**Holiday Lights**

Would it be cheaper to purchase the lights and decorations?
The lights were purchased several years ago. There was a 3-year guarantee for maintenance from the previous vendor that has now expired.

Where are the lights stored between seasons?

The previous vendor had the cost of storage in the quote. This past summer, they were stored at the pool pavilion. We are still receiving quotes for the 2024 season and are not sure if this will be included.

Didn’t we have some electrical issues in the past that caused the lights to not work?

Yes, we did have some issues in the past. After troubleshooting, it was discovered that the cord for the lights had been nicked and cut in several places. The rain and moisture in the air caused the GFCI to trip. The electrical boxes are all fine. If we have ground lights this year, we intend to ask landscaping not to use string trimmers around the lights.

**Mosquito Spraying**

I have never seen a truck spraying for mosquitos. Do they spray every street?

The spraying typically occurs between 1-4am. They should be spraying every street, including the Enclave.

There are other areas of the neighborhood, especially alongside Boudreaux, that don’t seem to get sprayed and have heavy mosquito infestation.

We will ask about the area of effectiveness and discuss adding Boudreaux to the 2025 contract.

Can we add mosquito control and prevention in the ponds?

We will discuss the effectiveness with the pest control company and lake management before deciding on cost versus anticipated benefit.

Have we compared rates for this service?

The 3-year contract is up this year, and we are currently asking additional companies to bid.

**Social**

There doesn’t seem to be a lot of engagement at the events. Should we consider reducing the number of events but have them more engaging and better executed?

We have seen nice turnouts at most events and many residents on the survey want more events. Everything is planned and executed by volunteer residents. We are always open to specific suggestions on how to improve. Please contact the Board directly with those ideas.

Can social be set up so that the families who want to participate are the only ones to pay for activities?

We cannot charge individual residents for activities, nor do we want to. We strive to host a variety of events throughout the year for all ages.

Should we eliminate the crawfish boil?

This is our most popular event and attracts sponsors. It lasts several hours and gets many residents together to have a great time.

Can sponsorships be used as an alternative to including social in the budget?

We do not want to constantly be asking residents to sponsor every event. We are limiting this option to one event unless sponsors approach us about an event.

Why don’t we do National Night Out like we used to?

The last time we held National Night Out, the majority of feedback recommended changing the day. National Night Out in Texas is held on the first Tuesday in October and the feedback was that many families have sports or school commitments on Tuesday evenings. We changed this to the Fall festival to be held on a Saturday. We would consider bringing back National Night Out if there is interest.

We don’t have an interest in the current social programs. Do they add value to anyone looking to buy here?

Community events show the friendly and fun side of the neighborhood. If there are other events that interest residents, we are willing to help facilitate former or new events for residents of all ages. We used to have whisky/beer tastings but interests in those dried up. If anyone is interested in planning and hosting an event, please contact the Board. We need specific ideas of what people want and residents are willing to help put them together.

I didn’t even know we had social events. Why are they not a bigger deal?

We post these events in email updates, on Facebook, and with signs in the neighborhood. If anyone has an idea how we can better get the word out, please contact the Board by email to let us know.

Some of the events have been cancelled due to "lack of interest" on social media. Are we paying for cancelled events?

No, if an event is not held, no funds will be spent.

When seeking interest for an event, can a respond by date be posted?

This is a great idea. Moving forward, we will ask all event coordinators to give a respond by date before cancelling an event.

Can we have more community events, especially for kids?

We are always open to new ideas and volunteers to coordinate them. Please contact the Board with your specific ideas.

How about seniors day/night at the pool?

Great idea! Please contact us with your specific idea of what this would entail and let us know if you’re willing to help coordinate.

Loved the summer movie pool parties. Can we have more?

Noted. We will see what we can do for 2025.

Have we thought about a day where residents can all pitch in to help around the neighborhood? Like Hayden Lakes Care Day.

We did this once two years ago with moderate success. If there’s interest, we can look into doing it again. If anyone has specific ideas of what could be involved, please contact us.

Instead of generic events for holidays, I think a sense of community comes from helping people find their people in the neighborhood. Some of that is through shared interests. Can we have more opportunities for people to meet others who share their passions/interests/identities: fellow gardeners, musicians, sports fans, LGBTQ+ people, movie fans, visual artists, even people of shared faiths or political orientations, etc.?

This sounds great. With a current Board of 5 and a few additional social committee volunteers, we’re not going to cover all the interests. Some residents have started groups on the Facebook page. We are willing to help facilitate but we need many more volunteers with specific ideas of how to carry this out.

Can we have more events throughout the year?

It’s clear from this survey that our community wants additional social opportunities. The Board cannot do this alone. Any resident with an idea or interested in volunteering for an event, whether current or a new idea, please email the Board. Each event is planned and executed by volunteers. They don’t have to be as elaborate as the large holiday celebrations, but it does take time. Time that is used to better get to know your neighbors. We look forward to more engagement!

