



Welcome to Pecan Square, your new town in the country! We are so excited you are here! At Pecan Square, we have our own town square, which will be the traditional center of community life, anchored by Jackson Hall. The Square is an attraction for residents to meet new friends, families to grow and a place to see what's new and what's coming. We will gather to enjoy the full schedule of events such as community barbeques, barn dances, the annual Christmas tree lighting, or the Fourth of July parade, a full array of programming offered by our great on-site Pecan Square Lifestyle team.

When you purchase a home at Pecan Square, you automatically become a member of the Homeowners Association, and you will get to enjoy community living at its best. You should have received your community documents at closing, they are probably still packed in your moving boxes, but you can easily access them on our website, www.pecansquarehoa.com. We encourage you to familiarize yourself with the information provided, as it is important ownership information, as well as your responsibility and commitment as a homeowner within the community. The website will be your one stop site, where you can find events, calendar, HOA documents, assessment and payment information, frequently asked questions, and a link to a web-based services that utilize proprietary software to give you real-time information about your account.

The HOA administrative offices are in The Greeting House, which is the two-story, brick building on the east side of Town Square. Office Hours are Monday through Friday from 9am-5pm. Please make an appointment with the General Manager or Lifestyle Manager if you need assistance.

We are happy to be the first to welcome you and meet you at your new home. We do a monthly new homeowner orientation that you will be invited to, if you cannot make the meeting this month, there will be another one held next month!

If you have any questions or concerns regarding your HOA at Pecan Square, please contact General Manager, Mark Pacheco at 214-558-6905 or mark.pacheco@fsresidential.com. You can also contact our Customer Care Center 24/7, particularly for after hour emergencies at 877-378-2388.

Again, we welcome you to Pecan Square and look forward to meeting you!

Best,

Razeena Sanchez

Community Host
Razeena.Moosa@fsresidential.com
214-952-0650



INFORMATION SHEET

Pecan Square Website www.pecansquarehoa.com

Services	Vendor	Contact Information
Utilities		
Water/Sewer	Town of Northlake	940-648-3290; option 3
Gas	Atmos	888-286-6700
Electric	CoServ	940-321-7800
Mail-USPS	Justin Post Office 120 W. 5 th St, Justin, TX 76247	940-648-3184
Trash Service-Trash/Recycling pickup – Wednesdays Bulk pickup additional charge	Waste Connections (Not an optional service-must have trash service)	817-222-2221
Internet (500/500 included as part of the HOA)	Frontier (Justin Service Area)	844-660-0648
Home Automation (Alexa Show and Ring)	HomePro	972-245-5777 ext: 122
Emergency Services		
	Police, fire, EMS	911
Denton County Sheriff's Office (DCSO)	Non-Emergency	940-349-1600
Emergency After Hours-Open 24/7	First Service Customer Care Center	214-871-9700
Water Emergency	Town of Northlake Regular Business Hours M-F 8am-4 pm After Hours/Weekends	940-648-3290 972-943-4981

Join us on Facebook or Instagram! Stay connected with what is happening
in the community, as well as meet new neighbors and friends.

Instagram: PecanSquareTexas

Facebook: Pecan Square HOA Events and Activities

Candace Culver

Community Lifestyle Manager
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214-769-1078

Mark Pacheco

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Highlights of the Association’s Guidelines for Community Living

The following is a summary of a few of the most asked questions from the Covenants, Conditions and Restrictions covering the lots in the Pecan Square Residential Community Association. This is intended to be a brief overview. Please consult the governing documents for the full Rules, Regulations and Guidelines.

GENERAL INFORMATION

Semi-annual Assessments:

Each homeowner who purchases a home in Pecan Square becomes a member of the Pecan Square Residential Community Association. If your property has front yard landscaping (rear entry properties that are 40’, 70’ or a townhome lots) the additional costs is also paid semi-annually per the amount listed in the table below. The townhomes in Pecan Square are in a sub-association, the Pecan Square Townhome Community Association, and property owners have not only the master assessment for Pecan Square Residential Community Association, but also a secondary assessment, which includes front and back yard landscaping.

