

Resident FAQs

Leasing

1. How do I reach the property owner?

Generally speaking, units do not have a common owner. Most likely, your lease will provide contact information for the property owner. In all cases, the party collecting rent will be obligated to provide owner contact information once soon after its requested in writing. If you need additional support with this, the Community Property manger will surely be able to assist you. Submit a service request thru the holidaypines.org homepage.

2. How do I reach my property manager?

Pario Novo manages the overall community. You may contact the service desk anytime at 713.250.8590 or submit requests thru holidaypines.org. Since, the units do not have common owners, your lease may have specific instructions regarding Tenant/Landlord responsibility and who to contact. In any event, Pario Novo will field calls and filter warranty issues, quick fixes, basic questions, and other types of calls. Pario Novo will also reach out to an coordinate with your landlord when its necessary.

3. Where should I send rent payments?

You should pay rent as directed by your lease. DO NOT SEND PAYMENT TO PARIO NOVO LLC, the community property manager.

4. What is my City water account number?

Units are submetered and billed by the Owners Association. Your unit does not have a City water. Only the Association owns a City meter. Your meter is in the ground in front of your home. A bill will be emailed to you by a property manager.

5. Do I need insurance?

Yes, the Owners Association and the Property Manager do not insure your personal property. In addition, the master policy carries a deductible that is much higher than a renter policy or HO-6 policy.

6. Is there an approval process for prospective renters?

Yes, each owner is responsible for having their tenants approved prior to move-in. Owners must screen their tenants and provide basic contact details to the property manager. Tenants usually go through background and credit checks at their expense.

7. Is there a pet policy?

Each unit can have up to two (2) pets. Pets must be on a leash in the common area. Pet owners are responsible for picking up after their pets or be subject to fines by the Owners Association. The holidaypines.org website list additional guidelines and instructions.

Decorating and Maintenance

8. What items are allowed on my patio/balcony?

The only items allowed on patios/balconies are patio furniture, a bicycle in good condition,

and potted plants. No clothesline or drying of clothes allowed at any time. Grilling on a balcony is a fire hazard and is not permitted.

9. **What do I need to know before drilling holes in the walls?** Residents should use a stud finder before drilling into walls. There are pipes in the wall that are pressured by your submeter. In the event of an accident, these pipes can be turned off at the water valve on the front of the home. However, the fire sprinkler pipes are pressured from the fire closet and can not be turned off by a Resident. In short, it's best to check with a handyman or property manager before drilling holes.

Moving-in/Moving Out

10. **Who should I contact in the event of a power outage?**
Register your phone with Centerpoint Energy for text message updates regarding power outages and estimated times for repairs. This will keep you informed in the event of a black out.
11. **How can I get the water turned off inside my unit?**
All units have a water valve handle on the front or rear wall. Turn this handle perpendicular to the pipe to shut off the water. Alternatively, there is a valve at the submeter in the ground out front. Remember, the fire sprinkler pipes and sprinkler heads are still active when your unit valve is shut off.
12. **How do I obtain a mailbox key?**
Mailbox locks can be changed by the Post Office at 2499 Judiway St. Houston, TX 77018.
13. **Who are the internet service providers?**
The community is served by Comcast Xfinity and AT&T. Service boxes are on the side of each building with service drops in your first floor closet/pantry.

Ongoing concerns

14. **Where can I store my bicycle?**
 - Inside your unit
 - In your personal patio or balcony
 - Locked to a bicycle rack. Any bicycles chained to the staircases or placed in other common areas will be removed.
15. **How can I contribute to neighborhood safety?**
 - Some of your exterior lights are on photocell, while others are on switch. Be sure to replace burned out bulbs and inoperable photocells. The property manager also provides this service at a minimal fee upon request.
 - Replace your smoke detector batteries. Please address beeping alarms. They are a nuisance to your neighbors as well.
 - Report inoperable gates and do not give gate codes to strangers.
 - Speak to and acknowledge your neighbors regularly. You'll be more likely to notice unfamiliar faces and wrong-doers try to avoid the attention.

16. Do I need approval to install a satellite dish, new doors, etc.?

Yes, any changes to the exterior of your unit must be approved by the Board prior to making any changes. All changes should be approved by property owners before submittal to the Board or a Property Manager.

17. Who is responsible for treating my unit for pest control?

The Property Manager offers pest control service for the community exterior. The interior pest control will be handled in accordance with your lease. For your convenience, the property manager has the ability to coordinate interior pest control service during exterior service. You may request service through the holidaypines.org homepage.

18. Can I leave a pet in the patio/balcony area?

You must be present at the time that your pet is in the patio. If you are not home your pet CANNOT be left on the patio.

19. Who is responsible for cleaning my dryer vent and how often?

Residents are responsible for cleaning out their dryer vents. We recommend that the vents are cleaned out after each use to reduce the risk of a fire and also to increase the lifetime of a dryer.

20. Who is responsible for the cutting my lawn?

The Property Manager maintains the exterior landscaping excluding fenced-in areas. This will be handled in accordance with your lease. For your convenience, the property manager has the ability to coordinate grass cutting in your private yard. You may request service through the holidaypines.org homepage.

21. Can I plant anything in the common area?

No, no items can be planted or placed in the common areas without prior consent from the Owners Association