearly on a monthly basis at the Clubhouse. The meeting is open to all homeowners. All committees depend on homeowner volunteers to function. The Board member is simply a liaison and is the messenger to the BOD, reporting at the monthly meetings as needed. Each committee chooses its chairman. Committee functions are outlined in a document approved by the board.

A brief summation of the various committees follows:

Activities and Trips: Intended to have two divisions, one to help arrange on-site events and the other to plan trips and other off-site events.

Clubhouse and Grounds: Oversees the maintenance of the clubhouse, pool, and common areas of Club Windsor.

Communications: Produces and distributes the monthly Windsor Hills Newsletter, supervises the content on the website [www.whhoa.com](http://www.whhoa.com).

Landscape: Responsible for contracting with the companies that care for the homeowners' front lawns and the common areas of the community. It also oversees the maintenance and beautification of all natural areas. The services provided to each home are given in detail later in this booklet.

Firewise: To endorse and promote the Firewise national program that emphasizes community involvement for residents to work together to reduce the risk of wildland fire igniting homes while preserving our neighborhoods' appearance, increasing our property value, respectively maintaining and improving the appearance of the forested areas within our community and maintaining safety for all residents and assets.

Finance: Responsible for overseeing the budget and for researching expenses on suggested improvements at Club Windsor and around the neighborhood.

Neighborhood Standards: The governing documents require that all home improvements meet the standards specified in The Residential Standards of The Woodlands, as modified by our BOD. The overall appearance of the community must be maintained as outlined in that same document. This committee has been designated by the BOD to ensure that the standards of The Woodlands are met within Windsor Hills. Most changes to the exterior of one's home, and some interior changes must be approved by this committee before any work is commenced. A copy of The Standards is available on our website and at Club Windsor. A form, "Request for Home Improvement Approval," obtainable at [www.whhoa.com](http://www.whhoa.com) or at the Clubhouse, must be submitted to the Clubhouse describing the intended project. Once the Standards Committee has determined that all necessary information has been provided, they will review the request and standards to make a decision, which is required to render a decision within 31 days.

Please sign up at the Clubhouse if you wish to serve on any of these committees.

**LEAD Association Management, Inc.** (LEAD) is our current management company. Its duties are defined by our contract, which is renewable yearly. Contact information for LEAD can be found in the directories included with this document or is available at Club Windsor. All correspondence regarding dues should be directed to LEAD. If you have a problem with LEAD, contact a board member. There is a suggestion box in Club Windsor for correspondence directed to members of the BOD. It is checked regularly, and every attempt is made to respond promptly to the homeowner, so **please include your contact information.** Anonymous suggestions will be discarded.

**Club Windsor Rules and Regulations**, available at [www.whhoa.com](http://www.whhoa.com) or at the Club Windsor, details the use of the Clubhouse and pool. All residents are encouraged to attend an orientation, scheduled with Club Windsor staff, to obtain an ID key card, access badge and further information about the use of these facilities. Without an orientation, a resident may not receive an ID key card or access badge. ***You must wear your badge at all times when using these areas.*** The pool and spa are heated in early Spring and late Fall. The swimming pool, spa and fitness room are open Monday – Sunday 6 AM until 12 AM. Children may swim on Wednesday, Friday and Saturday from 1 PM until 5 PM and on holidays. Please note that there is no lifeguard on duty and swimming is at your own risk. Please refer to the Rules and Regulations for details about the use of these facilities by your guests. A \$3.00 daily fee is required for guests using Club Windsor.

**Residential Lawn service** includes grass cutting, trimming and pruning of shrubs, fertilization of front yards, mulching (as needed), and gutter cleaning. Service is provided only outside of the front fence line. The mowing schedule is posted at the Club Windsor and is performed about 40 weeks of the year. Trimming and pruning are done on a rotating, as needed basis. Fertilization is performed twice yearly. Gutter cleaning for the front of the houses is done once a year. Mulching is normally done once a year (if needed), usually in midwinter. No chemicals or herbicides are applied to homeowners' lawns. The homeowner may opt out of any of these services at the beginning of the calendar year by notifying Club Windsor staff. This choice must be made every year. Homeowners may submit work orders to Club Windsor staff for special services, but they will be at the owners' expense. Do not disturb the workers with complaints or special requests; they are instructed not to deal directly with the homeowner.

**Safety:** The speed limit in Windsor Hills is **25 mph**. Pedestrian and bicycle traffic are present day and night. Please respect the safety of fellow residents. If you are a pedestrian at night, wear reflective clothing and consider using a flash light. Dogs must be on a leash at all times. Please remember to clean up after your animal.

**Map:** A map of Windsor Hills is attached to the directory. As mentioned earlier, the lawn mowing schedule is posted at Club Windsor, using a color-coded version of this map.