

WHISPERING PINES

Official Community Newsletter of Terranova West, which includes
Oaks of Terranova West, Terravista, Terravista Estates, and Villa Nova



TNW POA Board Meeting: Tuesday, January 14, 2025

TNW Clubhouse; 17623 Moss Point Drive; 5:15pm

Crest Management - 281-579-0761

www.terrانovawest.com

CONSTABLE: 281-376-3472

TNW POA Board Mission Statement

To manage the governance and controls to preserve the values and amenities of the property for the better development, improvement, sale, use and enjoyment of the property as a residential subdivision.

Information reported from the POA meeting; December 10, 2024; 14 residents attended.

The minutes from the November Board meeting were approved.

Upcoming Important Dates:

- Tuesday, January 14; POA Board Meeting; 5:15pm; Clubhouse
- Thursday, January 17; MUD Board Meeting; 6:00pm; Clubhouse

Holiday Trash Pickup

Trash collection will happen as normal during the holiday period. No interruption of service will take place either during Christmas or New Year's weeks.

New Homeowner Portal on Crest Management's Website

IMPORTANT - Please take steps now to ensure you are signed up.

With the change over to our new management company, there is a new portal that all property owners must register for. A flyer with full information is provided at the end of this email after the MUD Board news. You may wish to print it off and keep at home for future reference. But here are the highlights.

Creating your homeowner account on is easy. Just follow these steps.

- Go to www.TerranovaWest.com
- Click on HOMEOWNER LOGIN
- Enter your email and temporary password from your statement
Your new statement will hit your physical mailbox soon. Or, you can contact Crest at the phone # listed above for assistance.
- **DO NOT FORGET:** After setting up your account, you will also want to go into User Settings to manage your subscriptions. Skipping this step will mean that you likely will not receive the monthly newsletter or other important community notices. So please be sure to opt in to receive official communications.

ARC Process in the new Portal

The ARC process will now be taking place on the new homeowner portal. To submit a Home Improvement Application, please log into your account at www.Crest-Management.com Next, click on "Exterior Modification Request Form", then review and agree to the Governing Documents, where you will be directed to the particular type of modification request. Fill in the requested information and submit.

Assessments Due January 15, 2025:

Please check your physical mail box to receive your 2025 assessment statement this week. Your 2025 assessment payment will be due by January 15. If needed, a grace period of 30 days is offered which means late as of February 15, 2025, if payments are not deposited and received in the bank by February 15, interest and penalty fees will begin to accrue on February 16.

Electronic Access Cards for neighborhood park

IMPORTANT – VANDALISM AND UNAUTHORIZED PARK ACCESS

We are experiencing a daily problem with park gates being propped open. This is NEVER allowed! Propping open the gate can cause damage to the lock mechanism. Additionally, vandalism to our park amenities is more likely to occur when unauthorized persons have access. And most importantly, security for TNW residents enjoying their park is compromised when gates are left open. Please note that security cameras at the park/clubhouse will be utilized to determine residents responsible for propping open the gates and those access cards may be deactivated. If you are having guests join, you will need to wait for them at the gate to allow them to enter. Our park is an amenity paid for by your annual assessments and the park is for the exclusive use of TNW residents. Vandalism and required repairs are costly and add to our overall expenses. Help protect our beautiful park and facilities by respecting park rules.

Any resident who has paid their assessments may obtain one or more access cards. Please call Crest Management to obtain your card(s). Please call the constables if you see someone accessing the gates without a card: 281-376-3472 .

There are public parks in the area for non-Terranova West residents: Collins Park and Meyer Park are just west of Terranova West on Cypresswood.

November Constables' Report

- There was 3 reports of a family disturbance
- There was 1 report of a burglary of a habitation
- There were 21 reports for other items such as suspicious vehicles, criminal mischief, alarm reports, and assaults.

Constables: 281.376.3472: Please continue to call the constables when you notice something suspicious. Please also call the constables if there is excessive noise during later evening hours coming from a neighbor near you.