**Landscaping**

The new landscaping with ligustrum and sage looks good. Could we utilize more perennial plantings to avoid having to replace so much seasonally?

This is exactly what we are trying to do. We want to use more native plants with both drought and freeze tolerance. We currently have several areas that are designated for planting annuals. These areas were reduced to only two changes a year.

There is evidence of broken sprinklers or leaks around the lakes on concrete sidewalks. Can these be fixed?

Yes, all leaks should be fixed to prevent wasting water. If you see an area of concern, please email the Board with details. If these areas are just runoff, we can look at potential solutions.

Why does the landscaping look great in places, but other areas are sloppy?

Our contract is detailed in what should be completed. If there are certain areas regularly not getting the attention they deserve, please let us know. We will address this as needed or at a minimum take note to improve the contract in following years.

Why have some sections not been mulched in years? Can we increase mulching to twice a year instead of only once?

We reduced mulching to once a year to help with tree health. Our trees were forming large mulch volcanoes from too much mulch that didn’t break down. Our current contract has the landscapers turning the mulch over at 6 months to give it a fresh look for minimal costs. All trees and shrub beds should be mulched annually. Pine straw mulch has never been in the budget but if it becomes necessary, we can look into refreshing this as well. If there are specific areas that do not get mulch when the rest of the neighborhood does, please let us know so we can address this.

The landscaping does not look as good as it did in 2019. Are we replacing landscaping and shrubs that have died?

We are working to maintain and increase the beauty of the neighborhood. Working within our budget, we are replacing the areas that need it the most. The next on our list is around the main entrance sign. We heard from many people on this survey that landscaping is important. We will continue to make this a focus for 2024 and 2025.

Why are the dead bushes and bare flowerbeds, such as around the pool and playground, not being replaced?

We have been replacing the plants around the pool pavilion over the last year. The entire rear of the pool was completed last year. In front of the pavilion, we still had some roses that were holding on after many died from a rose disease. This area has been noted and we will work to put in fresh plants when able. Around the whole neighborhood, we are identifying other areas that need attention.

Can we replace the ligustrums along the common area fences that have died?

This is another project that has been identified. We do not have a date or specific plan but agree these should be replaced.

Do we cut down dead trees and thin out pine trees that are in clusters? They were small when planted, but as they mature the good trees need room to grow.

Yes, we remove dead trees a few times a year. We understand tree health is a concern and are actively seeking additional outside guidance.

Can we replace dead trees and not just place grass over them?

We have been advised by several arborists that we have more trees than recommended. We understand this is not necessarily the case in all areas of the neighborhood. Part of our current issue is trees that were not properly planted. Tree replacements are several hundred dollars each. We can look at replacing trees if the community understands the costs that will come along with that.

We have lost trees in the last few years that have not been replaced. The trees help with heat and attract birds. Every fall, nurseries have 50-70% off, so could we afford to replace the ones lost?

That sounds like a good sale but does not include the labor and installation. As mentioned above, we will still need to pay to have a proper hole dug out and tree planted for success.

Can we budget for more frequent tree trimming of the common area trees?

Historically, we have only needed and paid to have the trees trimmed up and drooping branches removed once a year. This was sufficient when the trees were younger. As the trees mature, more thorough tree trimming may need to be accomplished and will need to be budgeted for.

How often should the easement behind my house be mowed?

Beginning in 2022, the landscaping agreement contracted to have the easement between Hayden Lakes and Oakcrest mowed each time they mow the neighborhood, which is weekly during the summer and every other week during the winter. The easements on the east and south sides of the neighborhood are maintained once a month.

Can we eliminate the two tree requirement for each yard?

We are currently looking into this and will announce something through an update if the policy changes.

Can we add spotlights to illuminate the Hayden Lakes sign on the tower?

This project is in the works. We are aiming to complete it this fall.

**Amenities**

Do we pay for community Wi-Fi?

When we switched internet service providers at the pool pavilion for a better rate with a higher bandwidth, the new provider supplies a router with Wi-Fi. Internet is required at the pool to operate the access system, pool chemical control monitor, and cameras. There is no additional charge for Wi-Fi, and we publish the login if residents would like to use the pavilion to get out of the house for work or use it while enjoying the pool.

Do we budget for maintenance of existing amenities such as the turf and wire rope at playground?

Yes. These items were identified over the summer as needing attention. We will look into options for repairs.

Can we add sidewalk ramps where there are none at certain intersections, specifically between lakes 2 & 3?

