

HOA Board Meeting FAQs

This document provides clear and concise answers to frequently asked questions raised by residents during HOA board meetings.

What Is an HOA and What Does It Do?

Welcome to the community! If you're new to living in a neighborhood with a Homeowners Association (HOA), you're not alone—and you're in the right place to learn more.

An HOA is a nonprofit organization established to manage and maintain the shared spaces and community standards of a residential neighborhood. When you purchase a home in an HOA-governed community, you automatically become a member of the association.

What the HOA Is Responsible For:

- **Maintaining Common Areas:** This includes landscaping, lighting, and upkeep of parks (private ones, not public), greenbelts, and entryways.
- **Amenity Center Operations:** The HOA manages the pool, gym, clubhouse, and other shared facilities, ensuring they are clean, safe, and functional.
- **Architectural Review:** The HOA reviews and approves exterior modifications to homes (like pergolas, fences, or paint colors) to maintain a cohesive look and protect property values.
- **Enforcing Community Rules:** The HOA enforces the Covenants, Conditions, and Restrictions (CCRs) and community guidelines to ensure a safe, attractive, and respectful environment for all residents.
- **Budgeting and Financial Management:** The HOA collects dues and allocates funds for maintenance, improvements, insurance, and reserves.

What the HOA Is *Not* Responsible For:

- **Builder Construction Issues:** The HOA does not oversee or manage home construction or builder performance.
- **City or County Infrastructure:** Roads, streetlights, public parks, and public utilities are typically managed by the City, County, or Municipal Utility District (MUD)—not the HOA.
- **Law Enforcement:** The HOA cannot issue citations or enforce criminal laws. For noise complaints or illegal activity, residents should contact local authorities.
- **Private Property Disputes:** The HOA does not mediate neighbor-to-neighbor disputes unless they involve a violation of community rules provided for in design guidelines and governing documents.

This FAQ is designed to answer common questions and clarify how the HOA supports the community. If you ever have questions beyond what's covered here, the HOA office is always happy to help.

Question 1

Q: We asked for CCRs and were told there were none. We didn't know we were living in an HOA.

A: All governing documents and architectural applications are available on our [website.theoverlookatmissionridgehoa.connectresident.com/](http://theoverlookatmissionridgehoa.connectresident.com/). Payments can also be submitted through the website.

When signing your closing documents, your title company should have disclosed that your home is part of an HOA under Schedule B of the title policy. This document outlines your property restrictions and typically includes a file number referencing the recorded plat. Additionally, your builder should have disclosed the HOA status in your purchase contract.

Question 2

Q: Builders are leaving behind trash, food, and other debris at jobsites, and that trash is all over the neighborhood and our properties. What is being done about this?

A:

Homeowners can report these issues by calling 311, which handles county and city complaints, including illegal dumping of trash, mattresses, and other debris on or near empty lots.

The HOA is also implementing fines for builders who fail to maintain clean job sites.

Question 3

Q: Builders are also starting to work early in the morning and leaving late at night. They also play very loud music. What can be done about this?

A:

You may report noise disturbances to the police. Additionally, please notify the HOA office with the builder's details so we can contact them directly to address the issue.

Question 4**Q: Can you put parking in the drainage pond area?****A:**

No. That area is designated as a drainage pond and cannot be used for parking or any other purpose.

Question 5**Q: I am a resident who started a pergola project and got cited for it. What are the next steps to take?****A:**

You must complete an architectural application, available on the resident portal, and submit the \$150 fee. Your request will then be reviewed by the Architectural Review Committee.

Question 6**Q: What about lights that are not working on Bob Hope Street past the school?****A:**

Reach out to the County Public Works Department:

- Website: <https://www.epcounty.com/publicworks/>
 - Phone: (915) 273-3330
 - Email: E.Urbina@epcounty.com (Evelyn Sanchez Urbina)
 - Address: 800 E. Overland Ave, Suite 200, El Paso, TX 79901
 - Hours: Monday–Friday, 8:00 AM – 5:00 PM
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Question 7**Q: El Paso weather is brutal and playgrounds, especially the slides get very hot. Is there a way to get shade in the playground/parks?****A:**

These are public parks managed by the PDEMUD. See the contact list below.