Financial Information:

August, September, and October financial statements were accepted at the December board meeting. The income and expense statements continue to be aligned with budgetary expectations for the three months accepted. These are the final statements provided by the previous management company and we are actively translating the records into Crest's system. We also had the annual audit for 2023 in August during which numerous adjustments and placeholders were made to the financial records for 2024 by the previous management company, some due to a misunderstanding of how the auditor's recommendations should have been implemented. As we transfer new financial record keeping to Crest, there will be further adjustments in November and December records needed to return the records to properly represent the financial status of the POA. On the assessments collections front, we continue to exercise collection efforts, including legal means, to ensure that delinquent accounts are brought up to date. The POA continues to be well capitalized and fully prepared to meet its financial obligations and plans.

Committee Reports

Clubhouse Report: The board did not receive a report regarding clubhouse rentals for November. To rent the clubhouse, please contact Dianne Moynihan, Clubhouse Manager, at tnwclubhouse@gmail.com for information. Please do not text her. **You must give Dianne at least two weeks' notice that you're interested in renting the clubhouse.** All information is on the website under Resources > Clubhouse.

Welcome Committee Report: No new welcome packets were delivered in October or November. We will work with Crest to begin getting new homeowner information to our Welcome committee so that their efforts can resume in January of 2025.

Neighborhood Pool: The pool is closed for the season. Maintenance work is planned to happen over the next several months so that our pool will be ready to open as summer of 2025 approaches.

Social Committee: No official events were held in October or November. However, resident Donna Sirbegovic did plan and host a Christmas movie night that was well attended on Friday, December 13th. Attendees got to visit with and have photos taken with THE GRINCH himself. They were then treated to a showing of the movie THE GRINCH. A big thank you to Donna Sirbegovic for her efforts in organizing this fun evening.

Architectural Review information for November:

In November, the ARC committee was busy with the usual volume of approval for exterior modifications such as building pools, new fencing, exterior painting, roof replacement etc.

Before you plan **any** modifications to your home or yard, please check Governing Documents.

There are architectural guidelines for all areas of the neighborhood. [Some were updated in 2018](#) that include information about

- Fences
- Swimming pools or hot tubs
- Outbuildings or exterior structures
- Decks
- Landscaping, including grass, planting beds, weeds, shrubs, etc.
- Trees: "Trees many not be removed without prior ARC approval... When trees are removed for any reason, the homeowner must also remove or grind the remaining stump..."
- Flags: If your US flag is tattered or torn, please contact Greg Knowlton at gregknowlton49@gmail.com. He will help get it disposed of in the proper manner so that you can get/purchase a new one.
- Exterior lighting
- Painting
- Roofing

55+ Group – Info for 2025 - Next event is Wednesday February 5th.

This group of very involved residents offers several monthly events including a potluck dinner and Mahjong games. Also upcoming in 2025 they will be adding some Pickleball events. If you are interested in learning more, please plan to attend a Pot Luck event which are typically held the 1st Wednesday of most months at 6:30 pm at the TNW Clubhouse (no meetings in Jan. or July). No RSVP is needed. But please bring a dist for 4-6 people and your drink. Everything else is provided. Come visit with old and new friends at a fun-filled event. Couples and singles welcome. If you have questions, call Polly at 713-304-8400.

Deed Restriction Notices:

Please know that these deed restrictions are in place to maintain property values. All Governing Documents are on the website under Community Page > Governing Documents. If you have questions, please contact Aleisha at Crest Management: 281.945.4701 or aleisham@crest-management.com.

- Mobile homes, RVs, trailers, boats, etc. are not allowed to be stored on anyone's property or on the street for more than 48 hours.
- Residents must cut down dead trees and grind the stumps. These trees are not only an eyesore, but they are a potential hazard during storms as dead limbs break off and cause damage.
- Residents must cut their grass routinely. If the POA "force mows" a yard, the resident will be billed for that service.
- Flower beds must be mulched and weeded on a routine basis. Weeds should be removed from expansion joints on driveways and sidewalks.



Please remove all dead trees from your yard and grind the stumps.