This is an often-requested improvement, and the Board understands why. This was looked at in the past and discussed. We were informed a mid-block crosswalk could not be added without an engineering survey and county approval. Crosswalks are generally only allowed where there is a stop sign to protect it. We were quoted about $20,000 to conduct a traffic study to assess the need. That $20K doesn’t guarantee a result in our favor and doesn’t go toward the cost of a crosswalk if deemed appropriate. We investigated alternatives to a marked crosswalk but stopped due to financial reasons. When the resources are available, this will be one of the items to be considered for addition.

What are some of the improvements residents asked for in the survey?

Fence around the kid’s playground

Playground equipment suitable for smaller children

Sunshade over the playground

Benches, picnic tables, and drinking fountain at the playground available to residents year-round

Pickleball court

Develop the kiddie pool more

Indoor clubhouse for gathering

Weight room

Shade in the dog park

Additional dog waste stations around the lakes

**Pool**

Can we remove the lifeguards or only have them on weekends during the summer?

There are still many residents who do not have SAYOR access. Typically, during the summer when school is out, is when we have the highest usage and potential for issues. This would need to be thoroughly discussed with residents and the attorney.

How is the pool kept up when lifeguards are not present?

The pool company cleans the pool itself once a week year-round. A separate contractor cleans the bathrooms and takes out the trash every other week from March-October. This is to ensure the bathrooms are properly sanitized and the trash gets emptied when the lifeguards are not present. For any issues, please email pool@haydenlakeshoa.org.

**CCR Enforcement**

There’s many yards and homes that need attention. What can be done to hold residents accountable for maintaining their properties?

The Board does our best to balance holding residents accountable without sending out too many frivolous letters. The responses from our survey make it clear that many residents have this concern. Moving forward, we will ask the inspector to pay additional attention to residential landscaping and homes that need routine maintenance.

Can the Association stop people from riding 4-wheelers by the lakes?

We are trying. We recently adopted a formal policy against this. To have a true effect, if residents catch anyone doing this, we need a form of evidence and to identify the offender. This is going to take community involvement.

I’ve noticed many youth doing dangerous things. What can be done to stop these unsafe behaviors?

We have been advised by the attorney that Associations and Boards are not legally or otherwise responsible for the safety and security of residents or personal property. We are responsible to protect the assets owned by the Association. Any rules or policies we implement are to protect the community property. We cannot do anything that would be construed as trying to protect residents' own safety. Our advice is to call 911 or the non-emergency number if any resident ever feels unsafe.

Residents need to be more responsible with how they put their trash and recycling out overnight. Plastic bags, cardboard, plastic bottles and aluminum cans blow down the storm drains and collect in the retention ponds. Can anything be done?

Information has been published on the storm runoff drains funneling into the retention ponds, but we can’t force residents to cover or secure their trash/recycling.

Can we implement fines for pet owners not picking up their pets’ waste?

This should be a common courtesy. Even if we have rules, to fine we would have to have photo evidence and identify the resident. A better option would be simply talking with any resident seen leaving animal waste on community property. A friendly conversation goes a long way.

**Parking**

Is there any way to limit street parking?

This is a recurrent concern. Our former and current attorneys have advised us that there is minimal we can do about cars since the streets are maintained by the county. We understand there is a no parking clause in the CCRs for vehicles, but it would be extremely hard to enforce.

**Fencing/Gates**

Do we budget for fence replacement or staining on main entrance roads to keep them uniform and maintained?

Responsibility for the fences is currently being addressed via the attorney. Per the governing documents, residents are responsible for the fences on their lots. The Architectural Guidelines, written based on the Builder Guidelines, stipulate how the fence should be maintained for a uniform appearance.

Will a gate be added to the main entrance due to the new commercial and industrial complexes being built on Boudreaux? What about a gate for the Enclave due to the new rental homes nearby?

At this time, Hayden Lakes becoming a gated community is not being considered. This would be an expensive project with 9 streets leading into and out of the neighborhood. Additionally, the Association would be responsible for road maintenance instead of the county. It would have significant additional maintenance implications and associated expenses.

**Budget**

Why are we paying $15k for assessment collections and only getting $7500 back in late fees?

These are two separate things. Legal collections is money spent in attorney fees to force residents to pay their assessments. Reimbursements from these funds is Collection Cost Reimbursements. These two budget line items may or may not be reimbursed in the current year. It takes several months before we can send a resident to the attorney for collection. Beginning Feb 1, assessments are considered late. Late fees are funds collected on assessments that are paid after Jan 31.

Is the electricity rate shopped around?

Yes, we have 16 different meters in the community. Whenever a contract comes due for renewal, we use multiple methods to shop the rate, including finding rates ourselves, asking the managing agent to request rates, and getting rates from a broker.

**Lakes**

Are too many ducks bad for a neighborhood or the lakes? They are on the walking trails and can be aggressive.

