

**RESERVE**  
AT OAK FOREST

## Closing & Utility Information

### UTILITIES & SERVICES:

**\*\*\*NOTE TO HOMEOWNERS:** Please have all utilities change into your name **IMMEDIATELY** after closing. All utilities will be **DISCONNECTED** 3 business days after closing.

**Electricity** — Reliant Energy.....(888) 890-1536

OR provider of your choice: [Powertochoose.org](http://Powertochoose.org)

**Gas** — Centerpoint Energy.....(713) 659-2111

**Alarm System & Monitoring** — Progressive Connection.....(281) 290-0229

**Telephone** — AT&T.....(800) 464-7928

**Cable** — Comcast.....(713) 341-1000

**Water & Trash**—Provided by the HOA

**Trash Pickup** — **TUESDAY & FRIDAY** **Recycle Pickup** — **FRIDAY**

PLEASE contact HOA for questions on trash can & recycle bin. (713) 956-1995

### HOA INFO: Reserve at Oak Forest Community Association

Register your account at [www.kpmtx.com](http://www.kpmtx.com) to stay up to date on development information.

Barbara Koetting — [barbarak@kpmtx.com](mailto:barbarak@kpmtx.com).....(713) 956-1995

### POST OFFICE:

\*Take your Closing Disclosure (Found in your title documents) to the USPS to receive keys

**Pinemont addresses- Oak Forest-** 2499 Judiway St, Houston, 77018.....(713)686-3544

**Broom Addresses- North Shepherd-** 7511 N Shepherd Dr, Houston, TX 77088.....(281)447-8258

### AFTER CLOSING REMINDERS:

Samsung- Register all appliances: [Samsung Warranty website](http://Samsung Warranty website)

HVAC- Register your HVAC equipment on Lennox website: [HVAC Registration](http://HVAC Registration)

Download these apps: Honeywell Home for HVAC & MyQ for garage door

Apply for your homestead exemption on HCAD.org with your updated Texas DL

**CONGRATULATIONS ON YOUR NEW HOME!**

## Warranty Information

### **EMERGENCY & WARRANTY SERVICES PHONE NUMBER:**

Air Conditioner/Heater – Alpine Air.....	(713) 433-5641
Alarm System – Electronic Protection Systems.....	(832) 922-4050
Appliances – Samsung – Morsco Supply Co.....	(713) 392-2757
Electric/Phone/Cable – ARK Electric.....	(281) 507-8181
Garage Door – SDC .....	(281) 859-9339
Plumbing – E&M Plumbing.....	(281) 277-5328

### **ACES BUILDER WARRANTY:**

Details can be found in the ACES builder's warranty package, located on your Homeowner Portal account. This warranty is issued upon closing and can be located on the Homeowner Portal.

All warranty requests should be sent directly to Cityside Homes and our warranty department will reach out to you directly.

- **1 yr Builder workmanship**
- **2 yr Systems**
- **6 yr Structure**

### **WARRANTY REQUEST & HOMEOWNER PORTAL:**

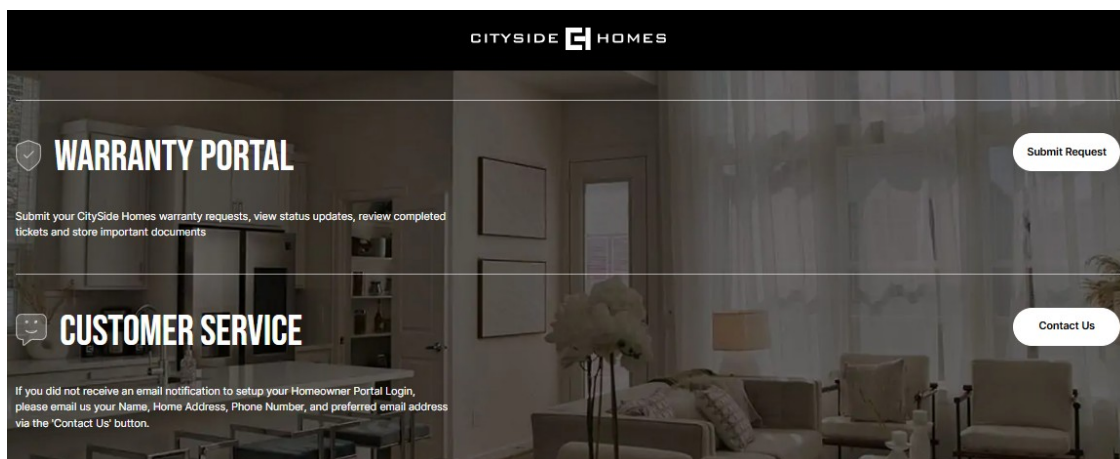
You will receive an email from Hyphen Solutions after closing, be sure to register via the link sent.

