

Copper Lakes Homeowner Questions

Below are questions that have been asked by owners.

1. What does it take to get the lights fixed at Waterford Lake?

The contractor has been working on the lights and as of 10/9, there are only a few more repairs. They have ordered some drivers which should arrive early next week and those will be installed. There are also three that do not have power. They will troubleshoot these while onsite next week.

2. Wanted to disallow fishing at our ponds.

The HOA is currently reviewing this and determining what it can do. An update will be provided when available.

3. Gated fence replacement cost based on the original fence (cedar)

There were several proposals received with different pricing

4. Fence (Upgraded fence) cost.

\$62,884.24

5. What did insurance cover for fence replacement?

\$62,884.24

6. What did the storm damage cost the community?

\$113,352 - insurance has already paid \$103,588, with the rest still being finalized after the deductible was subtracted. 100% of the claim submitted and processed has been paid minus deductibles.

7. How many of the board members approved the fence replacement? (Gated)

The majority of the Board approved the fence.

8. Why didn't the gated community pay for the upgrade?

The fence is located on HOA Common Property and therefore owned by the HOA. Just like other HOA Common Property, the HOA is responsible for maintenance and replacement costs. The HOA has insurance for HOA Property damaged by storms and other events. The fence was extensively damaged during the May 16th Linear Windstorm.

9. What is being done about the pond at the clubhouse? Environmental hazard

This is being treated by Lake Management and watched closely . The Board recently approved dying of the lakes to mitigate the growth of pondweed, algae, and plankton.

10. Who manages the community brick fences?

The HOA manages the Perimeter Brick Fences located on HOA Property.

11. Who is managing the project around the community? (pool project, Tennis court)

Board members have been managing projects along with Inframark

12. What is the cost of Brick fence replacement?

We do not have this information

13. Corrupt/ abuse of authority changing By-laws (voting)

Bylaw amendments are reviewed by legal to ensure legal compliance.

14. By-law change to add verbiage to remove board members.

This has not been approved at this time.

15. Why has a second law firm been hired?

To assist with Corporate Legal Matters and other matters approved by the Board.

16. How to request a special meeting to remove a Board member.

A Special Meeting must be called for a particular purpose. The President, A majority of the Board, or at least one-third of the members must request a Special Meeting and state the purpose. This is usually done in petition form. At the Special Meeting, a quorum of two-thirds of the members has to be met and a majority must vote to approve.

17. How come the gated fence was not maintained for 20 years?

The HOA is responsible for the fence along West Copper Lakes Blvd and Crescent Pines contiguous to the Gated Section. Therefore, the HOA should have maintained the fence over the years. The exact reason why the HOA did not maintain the fence is not known. The HOA confirmed responsibility for the fence in 2020 when the matter was presented to the Board.

18. Cedar fence / Pine fence replacement: why can't we use pine?

The CCR's were written requiring using Cedar.

19. How do we report problems in the neighborhood?

Send a message through Vantaca, contact Customer Service at 281-870-0585, or email me directly, Shannon.cook@inframark.com

20. How do you report community street lights out?

Centerpoint Street Light Outage Website [Street Light Outages \(centerpointenergy.com\)](http://StreetLightOutages.centerpointenergy.com)

21. How do we fix sprinklers in the Waterford Lake walk path?

Report problems to Inframark and the landscaper will be contacted to make repairs

22. Why was the President allowed to conduct business after the term ended?

All Officers, including the President, continue their position until their successor is elected.

23. Why was the election moved from the Annual Meeting to 4 months later?

Bylaws allow the election to not be held at the annual meeting. The Board changed the election process from paper to online voting for reasons previously communicated to the Community. The Board decided to hold the election using the new process after the annual meeting and holidays.

24. How and who approved changing the voting method from standard as in the past?

Majority of the Board approved the switching to HOA Vote Now

25. How do we get speed tracking signs for speeders?

The Board can agree to order them and have them installed

26. How do we get speed bumps installed to slow speeding cars?

The County would have to approve speed bumps

27. How do we restrict swimmers in the lake?

Have signs that state "No Swimming" and then contact police if someone is swimming

28. Where can we find the Minutes of the Meeting and financial report?

These are all posted on the HOA websites [Vantaca Home \(inframark.com\)](http://VantacaHome.inframark.com) or <https://engage.goenumerate.com/s/copperlakeshoa/>

29. To Whom do we report mailbox break-ins?

These need to be reported to the Post Office

30. Who do we report gunshots to?

Please report gunshots and all law enforcement matters to the police

31. How can we stop soliciting at my house?

Placing a "No Soliciting" sign on your door may help

32. What can be done to report a business running in a neighbor's home?

This can be reported to HOA Management who can send them a letter showing that running a business in your home is not allowed in the Community

33. Fence replacement is different from community standard.

ARC Fence requirements apply only to private property (homeowners properties) and do not apply to HOA Common Property. The Board is reviewing Fencing Standards for potential changes, which if approved will apply to homeowners properties.

34. The fence does not meet the minimum standard and is not ecstastically balanced for the subdivision

ARC Standards apply only to private property (homeowners properties) and do not apply to HOA Common Property. Throughout the community, there are different fencing materials (brick, metal, etc.) on HOA Property not allowed on homeowners properties.

The HOA is receiving very favorable comments about the new Trex Fence.

35. At a Board Meeting, the spouse of a board member stated the Board served his wife with a Cease-and-Desist Letter. Why did the Board take this action? Why is this Board member allowed to continue serving on the Board?

The Board unanimously approved the Cease-and-Desist Letter. Answers to other questions require legal review.

36. Inframark's Customer Service does not respond to my requests. How do residents report issues requiring management's attention and get a timely response?

Owners can contact customer service, send a message on Vantaca, or Town Square, or contact me directly Shannon.cook@inframark.com