

1. What is the Woodlands Homeowners Association (WHOA)?

The WHOA is a legal entity, and a non-profit organization created to manage and maintain the Sanford Place and Woodlands of Houston housing developments, which includes the maintenance of common areas of the community. These common areas consist of things like landscaping, pavilions, and playgrounds. WHOA was set up by the developer of the community with a set of rules called “Declaration of Covenants, Conditions, Restrictions and Easements” hereafter referred to as the Covenants. It allows the developer to end their responsibility over the community, typically by transferring ownership of the association to the homeowners after selling. The primary function of the WHOA is to enforce and ensure that these Covenants are adhered to by the individual homeowners and to collect annual assessments from homeowners. The guiding principles of these Covenants are to proactively protect the interests of the entire community and to help maintain property values and the quality of life within the community.

2. Is Membership Optional?

No, the WHOA is an active association incorporated under the laws of the State of Georgia. When you purchased your home, during the closing, you signed forms acknowledging that you understood you would be joining an HOA and would: 1. Pay Annual Assessments, and 2. Accept/Abide by WHOA Covenants.

3. What If We Were Told Sanford Place/Woodlands of Houston Did Not Have a Homeowners Association?

While seeking out this information is the buyer’s responsibility, the developer is also aware that agents may have inadvertently failed to reveal that homes on the market in our community are part of an HOA. While the developer regrets any hard feelings this may have caused, this is a matter between the buyer(s) and the agent(s). Consequently, to try to help minimize “surprises”, the developer has provided builders and agents with a Closing Review Form as part of the documents to be completed by the homeowner at closing. In addition to the Covenants themselves, the Closing Review Form discloses to the buyer(s), our status as an active HOA and of their responsibilities, to include compliance, when they become homeowners in the Woodlands.

4. Where Can I Get a Copy of the Declaration of Covenants, Conditions, Restrictions, and Easements?

You should have received these documents during your closing appointment for your new home, as they are to be included with the packet you received after signing. If you are unable to find them, these documents are available for viewing or download on the WHOA website at **www.whoahouston.com** or the WHOA app that can be found on the app stores under **Woodlands HOA GA**.

5. Why are There More Than One Set of Covenants?

Covenants are created with a Description of Properties at the time of recording. The Description of Properties defines the lot(s) to which the covenants apply to. As the subdivision grows, new covenants must be created or amended to include the additional lots. Adjustments and improvements to covenant wording are made at the discretion of the developer for each phase as they are built.

6. Does WHOA Have Any Employees?

No, the WHOA has no employees. Homeowners serve voluntarily without any financial compensation.

7. Does WHOA Own Any Property?

Yes, the WHOA has four retention ponds, two parks/pavilions and three entrances into The Woodlands community.

8. How Much are Assessments? When are Assessments Due? Is There a Grace Period for Making Payments?

Assessments for **Sanford Place are \$180.00 annually and Woodlands of Houston are \$360.00 annually.** Assessments are due **no later than December 1st of every year.** Payments are accepted starting **October 1st with the cut-off date being December 5th.** After December 5th, assessment payments are considered late, and a late fee will be applied. Assessment due dates are contained in the Covenants and the due dates are posted on the website and app. Not receiving a bill does not exempt you from making payment.

9. How Do I Make My Assessment Payment?

You can go online to **www.whoahouston.com** and click on “Pay Assessment” and find your housing development (Sanford Place or Woodlands of Houston). You may also pay your assessment on the app by clicking on the HOA Assessments tab and find your housing development. When paying online, you will incur a convenience fee based on the payment platform’s percentage of the amount due, which is between 3-5%; please understand that this fee is not chosen by the WHOA. If you do not want to pay online, you can mail a **personal check/cashier’s check/money order** to the mailing address below. Please note that this address is only a mailbox, not a residential address. Please ensure your home address is noted with your payment.

**WHOA Houston, Inc.
300 Woodlands Blvd
Kathleen, GA 31047**

10. What Happens if I Don't Pay My Assessment?

Any assessment, or portion thereof, not paid when due, shall be delinquent. If the unpaid assessment amount is not paid within **5 days after the due date (December 6th of each year), then a late charge will be applied**. Letters will be mailed to each homeowner, indicating they are past-due on their assessments. Residents of **Sanford Place will incur a late charge of 10% of the amount thereof or \$5.00, whichever is greater**. Any assessment or portion thereof, not paid when due, shall bear interest from the date of delinquency until paid at the maximum legal rate. Residents of **Woodlands of Houston will incur a late charge of 10% of the amount thereof or \$50.00, whichever is greater**. Any assessment or portion thereof, not paid when due, shall bear interest from the date of delinquency until paid at the maximum legal rate. All payments on account shall be applied first to late charges, then interest, and then to the assessment lien first due. A lien is a monetary claim levied against a property for unpaid mortgage, taxes, contractor work, or other charges. A lien is attached to the property, not the owner, but legally must be recorded in the property records of the county of residence. If a lien is in place, the property owner has very limited ability to do anything involving the property until the lien is satisfied or removed.