Question 8**Q: Can we start a petition to get speed bumps on Emerald Park Street?****A:**

It is a lengthy process that has not succeeded in other communities.
Suggestions:

1. Contact County Commissioner Ms. Holguin. (And/Or)
 2. Contact El Paso County Public Works – Road & Bridge
 - Phone: (915) 546-2015
 - Address: 800 E. Overland Ave, Room 200, El Paso, TX 79901
 - Website: <https://www.epcounty.com/publicworks/>
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Question 9

Q: Why do we only get one fob per household? Why can't we have two?

A:

The current policy of issuing one fob per household is designed to manage access and security while keeping administrative costs low. However, we understand that larger households or those with multiple adults may need more flexibility. The HOA is currently reviewing this policy and exploring the possibility of offering additional fobs for a nominal fee. We are also consulting with other HOA managers to understand best practices and ensure any changes are fair and sustainable for the community.

Question 10

Q: Where does money collected from violations go?

A:

It goes into the HOA's operating funds and is reinvested into the community. These funds help cover maintenance, improvements, and operational costs that benefit all residents.

Question 11

Q: What is the capacity of the pool? Can people spend all day there and bring many guests? A:

The pool is intended for the enjoyment of all residents, and while there is no strict time limit for how long someone can stay, we encourage everyone to be considerate of others. If guest usage becomes excessive or prevents residents from enjoying the facility, the HOA may implement measures such as wristbands to distinguish residents from guests or hire a pool monitor during peak times. These steps help ensure fair access and maintain a safe, enjoyable environment for all.

Question 12

Q: Can you track who enters and exits the facility using fobs?

A:

Yes. Each fob is uniquely assigned to a homeowner and logs entry data when used. This allows the HOA to monitor facility usage and investigate any incidents or damages. Combined with security cameras, this system helps ensure accountability and enhances the safety of our shared spaces.

Question 13

Q: I work long hours and can't access the gym. Can it be open 24 hours?

A:

While 24-hour access is not currently available due to safety and staffing considerations, the HOA is evaluating options such as extended hours or keycard-based access with enhanced security measures. Resident feedback is welcome.

Question 14

Q: Can we change the gym temperature? It was 78°F last time I visited.

A:

The gym's temperature is centrally controlled to maintain energy efficiency and equipment safety. If the temperature is consistently uncomfortable, please report it to the HOA office. We will monitor and adjust as needed.

Question 15

Q: Can we reserve the facility for a party?

A:

Currently, the facility is available on a first-come, first-served basis and cannot be reserved.

Question 16

Q: How do violations work for military deployment?

A:

Notify the HOA and provide documentation. We will note your deployment and suspend violations accordingly.

Question 17

Q: How do I appeal a violation I don't agree with?

A:

Reply to architectural department

Question 18

Q: How long do I have to fix a violation?

A:

Most violations come with a 30-day grace period.

Question 19

Q: How can we ensure only members and their guests use the facilities?

A:

Access to the facilities is controlled through fob entry, and each fob is registered to a specific household. Residents are responsible for ensuring that only authorized guests accompany them and that no one shares their fob. The HOA relies on the community to uphold these rules and encourages residents to report any misuse. This shared responsibility helps maintain the integrity and safety of our amenities.

Question 20

Q: Can you see who is using the fobs?

A:

Yes. Each fob is uniquely assigned to a homeowner and logs entry data when used. This allows the HOA to monitor facility usage and investigate any incidents or damages. Combined with security cameras, this system helps ensure accountability and enhances the safety of our shared spaces.

Question 21

Q: When will residents be allowed on the HOA board?

A:

Once the community reaches 75% completion, residents will be eligible to serve on the HOA board. Until then, the board remains under developer control. However, residents are encouraged to participate in committees and community discussions to stay involved and informed.