All warranty requests should be submitted using the portal on our website: [Cityside Homes Warranty](#)

You will also find valuable information about your home on the portal, including specs & paint colors.

If you do not receive an email within a day after closing notifying you to set up your Homeowner Portal Login from Hyphen Solutions, please send us your Name, Home Address, Phone Number and preferred email address via the "Contact Us" button on our website.

\*\* Verbal communication with our construction or warranty departments will NOT be recognized as valid warranty requests.



**CONGRATULATIONS ON YOUR NEW HOME!**



# Homeowner Information Sheet

*Congratulations on your new home!*

ACES Builders' Warranty is the third party administrator of your builder's 6 year warranty on your new home. ACES has provided warranty service since 1994 for thousands of homeowners and builders. As a neutral third party, we believe in fairness and integrity above all. Our goal in any warranty situation is to facilitate the communication and collaboration required for a positive outcome. We make the warranty process courteous, transparent, and fair.

## WARRANTY PERIOD TIMELINE

Please take a few moments to review your warranty booklet for specific performance standards and homeowner maintenance items.

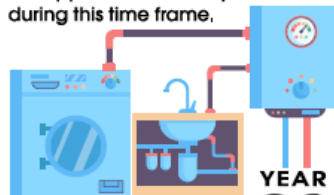


YEAR

**01**

### GENERAL WORKMANSHIP

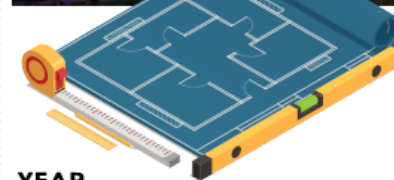
Your builder warrants the general workmanship on your home during the first year. Items such as finishes, tile, cabinets, etc. should perform to the applicable warranty standards during this time frame.



YEAR  
**02**

### SYSTEMS

Plumbing, electrical, and HVAC delivery systems are expected to perform to the specified performance standards for two years.



YEAR

**06**

### STRUCTURAL

Major structural and foundation defects are included for 6 years from the date of closing.

## Who is the ACES Builder?

ACES Builders agree to secure inspections throughout the construction of each home for foundation (prior to placement of the concrete), framing - including electrical, plumbing, and HVAC - as well as a final inspection (including drainage).

We encourage all ACES builders to participate in continuing education on subjects pertinent to the homebuilding profession.



## More About ACES

ACES is recognized in the industry for outstanding service in Texas. We received a 2016 Distinction Award from the BBB for our dedication to outstanding customer service.


We provide a toolbox of documents to help you understand your warranty and maintain your new home. ACES team members offer a wealth of knowledge and are happy to answer any questions you may have.

ACES is a local Texas company and our staff is easily accessible. You can reach us by phone, email, and through our convenient online form to inform us of any warranty concerns.



**Winner of the  
2022 BBB  
Pinnacle Award!**





# CHOOSE THE COMPANY TEXANS TRUST

## Electricity that fits your needs

Congratulations on your new home! Now that you have your keys, you might be looking for an energy plan designed for your lifestyle. We have a special offer for our neighbors that demand more electricity but don't want to pay more. Switch to the **Reliant Get More, Save More 36 plan** and join the company you can count on.

