

Frequently Asked Questions

Quick answers to some of the most common questions about your community, property standards, HOA responsibilities and resident involvement.

Need help? For questions not answered below, contact the HOA at Support@wdhoa.com.

PROPERTY IMPROVEMENTS & ARCHITECTURAL APPROVAL

What improvements require a permit?

Any changes to the exterior of your home or property require HOA approval. This includes, but is not limited to:

- Exterior painting
- Fence replacement
- Installing antennas or roof vents
- Landscaping changes
- Improvements that affect water drainage

Why is approval required? Exterior changes can affect neighboring properties and the overall appearance of the community. The approval process helps ensure all improvements meet established community standards.

All exterior modifications require approval, even if they are not specifically listed above.

How long does it take to receive permit approval?

Most applications are reviewed within approximately **5 business days**, although the HOA has up to 30 days.

To avoid delays, submit a complete application that includes a lot drawing showing the proposed location, project drawings for new structures such as decks, materials and colors.

We encourage homeowners to improve their properties and aim to make the approval process as efficient as possible.

What happens if my application is denied?

Most applications are approved quickly. However, projects that do not meet established community standards may be denied.

You may appeal the decision to the Board of Directors. Keep in mind that the Board must follow the community's established restrictions and may have limited authority to overturn the decision.

PROPERTY MAINTENANCE & COMMUNITY RULES

How often should I mow my lawn?

Grass must be mowed whenever it exceeds **4 inches in height**. In Texas, this typically means mowing approximately every two weeks.

Flower beds and landscaped areas must also be weeded regularly. We understand that weather conditions, including rain, can occasionally cause delays.

Maintaining your property helps keep our community beautiful.

Why can't I work on my vehicle in my driveway?

Vehicle repairs in driveways are prohibited to maintain community appearance and prevent ongoing repair projects from creating potential safety concerns.

You may work on your vehicle inside your garage, provided the garage doors can be closed.

Why is long-term street parking prohibited?

Community roads are intended for traffic, not long-term parking. Vehicles parked on the street for extended periods can obstruct traffic, create safety concerns for children and restrict emergency vehicle access.

Homeowners have exclusive use of their driveways for parking. No additional assigned parking is provided within the community.

Temporary street parking is permitted for visitors, although driveway parking is encouraged.

Why are certain dog breeds prohibited?

The HOA has established restrictions on certain breeds it considers inherently dangerous to protect residents and their pets.

These restrictions apply equally to all homeowners. Individual exceptions and appeals are not permitted under the community's established rules.

How can I rent out my home?

Please visit the website's rental information section for the applicable rules, applications and requirements.

All rental properties must comply with the community's mandatory screening process. These requirements are intended to maintain community standards and protect residents, children and pets.

HOA MANAGEMENT & RESPONSIBILITIES

Who runs the HOA?

Homeowners are responsible for their HOA, with assistance from the developer during the first five years.

During this period, the community establishes a Board of Directors and an Architectural Control Committee while learning to manage the association.

Board elections are held annually, generally in May. Voting may take place by mail, email or online, depending on the community.

The first election occurs in May, at least one year after the first homes are sold. Each lot receives one vote, so owners of multiple lots receive a vote for each lot.

Homeowners are encouraged to run for the Board or volunteer for community committees.

What do my HOA dues pay for?

HOA dues fund the maintenance of common areas, including community entrances, signage and amenities.

By combining contributions from all homeowners, the association can maintain and improve shared community spaces.

Who maintains our community roads?

Community roads are public roads and are maintained by the appropriate city or county, not the HOA.

Why doesn't the HOA provide a phone number?

Your HOA is operated by volunteer homeowners who balance association responsibilities with their work and family commitments.

To ensure requests are properly documented and directed, the HOA handles questions and requests in writing.

Messages are forwarded to the Board or appropriate committee for review. Responses are then communicated back to the homeowner.

What is the HOA's fiscal year?

The association operates on a calendar year, ending December 31.

HOA DUES, NOTICES & VIOLATIONS

When are my HOA dues due?

Your first year's dues were collected at closing.

Beginning the following year, you will receive an annual invoice in January. Payment is due by **January 31**.

Your invoice will include payment instructions. In many cases, automatic credit card payments are available.

Late fees are 10% of the annual maintenance fee and are assessed beginning February 1.

What is a Courtesy Notice?

A Courtesy Notice is a friendly reminder that a community rule or restriction needs attention.

Common violations include:

- Grass that needs mowing
- Trash or items stored outside
- Improper parking

Courtesy Notices are typically sent by email and do not include a fee. They provide an opportunity to correct an issue and prevent future violations.

Why did I receive a certified letter and a fine?

If a violation remains unresolved after a Courtesy Notice, the HOA may issue a formal notice by certified mail, as required by the Texas Property Code.

A \$25 mailing fee applies. The formal notice will explain the violation, how to correct it and the potential fines if the issue remains unresolved.

Continued violations may result in additional fines or liens against your property, which could create issues with your lender.

Following community guidelines helps avoid unnecessary fees and enforcement actions.

SAFETY & REPORTING CONCERNS

What should I do if I see suspicious activity or property damage?

Contact the police immediately. Do not attempt to intervene.

If you can safely take photographs, they may be helpful.

Please email the HOA with the police report number, any available photographs and information identifying the individuals involved, if known.

Vandalism creates expenses that affect the entire community.

What should I do if my neighbor is violating community rules?

Consider speaking with your neighbor first. Sometimes homeowners are unaware that they are violating a community rule.

Alternatively, you can email **Support@wdhoa.com** with details and photographs.

The HOA will inspect the reported concern. If a violation is confirmed, a Courtesy Notice will be issued.

Your identity will remain confidential. To protect everyone's privacy, the HOA cannot provide updates regarding another homeowner's violation or enforcement status.

COMMUNITY INVOLVEMENT

How can I run for the HOA Board?

Board nominations open annually in March.

To become a candidate, submit your application and ensure your HOA dues and fines are current. Eligible candidates will be placed on the ballot.

If elected, you'll have the opportunity to help manage your community.

Can I start a community newsletter?

Absolutely! We welcome homeowners who want to help keep their neighbors informed.

Contact the HOA to request a newsletter kit containing the information needed to create and distribute your community newsletter.

Can my neighbors and I organize community improvement projects?

Yes! Community volunteer projects are encouraged and can help reduce association expenses.

If you and your neighbors would like to organize improvements to common areas or other community projects, contact the HOA.

We are happy to support your efforts and help spread the word to other residents.