



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

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

Alarm System - Electronic Protection Systems.....(832) 922-4050

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: Shepherd Heights Community Association

Register your account at www.kpmtx.com to stay up to date on development information.

Barbara Koetting — barbarak@kpmtx.com.....(713) 956-1995

POST OFFICE: 7511 N Shepherd Dr, Houston, TX 77088.....(281)447-8258

** You will need to take your Closing Disclosure (Found in your title documents) to the USPS to receive your keys

AFTER CLOSING REMINDERS:

Samsung- Register all appliances: Samsung Warranty website

HVAC- Register your HVAC equipment on Lennox website www.lennox.com/residential/

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 — Factory Builder Services.....	(713) 572-4242
Electric/Phone/Cable — ARK Electric.....	(281) 507-8181
Garage Door — LGA Garage Door Service.....	(832) 346-6304
Plumbing — Texas Express Plumbing	(713) 937-1624

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!



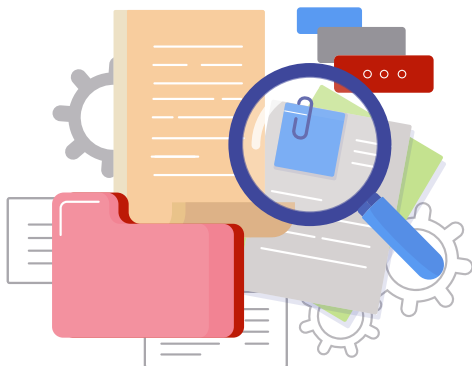
Homeowner Information Sheet

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.

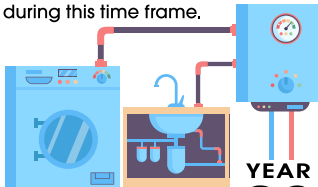


YEAR

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.

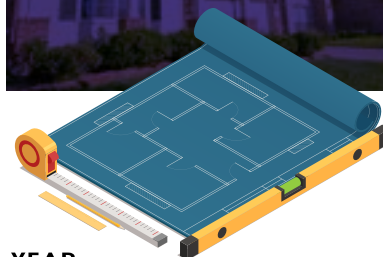
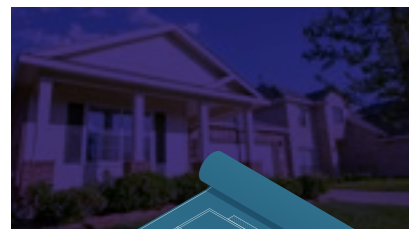


YEAR

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.¹



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
Promo code: MD2747

reliant[®]
an NRG company

¹ 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



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.

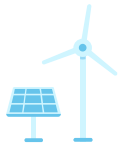
1-844-249-8941

cirroenergy.com/mynewhome

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



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

Shepherd Heights Community Association, Inc. **Welcome Package**

Dear Neighbor:

Congratulations on the purchase of your new home and welcome to the Shepherd Heights 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 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
713-956-1995

Again, welcome to the Shepherd Heights 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

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



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



- ◆ Use the dropdown button 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

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**



Input your *Account Number* and *Email Address*

- ◆ Click on **Sign Up**

Immediately you will receive an email from

donotreply@rentmanager.com



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.

Shepherd Heights Homeowners Association
Management Information

Welcome to Shepherd Heights!

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

Assistant Property Manager – Janet Caceres

Extension: 103

Email: Janetc@kpmtx.com

Accounting Manager – Kathy Grabein

Extension: 28

Email: 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

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.

