

FRONT GATE OPERATIONS

Two options for front gate access are available to Twelve Oaks Homeowners. Homeowners may elect to use any one option or a combination of options to meet the needs of their family. The two options are:

- *Gate Access Security Code – A four digit access security code can be assigned and used for gate entry. Select the four digit code and notify the Gatehouse office of the code you select. The code will be entered into the computer and each time the resident requires gate access they will approach the keypad at the front gate and enter the “#” sign first then **four digit security code**. Please note that it is important to keep this code confidential and not give the code to ANYONE you do not want having access to the community at will.*
- *Gate Access Clicker – An electronic gate activator which the resident will press (like a car door opener) upon approaching the gate. With the ‘clicker’ a gate access security code is also assigned as a secondary means of entry for those times you are without the clicker and need access.*

FRONT GATE OPERATIONS
for
GUESTS or VISITORS

PLEASE READ THIS CAREFULLY!!!

When guests/visitors arrive at Twelve Oaks during gate closure hours the Twelve Oaks resident must grant access to the visitor via remote gate activation.

Visitors can initiate a call from the keypad:

*1. At the keypad the visitor selects your name. This is done by **pressing once** the letter “A” or “Z” whichever letter is alphabetically closest to the first letter of the last name of the resident. Then again **pressing repeatedly** the letters “A” and “Z” the pointer to the left of the names begins to scroll up and down the list of residents.*

*2. Upon finding the resident’s name, with the pointer positioned next to it, the guest presses **“CALL”** and the system automatically dials the number provided on the Resident Information Sheet.*

*3. Once you have answered the call and decided to grant the visitor access, **PRESS “9”** on the keypad of your telephone handset – this signals the gate to open and allows your visitor into the community.*

TWELVE OAKS HOMEOWNERS ASSOCIATION

HOMEOWNERS INFORMATION SHEET

Subdivision _____ Unit Number: _____ Lot Number: _____ Closing Date: _____

Name(s) of Homeowner(s) (Mr./Mrs./Ms.) _____
Last First Middle Initial Profession

(Mr./Mrs./Ms.) _____
Last First Middle Initial Profession

Address: _____ Home Phone#: _____

Business Phone

Spouses Business Phone

Husband's Cell Phone Number

Wife's Cell Phone Number

E-mail Address(s): _____

Emergency Contact
Name/Phone #/Relationship

Names/ year of birth of children living in the household:

Other adults living in the household: _____

Does your family wish to be listed in the Twelve Oaks Master and on-line directory? _____

Yes

No

Please Initial

What hobbies and interests does your family enjoy? _____

Is your family relocating? yes no If so, from where? _____

Are you moving from another area of Shreveport? yes no If so, what area? _____

Twelve Oaks Homeowners Committee Membership Form

As a member of the Twelve Oaks Homeowners Association we invite you to participate on one of the Committees which serve your community. Please sign-up for the committee of your choice and/or volunteer as a Chair person for the committee on which you would like to serve.

Recreation Committee

Pool / Clubhouse Committee

Grounds/Maintenance Committee

Membership Committee

Homeowner Signature

Date

Homeowner Signature

Date

TWELVE OAKS HOMEOWNERS ASSOCIATION

ANNUAL AND PRO-RATED COLLECTION PROCEDURES EFFECTIVE JANUARY 1, 2008

Twelve Oaks Homeowners Association annual assessments are due by the first (1st) calendar day of each year. Pro-rated assessments are due thirty (30) days from receipt of notice. Any assessments, fees or charges not paid within thirty (30) days are subject to the procedures outlined in the Declaration of Covenants, Conditions and Restrictions of Twelve Oaks Homeowners Association, Inc.

Please Note: *Invoices for the annual assessments will be issued no later than December 1st of each year. Residents who do not receive their invoice are responsible for contacting Twelve Oaks management prior to the due date of January 1st each year to request a replacement invoice.*

Insufficient funds checks: Accounts presented with an insufficient funds payment will be charged a fee of not less than \$25.00. A money order or cashier's check will be required for payment of the outstanding account balance and the insufficient funds check fee to clear the account. Personal checks will not be accepted to satisfy an outstanding balance when an insufficient funds check makes up a portion of the balance.