Pecan Square HOA Dues Summary, pricing based on lot size:

Lot Size	Annual Dues	Pecan Square HOA	Frontier 500/500 Internet	Front Yard Maintenance	Townhome Sub Association
40'	\$2,780	X	X	X	
50'	\$2,260	X	X		
60'	\$2,260	X	X		
70'	\$3,040	X	X	X	
Townhomes	\$5,494	X	X	X	X

Paying your Assessments:

ClickPay is our preferred method of accepting homeowner payments. We invite you to make individual or automatic payments online through Clickpay from your smart phone, tablet, or other media device. Payments can be made by e-check (ACH) for FREE and by major credit card or debit card for a fee. You will need to set up your ClickPay account as a new resident at <https://www.clickpay.com/custom/fsr/login.html>. Click “register” at the top of this webpage. Please note the onsite HOA office cannot accept homeowner payments. You will not be able to set up your account until we have received the title transfer information from closing, which can take up to 4 weeks.

PECAN SQUARESM

ARCHITECTURAL GUIDELINES

This is a summary of most frequently asked questions regarding the Architectural Guidelines and are not intended to supersede, replace or take precedence over the Pecan Square recorded governing documents. To see all the documents in their entirety, see www.pecansquarehoa.com.

All portions of a Lot that are visible from the street or from neighboring Lots or common areas, including yards, porches, entry areas, sidewalks, driveways, windows, chimneys are subject to the Architectural Guidelines in addition to the Architectural Control Committee's review.

Fencing:

A Fence is to be 6' in height and constructed with #1 grade rough cedar. Fences must remain in good repair and stained the approved color. Fence stain information is located on the Pecan Square HOA website (www.pecansquarehoa.com). There is a minimum 20' setback from the front of the home on all lots, and fencing cannot be moved within the setback.

Landscaping:

Landscape beds must use native and adaptive plants from the approved plant list in the Architectural Guidelines, requiring less water and giving consistency to the landscape palette in the Pecan Square community. At least 30% of the available front yard area and corner yard must have landscape bed coverage with the remaining 70% of the yard area being composed of grass or as otherwise set forth in the Architectural Guidelines. See your closing documents for information on the Front Yard Maintenance program, if applicable. (40' and 70' Rear entry properties and Townhomes).

Sheds:

Sheds must be located behind a 6' cedar fence, not exceed 7' maximum height and limited in sight based on your lot size. Exterior materials are limited to wood or cedar (metal and plastic sheds are not allowed). The shed must have a pitched roof and shingles similar to that of the main house. Sheds must have a minimum of 5' clearance from other structures or property lines. Gambrel (barn) style sheds are not allowed.

Basketball Goals:

Permanent basketball goals may be permitted on an Owner's Lot subject to the review and approval of the Architectural Control Committee prior to installation. Portable goals are allowed but cannot hang into the street or block the sidewalk. They must be stored in driveway, garage, or backyard when not in use.

Mulch:

Approved landscaping mulch color is black or brown.

Exterior Modifications and Additions:

Before making any changes, additions, or improvements to the exterior of your new home you must get

written approval by filling out a Pecan Square HOA Architectural Control Committee (ACC) Request Form and submitting it to the Association for approval. Forms are available at the Association Office located at Jackson Hall, or on the Association website (www.pecansquarehoa.com) under the Forms and Documents section. Examples of changes that require prior approval are landscaping (planting new or additional trees and shrubs, flower bed edging), gutters, storm doors, arbors, patios, sheds, pools, playground equipment, paint color, roofs, attached and detached outdoor cooking areas, etc.

Painting:

Exterior siding and trim must be painted or stained, in accordance with the Architectural Guidelines, as often as necessary to prevent cracked or peeling paint. Owners are required to repaint or restain exterior portions of an Improvement, if the front, back or side of such Improvement becomes visibly faded, mildewed, chipped, or cracked. No approval from the Architectural Control Committee is necessary if you use the same color of stain or paint currently on the Improvement previously approved by the Architectural Control Committee. If any improvement, siding, or trim was not originally painted, the exterior of same shall be maintained sufficiently so that it appears in good condition.

Satellite Dishes:

A satellite dish may be installed towards the rear of the home in a location that is minimally visible from the street in accordance with the Architectural Guidelines and only after approval from the ACC has been received.

Exterior Lighting:

Light sources on a Lot shall not be obtrusive, cause spillover light onto neighboring Lots or create a glare onto neighboring Lots or any other portion of the Property. Lighting installed on a Lot shall be of the same nature as and consistent with residential lighting standards common to residential properties comparable to Residences in the Property.

Please help maintain the community and your property values by honoring these restrictions and respecting your neighbors. If you have any questions concerning this summary, contact your General Manager.