**reliant**  
an NRG company

# NEW HOME. NEW ELECTRICITY.

There's a lot to do when moving into a new home. That's why we want to help by checking electricity service off your to-do list.



## Flexible Move-In

Request same-day electricity service if you're in a hurry or schedule it up to 60 days in advance.<sup>1</sup>



## Smart Energy Tools

Get tips and tools to help monitor and manage your electricity usage and costs.



## Reliant App

Manage your account and pay your bill anywhere.



## Texas-Sized Strength & Stability

Sign up with the company millions of Texans have trusted for their electricity since 2001.

**Make your move with Reliant today.**  
**1-888-890-1536 | [reliant.com/mynewhome](https://reliant.com/mynewhome)**  
**Promo code: MD2747**

**reliant**<sup>®</sup>  
an NRG company

<sup>1</sup> Requests processed after 2 p.m. Central time will be connected the next business day. Same-day service is offered Monday through Friday, weather permitting, where an existing meter is in place. No weekend or holiday connections. Enrollment and permit requirements must be met before a request can be processed. Additional charges may apply.





# *Make your move easy* with low-priced electricity.



Congratulations on your new home! Cirro Energy has teamed up with your home builder to give you simple electricity plans that fit your lifestyle and budget.



### **Low prices**

Fair pricing for your community.



### **Flexible plans**

Your choice of fixed-price or month-to-month plans.



### **Excellent service**

Outstanding customer service that makes life easy.

## **Sign up today.**

We'll make sure your electricity moves with you.

**1-844-249-8941**

[cirroenergy.com/mynewhome](https://cirroenergy.com/mynewhome)



# *Facilita tu mudanza*

## con electricidad a bajo precio.



¡Felicidades por tu nuevo hogar! Cirro Energy se ha unido al constructor de tu casa para ofrecerte planes de electricidad simples que se ajustan a tu estilo de vida y presupuesto.



### **Precios bajos**

Precios justos para tu comunidad.



### **Planes flexibles**

Opciones de planes de precio fijo o de mes a mes disponibles para ti.



### **Excelente servicio**

La mejor atención al cliente para facilitarte la vida.

## **Inscríbete hoy.**

Nos aseguraremos de que tu electricidad se mude contigo.

**1-844-249-8941**

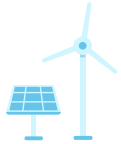
[cirroenergy.com/mynewhome](https://cirroenergy.com/mynewhome)



# Make your move **eco-friendly** with a sustainable electricity plan.



Congratulations on your new home! Green Mountain Energy has teamed up with your home builder to provide you with sustainable electricity plans that help keep our planet clean.



## **Renewable Energy**

Our electricity is generated using 100% renewable sources like wind and solar power.



## **Flexibility**

We offer both long-term fixed-price plans and month-to-month variable-price plans.



## **Green Resources**

Sign up for additional planet-friendly programs like Tree Free Billing and Sun Club!



## **Sign up today!**

**1-866-484-8409 | [greenmountainenergy.com](https://greenmountainenergy.com)**





720 N Post Oak Rd., Ste. 140  
Houston, TX 77024  
713-956-1995

## ***Reserve at Oak Forest Community Association, Inc.*** **Welcome Package**

Dear Neighbor:

Congratulations on the purchase of your new home and welcome to the Reserve at Oak Forest Community Association!

King Property Management is responsible for managing the Homeowners Association (HOA), on behalf of the owners, and we know that you may have a few questions about your new community. This is why we created an online ***Welcome Packet*** that provides information about:

Deed restrictions  
Water service  
Lawn care services  
And many other topics

Home improvements  
Trash collection  
Parking rules

Recycle services  
After hours emergency

**Please take a moment to visit [www.kpmtx.com](http://www.kpmtx.com) and register.** Registering gives you access to community information and access to your personal HOA account information. Registration takes only a moment and step-by-step instructions are attached.

If you have questions or need anything please contact your Property Manager:

Barbara Koetting  
[Barbarak@kpmtx.com](mailto:Barbarak@kpmtx.com)  
713-956-1995

Again, welcome to the Reserve at Oak Forest Community Association!