Question 22

Q: Could the \$150 application fee change in the future?

A:

The \$150 application fee reflects the administrative cost of processing architectural requests for now it is a set fee.

Question 23

Q: Could the application fee vary depending on the type of modification?

A:

Yes, this is under consideration. The board is exploring a tiered fee structure based on the complexity of the modification.

Question 24

Q: What is the rule for trashcans being visible? Can we get a picture of proper screening?

A:

Trashcans must be screened from public view using approved materials. Acceptable screening includes fencing or enclosures that match the home's exterior. (Karla is coordinating with the team to provide visual examples and will upload them to the resident portal for reference.)

Question 25

Q: How many homes are in the HOA community?

A:

There are currently 200 occupied homes. The community will have 630 homes upon completion.

Question 26

Q: Can I request several additions in one application?

A:

Yes, multiple additions can be submitted under a single architectural application. This streamlines the review process and reduces administrative burden. However, each addition must be clearly described and include all required documentation (e.g., drawings, materials, dimensions) to ensure proper evaluation by the Architectural Review Committee.

Question 27

Q: How long do I have to complete additions?

A:

Each approved addition must be completed within 160 days from the date of approval. This timeline ensures that projects are completed in a timely manner and helps maintain the aesthetic and structural integrity of the community. If delays occur due to unforeseen circumstances, homeowners should notify the HOA to request an extension.

Question 28

Q: Can we add a crosswalk on Emerald Park Street?

A:

Once Hunt delivers the street to the County, it becomes their responsibility. Requests for crosswalks or other traffic control measures must be submitted to the County Public Works Department. Residents are encouraged to contact the department directly or work through the HOA to initiate the request.

Question 29

Q: Can we get shade at the tennis and pickleball courts?

A:

Shade structures are a valuable amenity but come with significant costs and engineering considerations. The HOA is aware of the request and will evaluate it as part of future budget planning. This may be considered once the community is more fully developed and financial resources allow.

Question 30

Q: Why do I have to pay for the facility if I don't use it?

A:

All homeowners are required to pay HOA assessments, including for the amenity center, regardless

of individual usage. This is because the HOA is responsible for maintaining and insuring the facility for the benefit of the entire community. As clarified in our correspondence with Winstead PC, the amenity center is a common area asset deeded to the HOA once construction is complete and all obligations are met. The costs associated with its upkeep—such as insurance, maintenance, and security—are shared equally among all homeowners as outlined in the governing documents and management agreements. Even if a homeowner does not personally use the facility, the shared responsibility ensures the property is preserved, insured, and available for all residents, which also contributes to maintaining property values across the community.

Question 31

Q: Can fences be made of wood instead of metal?

A:

Yes, wood fences are allowed, but they must comply with the HOA's design guidelines regarding height, color, and materials. These guidelines are in place to maintain a consistent aesthetic throughout the community. Please refer to the design standards available on the resident portal or contact the HOA office for clarification before beginning any fence installation.

Question 32

Q: What happens if I don't pay my HOA fees?

A:

Failure to pay HOA assessments can result in a series of escalating consequences as outlined in the governing documents and supported by legal counsel from Winstead PC. These include:

1. **Late Fees and Interest** – Once a payment is missed, late fees and interest may be applied to the outstanding balance.
3. **Collection Efforts** – The HOA may initiate formal collection efforts, which could include notices, demand letters, and referral to a collections agency or attorney.
2. **Lien on Property** – If the balance remains unpaid, the HOA has the legal right to place a lien on the property. This lien can affect your ability to refinance or sell your home.
3. **Legal Action** – In some cases, the HOA may pursue legal action to recover the unpaid assessments, which could result in additional legal fees and court costs being charged to the homeowner.

These enforcement mechanisms are standard under the Texas Property Code and are necessary to ensure the financial health of the association and equitable treatment of all members.

Question 33

Q: Will the rules and regulations change over time?