"Yard waste will be collected at the curb and must be placed in sturdy plastic bags weighing no more than 40 pounds. Yard waste is limited to a total of 10 bags and or bundles of limbs per service day. All branches and tree trimmings should be no more than 3 inches in diameter and no longer than four (4) feet in length. Bundles must be securely tied and weigh less than 40 pounds." ~ Information from Best Trash

When you remove a dead/dying tree and are replacing it, you may want to check either of these websites for suggestions about placement of the new tree(s):

- <https://arbordayblog.org/treeplanting/need-know-planting-right-tree-right-place/>
- <https://treenewal.com/how-far-should-your-trees-be-from-the-side-of-your-house/>



Please keep trash cans out of public view. Trash cans may be placed curb side the evening prior to collection days. On trash collection days, please remove your cans and recycling bins from the street as soon as possible. They should be stored out of public view. Save yourself from getting a deed restriction notice and incurring fees.

Best Trash (previously RRR) **Phone Number: 281-313-2375**
Or email them at customerservice@besttrashtexas.com

Harris County

Precinct 3 Work Order for potholes, cracks in streets, etc.

Residents can use the [Harris County Service Request Form](#) to request Precinct 3 repairs to pot holes and street cracks in Terranova West. You can also navigate to the link via the Enumerate Engage application on your mobile device or personal computer. Look under Resources for Web Links. *Although our Constable patrols are contracted under Precinct 4, our streets are now maintained by Precinct 3.*

Terranova West Streetlights

It can only help security in our neighborhood if all streetlights are working. Look out at night, and if you see streetlights that are not working, please report streetlight outage directly to Centerpoint. You no longer need to have the number that is posted on the streetlight. The website now includes a map to note the location of the streetlight: <https://www.centerpointenergy.com/en-us/residential/customer-service/electric-outage-center/report-streetlight-outages?sa=ho> You can also use the neighborhood app. Look under Resources for Web Links.

Precinct 4 Vacation Watch

Precinct 4 Constables will check on your home while you are away:

<https://www.constablepct4.com/vacation-watch-request.html>

TNW POA Board of Directors:

Lois Alberts, President, loislayne@yahoo.com

Matthew Becker, Vice-President; mattobecker@gmail.com

Bill Carpenter, Treasurer, bill.carpenter9000@sbcglobal.net

Greg Knowlton, Director, gregknowlton49@gmail.com

Paige Street, Director, paigestreet72@gmail.com



MUD District's New Website! tnwmud.org

Reclaimed Water for Irrigation Project Update

Work continues on the T C Jester corridor at a faster pace now that the Contractor has passed Glenmere Lane. The contractor is expected to complete work by December 16, 2024 with inspections and a punch list to follow before the MUD Board signs off on the work. Once the District signs off on the contractor's work, the District's landscaper will do follow up landscaping work to return all areas to their pre construction state.

Until Junction completes installation of the new smart controller, booster pumps, sprinkler heads, and tests the system, the MUD park and soccer field will remain closed. This is for your safety. In the meantime, consider walking 1 or all 3 of the District's detention pond greenspaces as marked on the District map link. <https://www.tnwmud.org/about/#map>

Questions about the project? Send an email to the address below or, better yet, attend a monthly MUD Board meeting and ask your questions to the Board.

Park & Greenspaces

Fall is a great time to walk the District's 3 detention pond greenspaces. Deer and other wildlife are active in all 3. For your enjoyment, many enhancements have been added to the Terravista detention pond.

The District's Emergency Broadcast Messaging System

To improve communication with residents during an emergency, the District has canceled its contract with Classic Messaging for emergency broadcast messages. Off Cinco Web Services, the District's web master, has been awarded the new contract. Once the District goes live with Off Conco for emergency broadcast in about 30 days, residents will no longer have to opt in to the service, all residents with a valid email address and phone number on their H2o Innovation account will automatically receive emergency and routine messages from the District.