Sincerely,

**Eddie Parise**

Eddie Parise  
Owner / President  
King Property Management

## To Register on the Website:

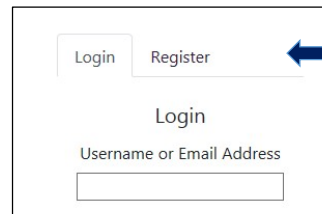
Registering on the website ensures that you are on the email distribution list for news about the community and it allows you to review deed restrictions, budgets, and other information about the community.

To access the website for King Property Management, go to [www.kpmtx.com](http://www.kpmtx.com)

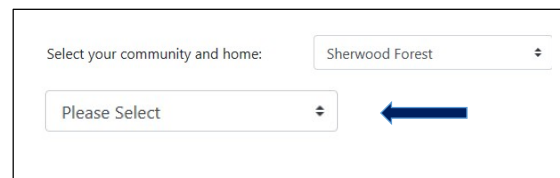
- ◆ Scroll down and click on  
***'Homeowner & Payment Login'***



- Click on the ***'Register'*** tab
- Then click on the ***'Register'*** button



- ◆ Use the dropdown button to  
to select your community
- ◆ Then use the dropdown button  
to select your address



**You are almost done!** – Fill in the requested information and select ***Register***

**Account Verification:** King Property Management must verify that you are the owner of the home before your account is activated; *the confirmation process is usually completed within 2-business days*. The next time you login your account number will appear at the top of your screen.

Please call us at 713-956-1995 if you need any assistance.

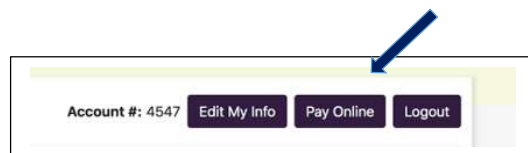
## How to view your account balance and pay your HOA Fees:

### How to view your account balance:

Log in to your personal account at [www.kpmtx.com](http://www.kpmtx.com)

Once logged on; make note of your Account Number, you will need your Account Number for the next step

- ◆ Click the **'Pay Online'** button



You are redirected to the *Tenant Web Access* page

- ◆ Click on **Sign Up**

A screenshot of the 'TENANT WEB ACCESS' login page. It has fields for 'Email Address' (containing 'Eddie@kpmhc.com') and 'Password'. There are links for 'Forgot password?' and 'Remember me'. A blue 'login' button is at the bottom. A blue arrow points to the 'Sign up' link below the login button.

Input your *Account Number* and *Email Address*

- ◆ Click on **Sign Up**

Immediately you will receive an email from [donotreply@rentmanager.com](mailto:donotreply@rentmanager.com)

A screenshot of the 'TENANT WEB ACCESS' sign up page. It has fields for 'Account #' and 'Email Address' (containing 'someone@company.com'). At the bottom are 'sign up' and 'cancel' buttons. A blue arrow points to the 'sign up' button.

Use this email to finalize your registration and create your password

### How to pay your HOA Fees:

Homeowners have four options for paying HOA fees:

1. Use King Property Management's website to originate an electronic payment through PayLease
  - a. From your personal bank account – Cost is \$1.95
  - b. Pay with a Credit Card – Cost is 2.75% of the transaction

**Fees are paid to PayLease, not the HOA or King Property Management**

2. Write a traditional check and mail it, along with the invoice, to King Property Management
3. Use your personal bank account to originate payment through your bank

Please call us at 713-956-1995 if you need further assistance.

**Reserve at Oak Forest Homeowners Association  
Management Information**

Welcome to Reserve at Oak Forest!

We are glad you are here and are eager to assist you. If at any time you have questions, our team at King Property Management is here to help.