11. What Do Annual Assessments Pay for and Are They Mandatory?

Annual assessments are, in part, the basis of WHOA's budget which is designed to reflect upcoming debts such as accounting services, legal fees, insurance, utilities and landscaping. WHOA fees and assessments are mandatory and must be paid if someone buys a property in the community. Don't forget, when you purchased your home in the WHOA, you agreed to pay your annual assessment when signing your settlement papers. If, for example, you disagree with how your WHOA may or may not be handling the business of the association, that does not justify withholding all or a portion of your required annual assessment.

12. I Pay My Assessment, but it Appears Improvements are Slow to Materialize in The Community.

Your regular assessments cover many items that may not be obvious, such as insurance premiums, utility bills such as water, electricity, trash services, bank fees, postage, copies, audits, legal fees, long-term maintenance and capital improvements. If there is something you wish to receive clarification on or if you observe something that needs attention, please email the WHOA at **whoahouston@gmail.com**.

13. What Types of Things Can WHOA Regulate?

WHOA's exact responsibilities and powers can be determined by consulting its governing documents, such as the Covenants. Parts of these will describe the workings of the WHOA itself, but the rest describes what it can do, when and how. Its authority covers things like the

maintenance and upkeep standards owners are expected to meet as members of the WHOA. Part of living in the community includes agreeing to keep a home, its lawn and surrounding property in good condition. Rules may limit new construction, so residents need permission if they wish to install a swimming pool, erect a fence or build an addition. Standards may apply to driveways, landscaping and other aspects of a property.

14. Are WHOA Rules Legally Binding? How are They Enforced?

Yes, WHOA rules are legally binding. The WHOA can potentially fine or file a lawsuit against an owner who violates any restriction, covenant, or rule, as well as hold the owner responsible for any attorney's fees or costs incurred by the WHOA in enforcing that rule. While limited to some extent by state and local laws, WHOA rules and regulations are also supported by them. This means that becoming a member involves entering a legally binding contract. If the WHOA stays within its authority and its governing documents comply with state and local laws, courts will usually uphold their actions if an issue gets that far. Disciplinary actions by the WHOA are typically in the form of fines, but in more serious cases may go as far as a lien on the property. For a sufficient offense, the WHOA may even be able to foreclose on a home, depending on its rules. If WHOA assesses fines, even incorrectly, it may be better to pay them first and then contest the matter to avoid any late fees, penalties or other consequences.

15. How Can the WHOA Contact Me?

At closing time, you should have completed a Closing Review Form, which was then sent to the WHOA by your closing attorney or builder. This form contains your name, mailing address, phone numbers, and email address. If you did not complete this form at closing time, please visit the Closing Review Form page on our website to do so now. WHOA also has a Welcoming Committee who will reach out to all new residents to pass on our Welcome Packet. This packet has important information for all residents who have moved into the community.

16. Why Do I Have to Get Permission for Home Improvements?

If you are making a change to the exterior of your home or a change anywhere on your property, you need to get approval from the Architectural Control Committee (ACC). The Woodlands is under a "Declaration of Covenants, Conditions, Restrictions and Easements" hereafter referred to as the Covenants. When you bought a home in this community you became obligated to abide by the restrictions outlined in the Covenants. Architectural control restrictions are designed to maintain the aesthetic harmony of the community and to protect property values. Over time, residents may like to make modifications to their homes. Without an architectural standard and approval, these gradual changes can easily affect the appearance of the community. By obtaining approval before any improvement is made you can be assured that the community standards are maintained by everyone. This avoids the problems that arise from the construction of improvements and the use of colors or styles that conflict with your Covenants. The Home Improvement Request Form can be found on the WHOA website at **www.whoahouston.com**

under the Forms section, or on the app under the Architectural Request tab. All home improvement requests must be submitted and approved by the ACC prior to starting any construction. If a homeowner begins alterations or improvements without required ACC approval, they are subject to a variety of penalties under the Covenants. At a minimum, WHOA can order the owner to immediately cease all work and restore any altered areas to their original state. If the owner does not comply, WHOA can impose daily fines until the violation is corrected. In addition to the fine, the owner will be liable for all costs of collection including reasonable attorney's fees.