A:

Yes. HOA rules and regulations can be updated to reflect the evolving needs of the community. Any proposed changes go through a formal review and approval process to ensure they align with the governing documents and applicable laws. Residents will be notified of any updates and may be invited to provide feedback during the process.

Question 34

Q: I built my home with RV parking, but now I'm told RVs aren't allowed. Why?

A:

Builders are expected to inform buyers that the home is in an HOA with specific restrictions, including those on RV parking. These rules are outlined in the governing documents provided at closing. While the HOA enforces these rules consistently, any concerns about miscommunication should be addressed with your builder or title company.

Question 35

Q: How do renters fit into the HOA?

A:

Renters are subject to the same HOA rules and responsibilities as homeowners. The property owner remains accountable for ensuring their tenants follow community guidelines and pay assessments on time. Owners should provide renters with a copy of the community rules and notify the HOA of any tenant changes.

Question 36

Q: Are Airbnb's allowed in the community?

A:

No. Short-term rentals such as Airbnb are not allowed. The HOA requires all rentals to have a minimum lease term of six (6) months, which effectively prohibits Airbnb-style arrangements. This policy helps preserve the residential character of the neighborhood and ensures compliance with local regulations.

Question 37

Q: Can builders substitute trees from the approved list?

A:

Yes, but substitutions must be approved by the HOA or its designated landscape consultant.

Contact List

El Paso Municipal Contacts

- **City Hall:** (915) 212-0000
 - **Police Department:** (915) 832-4400
 - **Fire Department:** (915) 485-5600
 - **Speed Humps / Signs / Signals / Markings:** Streets Dept. – Call 311 | Email: NTMP@elpasotexas.gov
 - **District Representative (District 1):** Peter Svarzbein – (915) 212-1002 | Email: District1@elpasotexas.gov
 - **Street Lights:** Streets Dept. – (915) 543-5970
 - **City Parks:** Parks Dept. – (915) 212-1714 | Email: parksandrecreation@elpasotexas.gov
 - **Planning & Inspections:** Kevin Smith – (915) 212-1566 | Email: smithkw@elpasotexas.gov
 - **311 Program:** Call 311
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El Paso County (Mission Ridge)

- **Speed Humps:** Public Works – Antoinette – (915) 546-2015 | Email: Ahunt@epcounty.com
 - **County Commissioner (Precinct 3):** Iliana Holguin – (915) 546-2144 | Email: commissioner3@epcounty.com
 - **Subdivision Plats:** Public Works – Gilbert Saldana – (915) 546-2015 | Email: gsaldana@epcounty.com
 - **Animal Welfare Dept.:** Animal Control – (915) 834-8250 | Email: SpayNeuter@epcounty.com
 - **Sheriff's Office (Non-Emergency):** (915) 546-2280
 - **Weeds, Abandoned Vehicles, Trash, etc.:** District 1 – Frank Guillen – (915) 852-3204
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Utilities & Services

- **Electric Service:** EP Electric – Raul Guel – (915) 543-4015 | Email: gruel@epelectric.com
- **Internet/Cable (TWC):** Ray Mendoza – (915) 775-7415 | Email: Ray.mendoza@twcable.com

- **Internet/Cable (AT&T):** Ray Rock – (915) 595-5151 | Email: Croo61@att.com
 - **Gas Service (TX Gas):**
 - Jorge Sejera – (915) 269-4971
 - Ramsey Skaf – (915) 680-7329 | Email: Ramzi.skaf@onegas.com
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PDEMUDs (Mission Ridge)

- **PDEMUDs Representative (MUDs 1–11):** Margaret – Email: margaret@pdemuds.com
 - **Water & Sewer Service:** Inframark – Erika – (915) 852-1465 |
Email: erika.duran@inframark.com
 - **Third Party Review (TRE):** John Jansing – (512) 358-4049 | Email: jjansing@tr-eng.com
 - **Trash Service:** EP Disposal – Lorena – (915) 772-7495 | Email: lorenag@wcnx.org
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