Architectural Approval is required for most improvements such as:

- * Basketball Goals *Sheds *Flower Bed Borders * Landscaping Changes/Additions**
- *Swimming Pool *Trampolines *Play structures *Pergola/Gazebo**
- *Patio Covers *Satellite Dishes *Flag Poles *Driveway extensions**
- *Outdoor Lighting *Security Cameras *Outdoor fireplaces/kitchens *Decks**
- *Patio Enhancements**

COMMUNICATION

We do our very best to keep homeowners informed about this wonderful community. Please make use of these outlets for information.

Newsletter/Email Blasts

Pecan Square newsletters are sent via e-mail to all residents of Pecan Square HOA. Please be sure to check your junk/clutter folders so you don't miss out on valuable information about upcoming events, HOA information, and new developments in the community.

HOA Website

The Pecan Square HOA website is: www.pecansquarehoa.com. This site provides a wealth of useful information, including rental forms for the various amenities, Association Documents, meeting minutes and the events calendar. You can also check your account balance and review other property information through our web-based, proprietary software called Connect. Set up your account at <https://PecanSquare.connectresident.com>.

Front Yard Landscaping Owner Responsibilities

Front yard landscape maintenance is included in the assessments for homes that have rear entry lots (40', 70' and townhomes). Front yard maintenance includes mowing, edging, weed control and fertilization of the lawn area. Backyard landscape service is only available to the townhome property owners. Any landscape, irrigation, lawn or plant materials that require replacement will be the responsibility of the Owner. The HOA has been granted an easement across all lots to perform the landscape maintenance. No unreasonable access to the front yard area shall be denied to the HOA and/or the lawn maintenance contractor. HOA front yard maintenance occurs on Thursdays from 7:30 am-7:30 pm (weather permitting). Friday and Saturday are backup days for inclement weather and schedule adjustments. While these days are the scheduled maintenance days, if weather is a problem, alternate maintenance days may be necessary.

Owner Responsibilities for front yard landscaping:

1. Keep all vehicles, toys, water hoses, pets, and other objects away from Front Yard Maintenance areas and or in the garage. Any damage which may occur to these items is the responsibility of the Owner.
2. Monitor irrigation system so that all areas are not too wet or too dry. The Front Yard Maintenance program does not include maintenance, repairs, or adjustments to the irrigation systems on individual lots.
3. Shut off the irrigation 24 hours prior to the landscape maintenance day to minimize yard damage.
4. Provide unfettered access to all Front Yard Maintenance areas. Damage to such items as landscape lighting, front yard accessories, or structures in the responsibility of the Owner.

COURTESY NOTICE

This is a courtesy notice and may not contain all information, the provisions of the Restrictions (as each may be amended) and the decisions, policies, actions (as such may be modified) by the HOA Board of Directors and the HOA Management Company (including Yard Maintenance) shall supersede any information contained herein. Information is subject to change without notice or revision hereof.

PECAN SQUARE™

Pool Rules

Access to the pool area is for members of the Pecan Square Homeowners Association that are in good standing and their guests only.

GUESTS:

Guests are welcome but must be accompanied by a homeowner, only four (4) guests allowed per household.

HOURS: Open Daily

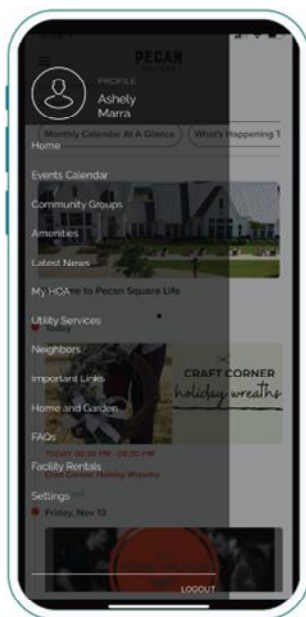
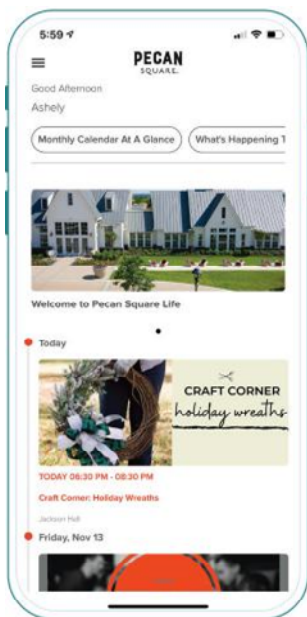
9AM – 10PM Open Swim

POOL RULES:

1. **NO LIFEGUARD** on duty. Swim at your own risk.
2. Please shower before entering pool.
3. Proper swimwear required.
4. For the health and safety of the residents, rubber pants in addition to swim diapers are **REQUIRED** for all non-toilet trained children. No diaper changing in the pool area.
5. Children under the age of 14 **MUST** be accompanied by a resident, 18 years or older, possessing a valid pool fob.
6. A resident, 18 years or older, possessing a valid pool fob, **MUST** accompany all guests.
7. Persons with skin diseases, open sores or wounds, inflamed eyes, nasal or ear infections or any communicable diseases are not allowed to use the pool.
8. **NO** diving or running and jumping into the pool are allowed.
9. **NO** smoking of any kind, **NO** glass objects of any kind allowed in pool or pool area.
0. **NO** pets (or animals) leashed or otherwise are allowed in the pool area. Exceptions will be made for companion animals for disabled residents.
10. Radios and other noise should be always maintained at a low-level.
11. **DO NOT** ride bikes, tricycles, scooters, hover boards, roller blades or skateboards in the pool area.
12. Running, boisterous or rough play that may endanger the safety of others is **NOT** allowed.
13. Traditional beach balls only, no oversized flotation devices, including rafts.
14. Foul language and/or threatening behavior will **NOT** be tolerated.
15. Emergency equipment is to be used for emergencies only.
16. **NO** trespassing after pool hours or during pool closures.
17. **NO** opening of pool entrances for anyone outside of the pool facility.
18. The Homeowners Association or Management Company is not responsible for accidents, injuries, exposures or theft.
19. **VANDALISM WILL NOT BE TOLERATED.** To report vandalism, call police immediately, then notify Management Company.
20. In case of **EMERGENCY, CALL 911**
21. Violation of pool rules may lead to revoking of pool privileges and/or criminal prosecution.



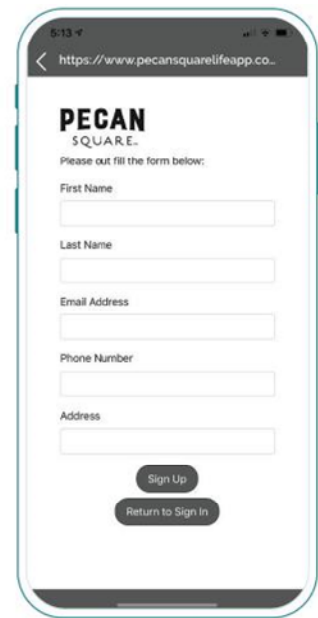
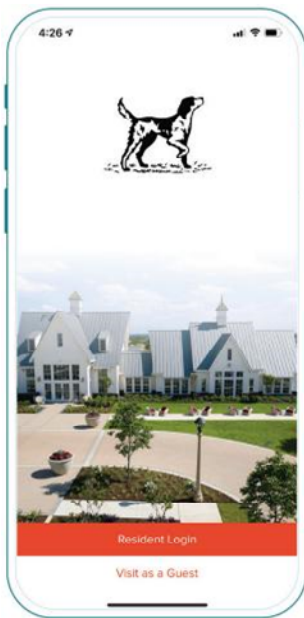
PECAN SQUARESM





Requesting Access to the Pecan Square Life App

- 1 Select "View as a Guest" on the app home screen Click
- 2 "Request Resident Access" at the top of the home page
- 3 Complete the form with your information, click "Sign Up"
- 4 Please allow 72 hours for your request to be processed
- 5 Explore Pecan Square Life from the palm of your hand





Quick Set-up

1. On your smartphone mobile device, download the Amazon Alexa app
2. Use your Amazon account to login
3. Open the app, use the “Menu” icon in the top left corner to select “Skills & Games”
4. Use the “Search” icon in the top right corner and type “Pecan Square”

Connect to Pecan Square

Open the Pecan Square skill on your Echo Show:

“Alexa, open Pecan Square”

Confirm the Pecan Square skill is open on your Echo Show:

You will see the Pecan Square logo on the screen.

Search and get answers to Frequently Asked Questions:

Use the following introductions to activate Alexa searches:

“Alexa, tell me...”

“Alexa, search for...”

“Alexa, find...”

“Alexa, get me...”

“Alexa, give me...”

“Alexa, pull up...”

“Alexa, I want...”

Search for Pecan Square events:

You can search by date, date and time, name, or location:

“Alexa, what events are happening on <specify date>?”

“Alexa, when is <event name> happening?”

“Alexa, what events will take place at <name location>?”

(i.e. Jackson Hall, The Lawn, The Square)

“Alexa, what events are happening <date> at <time>?”