**Management Company:** King Property Management

Address: 720 North Post Oak Road, Suite 140, Houston, TX 77024

Office: (713) 956-1995

Fax: (713) 956-1442

**Senior Property Manager – Barbara Koetting**

Extension: 33

Email: [Barbarak@kpmtx.com](mailto:Barbarak@kpmtx.com)

**Assistant Property Manager – Janet Caceres**

Extension: 103

Email: [Janetc@kpmtx.com](mailto:Janetc@kpmtx.com)

**Accounting Manager – Kathy Grabein**

Extension: 28

Email: [Kathyg@kpmtx.com](mailto:Kathyg@kpmtx.com)

**Trash Collection:** Texas Pride

Collection schedule:

\*\*Tuesday/Friday – regular trash

Recycling - Friday

\*\* Trash cans & recycling bins will be provided. On collection days they MUST be placed outside your garage door by 7am to be picked up and taken back in the same day.





Texas Pride Disposal is your solid waste collection provider!

## *Service & Collection Guidelines*

Follow the service collection guidelines below to ensure clean, consistent service of your waste.

### ★ *Service Days and Hours*

Garbage: Tuesday & Friday    Recycle: Friday

Please have your waste and recycle ready for service by 7:00 am

### ★ *Holiday Schedule*

Texas Pride Disposal observes four holidays: New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day. In the event that your service day falls on a holiday, collection will roll to the next scheduled collection day.

### ★ *Container Size and Weight Limits*

Texas Pride Disposal will collect waste placed in containers between 20 and 96 gallons, not exceeding 50 pounds. Waste may also be placed in bags not exceeding 50 pounds.

### ★ *Yard Waste*

Yard waste should be bagged or placed in cans. Branches may be placed curbside in individual piles measuring 3' x 3' x 3', or tied and bundled measuring no longer than 4' in length and weighing no more than 50 pounds.

### ★ *Heavy Trash and Bulk Waste*

Heavy trash and bulk waste will be collected on any collection day. Texas Pride Disposal asks that you please limit your bulk items to two per collection. Bulk items include, but are not limited to, furniture, appliances, carpet, etc.

### ★ *Items Excluded from Regular Collection*

Texas Pride Disposal cannot collect the following items: dirt, rocks, brick, concrete, liquids paints, fuels, oils, tires, pesticides, fertilizer, and batteries. Please contact us to discuss solutions for properly disposing of these items.

## **Contact Texas Pride Disposal**

(281) 342-8178

Monday-Thursday: 8:00-5:00; Friday: 8:00-4:00

[www.texaspridedisposal.com](http://www.texaspridedisposal.com)

[service@texaspridedisposal.com](mailto:service@texaspridedisposal.com)



# *Recycling Services*

We take tremendous pride in providing an exceptional recycling program for our customers.

Follow these guidelines to ensure proper collection and handling of your recyclables.

## ★ *Service Days and Hours*

Collection every **Friday**. Have your recyclables ready for service by 7:00 am

## ★ *Recycling Container*

Place all your recyclables in the bin provided by Texas Pride Disposal. Additional or overflow material may be placed in old recycling bins, bags, boxes, or containers clearly labeled RECYCLE. Additional recycling bins can be purchased from Texas Pride Disposal for \$12.00 + tax.

## ★ *Accepted Material*

**Paper:** Newspaper, junk mail, magazines, envelopes, catalogs, file folders, computer paper, construction paper, gift wrap, grocery bags, soda/beer boxes, shoe boxes, cardboard boxes, egg cartons, phone books, paper towel rolls, & wax-board containers

**Plastics:** Plastics #1-#7 excluding Styrofoam. Includes jugs, bottles, bags, containers, and clean kitchenware

**Metals:** Aluminum and tin cans (soda, juice, canned food, etc.), aluminum foil, pie trays, metal jar lids, pots and pans, & light scrap

**Glass:** Glass bottles (beer, wine, soda, etc.) and jars

## ★ *Unaccepted Items*

The following items are commonly mistaken as recyclable. Please place them in your garbage:

Styrofoam, windows, ceramics, dishes, air filters, soiled pizza boxes, used paper towels, & light bulbs

*We highly encourage you to participate in our recycling program! Any questions or concerns, please feel free to give us a call or send us a message through our website.*



TEXAS PRIDE  
DISPOSAL