17. Who Do I Contact About Any Maintenance Issues in Common Areas, Such as Lights Being Out, Lawncare Being Needed, or Trash Needing to be Picked Up?

Please send an email with specifics to whoahouston@gmail.com and we will reach out to the companies we have a contract with to do such work.

18. Does the Architectural Control Committee (ACC) Patrol the Community Looking for Covenant Violations?

No, we live in a self-policing community, so it is up to each homeowner to read and comply with the Covenants. If you find a covenant violation, please submit a Covenant Violation Form immediately. The Covenant Violation Form can be found on both the website (Forms/ Covenant Violation Form) and app (Violations). Although a name is requested as the individual reporting, this information is never shared with the homeowner that has the violation.

19. Who Owns and Maintains our Streets and How Do I Report Street Light Outages or Vehicles Parked for an Extended Amount of Time?

Our community streets are owned by the City of Warner Robins or the City of Perry depending on where you live. They are maintained by the respective Public Works Department who can be contacted at 478-302-5543 for Warner Robins or (478) 988-2732 for Perry. Any street light outage should also be reported to the Public Works Department of the city in which you live.

20. Can The Public Use Community Amenities?

Amenities such as parks and playgrounds are for residents and their guests only. Please note that guests must be always accompanied by residents.

21. Can the Parks and Pavilions be Reserved?

No; if you choose to use the pavilions, please be courteous and respectful to other homeowners who would like to use the facilities. There is a Park Usage tab on the app that allows you to create an event so residents are aware it will be used for an event.

22. Who is Responsible for Cleaning the Parks and Playgrounds?

Homeowners and their guests are expected to police and clean up after themselves. Trash receptacles are on site and should be used to dispose of all trash. Any problems should be brought to the attention of the WHOA by sending an email to **whoahouston@gmail.com**. The large trash bins that are rolled out for weekly waste management pick-up are located behind each pavilion. We have residents who live near each park who volunteer to put the bins on the curb the night prior to being picked up.

23. Can Residents Fish in the Retention Ponds?

No; the retention ponds are part of the storm water system for the Woodlands community. These retention ponds are owned by WHOA directly and are considered **NO TRESPASSING** areas for WHOA residents and individuals living outside the community. Nobody should be stocking them with fish, nor should they be entering them in any capacity, such as in a boat, canoe, or used for swimming. As with any water source in Georgia there is a high probability of alligators, snakes, and snapping turtles that may take up residency in the retention ponds.

24. Does the WHOA Handle Homeowner Disputes, Neighborhood Disturbances, Parking Complaints, or Speeding?

No; Unless the problem is one causing a common area problem or a direct violation, homeowner disputes should be settled between the parties involved. The WHOA is not here to serve as mediators between neighbors. In any community, whether governed by an association or not, homeowners run into personality clashes, pet problems, and other neighborhood issues. Often, open communication can resolve the problems to the satisfaction of both parties with no hard feelings. The WHOA has no authority over parking complaints or speeding. It is important for all residents to drive safely, obey traffic laws and be cognizant of children in the neighborhood. Complaints of this nature must be addressed to the **City of Warner Robins police at 478-302-5378 or the City of Perry police at 478-988-2800**, depending on where you live.

25. Are Golf Carts, Four Wheelers, Recreational Vehicles, Etc., Allowed in the Community?

According to Georgia Laws, golf carts are permitted in neighborhoods and are policed by the local police department. All streets and right of ways in the neighborhood are owned by the City in which you live, NOT the WHOA. Please contact the local police department with any complaints.

26. Who Do I Contact About Problem Pets/Owners who Don't Clean up After Them?

Part of the responsibility of pet ownership is to clean up after them. If you are a dog owner, please carry pet waste bags with you on your walks and dispose of the waste in your

garbage bin when you return home. Please do not report this to the WHOA. Try to contact the owner about loose pets that you have found; if this is not possible, or the owner is a repeat offender, contact **Warner Robins Animal Control at (478) 929-7290 or Perry Animal Control at 478-988-2888**, depending on where you live.

27. I'm Having Issues with my Mail/Mailbox

WHOA does not handle anything that is mail/mailbox related; this is handled directly by the main Perry Post Office located at 1400 Macon Road in Perry, or the main Warner Robins Post Office located at 904 Russell Parkway. If you lose a key or need additional keys, it is your responsibility to have them made at a local hardware store.