To close the skill say:

Cancel
Stop
Goodbye
Exit

Connect to HomePro

Open the Pecan Square skill on your Echo Show:

“Alexa, open Pecan Square”

Confirm the Pecan Square skill is open on your Echo Show:

You will see the Pecan Square logo on the screen.

Contact the HomePro Help Desk:

“Alexa, message HomePro”

“Alexa, email HomePro”

Dictate your request beginning with:

“I need...”

(i.e. I need help with my WiFi connection)

The skill will repeat the message and ask if message is correct.

You can answer “Yes” or “No”.

If you answer “No” you can then redo your message. After

you say “Yes,” the skill will ask for your phone number.

Users can provide their phone number in in the following formats:

“My phone number is <phone>”

“Phone number is <phone>”

“My number is <phone>”

The skill will repeat the phone and ask if the phone number is correct. You can answer “Yes,” “No,” or “Change it”.

When phone number is displayed correctly on the message screen, the user should say “Send it” to deliver the message to the HomePro Help Desk.

Jack Tips

Jackson, or “Jack” for short, is Pecan Square’s virtual mascot. This four-legged ambassador to residents and guests likes to show off his knowledge by publishing helpful tidbits and information about life at Pecan Square. If you’d like to hear from Jack on your Echo Show device and see what information this intelligent canine has compiled for you, simply follow the instructions here.



Add Jack Tips

1. On your smartphone mobile device, login to the Amazon Alexa app
2. Open the app, use the “Menu” icon in the top left corner to select “Skills & Games”
3. Use the “Search” icon in the top right corner and type “Jack Tips”

Connect to Jack’s Tips

Open the Pecan Square skill on your Echo Show:

“Alexa, open Pecan Square”

Confirm the Pecan Square skill is open on your Echo Show:

You will see the Pecan Square logo on the screen.

Activate Jack Tips using any of the following commands:

“Alexa, open Jack Tips”

“Alexa, ask Jack Tips to give me a tip”

“Alexa, ask Jack Tips to say a fun fact”

“Alexa, open Jack Tips for a tip”

“Alexa, open Jack Tips for a fact”

“Alexa, ask Jack Tips for a fun fact”

“Alexa, tell Jack Tips to say a tip”

To advance to another Jack Tip say:

Next

Another one

Skip

I heard this already

One more

Tell me more

To close the skill say:

Cancel

Stop

Goodbye

Exit



Please Note: The skill will close automatically if inactive for a prolonged time.



FREQUENTLY ASKED QUESTIONS

HOW DO I REGISTER?

To register for online payments, please visit www.ClickPay.com/FirstService and click "Register". If you received an email from **ClickPay** or FirstService Residential regarding this new payment option, your account already exists and can be accessed by clicking the link provided to you.

HOW DO I ADD MY ACCOUNT?

After you create your profile, you will be required to link your home to your account using the unique account number found on your billing statement or coupons. If you haven't received your statement or coupon yet or do not know your account number, you can contact **ClickPay** or your property manager for assistance.

WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **ClickPay** by e-check (ACH) or debit and credit card. If you pay by e-check (ACH) from your checking or savings account, **there is no fee for using this option.**

If you pay by debit or credit card, a 2.95% nominal fee applies to all payments made by Visa, Mastercard, Discover and American Express.

HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period of time.

HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

WHAT IF I HAVE A QUESTION OR AN ISSUE?

If you need help with your online account, please contact **ClickPay** online at www.ClickPay.com/GetHelp or by phone at **1.888.354.0135 (option 1)**.



Connect Resident Portal Overview for Residents and Boards

What is the Connect Resident Portal?

The Connect Resident Portal is a site for residents living in communities managed by FirstService Residential. The portal allows residents to access pertinent community information. It is also integrated with Connect Associate Portal, Customer Care Center and accounting platforms, so information is easily accessible across platforms. Residents and board members can access this powerful portal from their computers, smartphones or tablets.

How do residents register?

Residents can register using an email address or mobile phone number saved in the Connect Associate portal. You can always reach out to our 24/7 Care Center to add it.

- **Email** – The user is sent an email and asked to click on a link to complete the registration process.
- **Mobile Number** – The user is sent a SMS text message with a code to complete the registration process.

Residents must complete the short registration form and accept the terms and conditions before using the portal.