Water Plant News

Work has begun on the planned upgrade to the District's aging control room along with other, much needed, structural and safety improvements. This is a major upgrade to the water plant. Once complete, this work will greatly improve the performance of water plant operations and allow for remote monitoring by the District's Operator, H2o Innovation. Construction is designed to insure there is no disruption to residential water service during construction which is expected to last into August, 2025.

Monthly MUD Board Meetings

Residents are encouraged to attend monthly Board meetings to learn what's happening in the District. Regular monthly meetings begin promptly at 6pm, the third Thursday of every month at the clubhouse unless otherwise stated. Resident input is always the 1st item on the agenda. Agendas are posted on the clubhouse and on the District website no later than 3 days prior to the meeting.

Can't make a meeting? Looking for information? Have a concern or question?

Check out the District's website at <https://www.tnwmud.org>. If you don't find what you're looking for, email the District at tnw.mud@gmail.com. You will always receive a prompt, accurate reply!

Your Terranova West MUD Board of Directors

Tom Lovell: President, Park/Green Space Oversight, current term ends 05/2027

Ken Barrett: Vice President, current term ends 05/2027

Rob Sorensen: Secretary and Water Plant/Generator Oversight, current term ends 05/2027

Larry Forrester: Assistant Secretary and Treasurer, current term ends 05/2025

Nannette Burrage: Assistant Secretary, Website Oversight, current term ends 05/2025

SEE CREST MANAGEMENT FLYER ON NEXT PAGE WITH FULL INSTRUCTIONS ABOUT GETTING REGISTERED ON THE NEW WEBSITE.

Don't miss out on all the benefits of the Homeowner Portal on Crest Management's website. Your personalized dashboard will give you immediate access to these great features:

- Check your balance and print a statement.
- Quick and easy online payment process.
- Submit online forms such as exterior modification requests.
- View current deed restriction violations and current/historical exterior modification requests.
- Receive email notifications of board meetings and community news.
- Submit service requests to the management team.

Creating your homeowner account on www.crest-management.com has never been easier. Follow these simple steps to get started today.

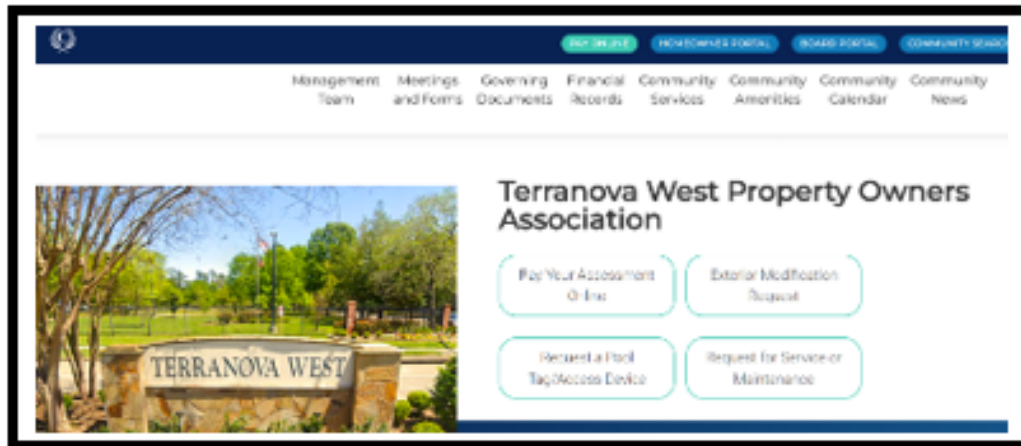


The **Terranova West Enhanced Community Page** contains up to date information to keep you plugged in and make community living easier. Check it out to find:

- Crest Management team contact information
- Most recent meeting agenda
- Governing documents
- Services to the association
- Amenity information

These features are only available after you register and login.

- View balance, statements, violations, & EMRs
- Submit a service request
- Opt in to receive official communication by email
- Community news and announcements
- Community calendar
- Monthly financials and meeting minutes archive



Opt in to receive official communication by email. Follow these easy steps!



If you have any issues during registration, or questions about the site, please contact your management team.