This has become a more frequent concern in 2024. We will look into options but due to the sensitize nature of this topic, any decision will be thoroughly discussed with the community before being acted on.

What can be done to fix the fountain in the Enclave that has been malfunctioning recently?

It should be operating normally now. The ON/OFF switch on all fountain control boxes was deactivated from the outside, so they cannot be manually turned off. Additionally, work was completed on the Enclave fountain motor.

Why are the lakes brown? When will they be cleared up?

We understand resident frustration with this. The main identified reason is from rain runoff of Mirella while it is under construction. We are working with Caldwell management to ensure their approved Storm Water Runoff Protection Plan is being properly implemented. They are behind on construction and sod has not been laid around the homes yet. When this occurs, it should further help reduce runoff. Caldwell has also committed to treating the Enclave lake to clear it up. We appreciate this commitment but the process can be harsh on the lake so we do not want to complete it multiple times.

**Board of Directors**

Can we resume in-person Board meetings? If that is hard to do, can we at least hold the annual meeting in-person, so homeowners know who is on the board?

Many Board meetings only have a handful of attendees. The last two Board meeting only had one and four additional residents. The last survey conducted on this topic favored holding the meetings virtually for the greatest opportunity of attendance. Additionally, we pay to hold the meetings in person at the school. The Board can look into having the annual meeting in-person if attendance would increase.

Why does the Board hide behind emails and zoom to avoid our residents?

We don’t intend to hide at all. We publish all our contact information on the website and respond to all residents. We were personally passing out replacement pool cards by going door to door and sitting up at the pool this summer. We are also out in the community doing many of the repairs ourselves. We prefer to communicate via email vs social media or messenger so we can get all the details of the situation and address it as a Board. We are always happy to meet in person to discuss issues, but we haven't had any requests to do so. We once held a “Meet the Board” afternoon at the pool pavilion and could consider this again if desired.

Can the Board hold meetings at the pool?

This is not ideal. There is minimal cover for inclement or hot weather.

Can pictures be included with violation letters?

The Board asked about this last year with the management company. This cost is $1 per photo for added time and labor. Pictures are taken with the certified fine notice on the third letter. The best way to respond to a violation letter that is not yours or resolved is to simply respond on the management website. This is all documented and can be reviewed.

Can the Board be composed of representation from each sub-loop within the neighborhood?

This would be optimal. For the 2024 election cycle, no residents stepped forward to run. If we have enough interest, it would be great to have Board members from across the neighborhood.

Do you publish the Board member names, contact info, and who to contact for what?

Yes, there is an About Us section, which includes the Board, on the Association website, haydenlakeshoa.org. We will work to update it with who is responsible for what.

**Miscellaneous**

We aren't building new homes, so why do we need to entice people to move to our neighborhood?

Residents are continuously moving in and out of the neighborhood. Maintaining a great community appearance keeps the neighborhood attractive to prospective buyers, and in turn keeps all our property values up.

Can we hire a neighborhood handyman, electrician, and plumber that we can schedule for repairs? What about collectively bargaining for common jobs such as lawn care, fence work, home repairs, generators, solar panels, or other home improvements?

Common home maintenance is essential to keeping values up and improvements are encouraged. However, individual homeowners have different preferences in who completes the work. The Association cannot be responsible if an issue arises with the quality of work. Residents have gotten together via social media to coordinate group install rates and this is still the best way to get a better deal.

Can we invest in hardening of our electricity grid or other sources of power, like solar, for the benefit of the whole neighborhood to reduce power outages?

The electric grid is maintained by CenterPoint. This is outside our control, and we cannot add or modify any sources of power or infrastructure that would affect the grid.

Can we set up an internal system for borrowing things like mulchers, extra tall ladders, yard equipment, etc., so residents can borrow these items for free?

This would be best administered by residents. The Association shouldn’t take on this additional responsibility. Social media has been used to coordinate this type of borrowing between neighbors and may be a better place to start.

Is there a list of recommended restaurants, contractors, housekeepers, landscapers, etc.?

There is a vendors list on the Association website, but most residents use social media to make requests or recommendations. The website lists will still be updated if residents want to start using those lists more.

Can we get license plate cameras at the entrance and exit of the neighborhood?

There are currently 9 entrances and exits to the neighborhood. The cost of setting this up along with the required electrical connections, and fees to operate the system does not currently outweigh the potential benefits. The pricing for Flock, which is a solar cellular system, would be around $22,500 a year. Which we do not have the budget for.

Continued re-zoning of our schools is frustrating. Why are we not zoned to the schools closest to us and why did the HOA not coordinate a response?

School rezoning is determined by the Tomball ISD school board. The Board is focused on maintaining the neighborhood's amenities. Residents had many different views on this change and the Board neither promoted nor discouraged residents from banding together. These types of actions are best coordinated from a source outside of the Board.