Features & Benefits		
Residents	Residents can: <ul style="list-style-type: none"> • View or pay their account balance • Manage architectural modifications • Manage their contact information (email, phone number and billing address) • Manage their emergency contact information, pet and vehicle information • View the resident directory (if applicable) 	<ul style="list-style-type: none"> • View or download community forms and documents. • View a calendar of community events • Manager architectural modifications (if applicable) • View a list of frequently asked questions • Request amenities reservations <p style="text-align: right;">Among other functionalities...</p>
Board of Directors	The Board of Directors can: <ul style="list-style-type: none"> • View financials • View the status of service requests and visual summaries • View violations • View the status of architectural modifications 	

Enroll Today! Call our 24/7 Customer Care Center to do so.

DFW: 877-378-2388 | Austin: 833-710-6867 | San Antonio: 833-578-1134 | Houston: 877-253-9689

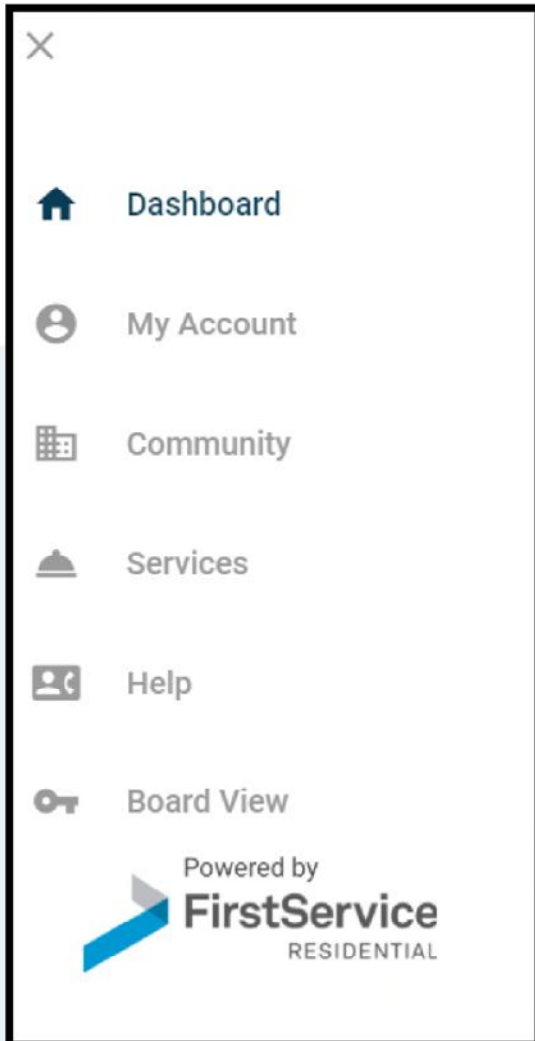
Connect Resident Portal Overview for Residents and Boards

1. ☰ **The navigation** tray offers a drop menu with the following shortcuts: My Account, Community, Services and Help. **See page X for more details.
0. The **Association Name** and the **unit address** of the resident logged-into the portal.
 1. Displays the units current **account balance**. The **Make Payment** link directs the owners to ClickPay-our third-party online service provider. Click to setup autopay or make a payment by credit/debt card.
 2. **Forms and Documents** shows the uploaded documents, pertinent to the community. Click view all to expand list. A **featured document (starred)** allows forms/documents to be moved to the top of the visible list.
 3. **Quick Actions** are customizable and based on your communities Conditions, Covenants and Restrictions. For example, if your association only enforces Architectural Modifications but doesn't manage personal Deliveries, the Deliveries option is disabled.
 4. **Knowledge Base** answers FAQs. Keep in mind that you can see the full list of questions by going to the Help menu, from the navigation tray.
 5. **Calendar** can be used to view upcoming events like board meetings, community events, National Holidays or even Waste Management pickup days and times. Community established committees can have their own calendar as well. Leverage this tool by color coding.
 6. **My Profile (and Properties)** Click on the initials to show name, resident type, board member (when applicable). A deeper dive into profile setup options and properties associated with resident.

Enroll Today! Call our 24/7 Customer Care Center to do so.

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Connect Resident Portal Overview for Residents and Boards



[☰ The Navigation Tray](#)

Dashboard: Return to the main landing page

My Account: Access to Profile, Balance, Violations, Visitors, Architectural Modifications

Community: View Calendars, Forms and Documents, Community Directory

Services: In case your properties has reservable amenities; you can request to reserve them here.

Help: General information on management company and community, your Association Managers name and address, Q&A, a way to contact management, important links, portal guidelines and policies.

Board View: Only accessible for Board Members

**For any additional questions, please reach out to your Community Manager/ General Manager.

Enroll Today! Call our 24/7 Customer Care Center to do so.

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