Thirty Days Delinquent: Any assessment, fee or charge not paid within thirty (30) days after the due date shall bear interest from the due date at the rate of twelve percent (12%) per annum. As outlined in the Declaration of Covenants, Conditions and Restrictions, the Association can bring legal action against the Owner personally obligated for the assessment or fee, and/or a Lien filed against the property. At such time, the Board, following an affirmative majority vote, may affect such remedies as are available to the Association under applicable Louisiana Law and delivered to the Owner of said Lot a copy of such Board action. On each and every Lien filed by the Association, costs shall include, but not be limited to, an additional \$1,500.00 grievance fee due the association.

Capital Improvement Assessment: In 2007, The Homeowners of Twelve Oaks approved a Capital Improvement Assessment for the purpose of the initial funding of the pool and for future capital improvements or expansions. This annual assessment of \$80.00 services the debt for the existing pool and maintains an open banking line for future improvements.

TWELVE OAKS HOMEOWNERS ASSOCIATION

CONSTRUCTION AND IMPROVEMENTS

Please Note: All construction, improvements and modifications require written approval by the Architectural Control Committee prior to commencement of construction. Failure to receive written approval by the Architectural Control Committee may result in a fee of \$250.00 plus reasonable attorney's fees if plans are submitted after construction has begun. Architectural Review Forms may be obtained via the internet web-site @ Twelve-Oak.com or from the Twelve Oaks Gatehouse Office.

1. **ARCHITECTURAL CONTROL COMMITTEE:** All improvements defined in ARTICLE IV thru ARTICLE V of the Declaration of Covenants, Conditions and Restrictions of Twelve Oaks Homeowners Association must be approved in writing by the Architectural Control Committee **before** construction begins.
2. **BASKETBALL GOALS:** “No basketball goal or skateboard pipe or prop may be located any closer to the dedicated street than the front building setback” as per Article V, Section 26 of the Declaration of Covenants, Conditions and Restrictions of Twelve Oaks Homeowners Association.
3. **FENCES, STORAGE SHEDS OR ADDITIONS:** ARTICLE IV, ARCHITECTURAL CONTROL, of the Declaration of Covenants, Conditions and Restrictions of Twelve Oaks Homeowners Association specifies “No building, fence, wall or other structure shall be commenced, erected or maintained upon any Lot in this Subdivision, nor shall any exterior addition to or change or alteration therein be made until the plans and specifications showing the nature, kind, shape, height, materials, and location of the same shall have been submitted to and approved in writing....etc.” by the Board of Directors of the Association, or by the Architectural Control Committee.

Prior to the initiation of construction, a set of plans and specifications for the proposed improvements must be submitted to the Architectural Control Committee in accordance with ARTICLE IV, items #1 thru #5 of the Declaration of Covenants, Conditions and Restrictions of the Twelve Oaks Homeowners Association. For questions regarding the process of obtaining approval or to submit plans for architectural review please contact:

TWELVE OAKS HOMEOWNERS ASSOCIATION
c/o ARCHITECTURAL CONTROL COMMITTEE
604 ASHLEY RIVER ROAD
SHREVEPORT, LOUISIANA 71115
(318) 797-6968

TWELVE OAKS HOMEOWNERS ASSOCIATION

IMPORTANT INFORMATION REGARDING THE SALE OF YOUR HOME

Should you decide to sell your home in *Twelve Oaks*, there are several considerations that will help make your sale as smooth as possible. Please take this opportunity to review this useful information.

- Please remember to disclose to the potential buyer that you are a member of a mandatory homeowners association. If you are using a licensed real estate professional, they will be able to help you with the documentation and proper disclosure. If not, you may want to consult a real estate attorney or someone knowledgeable about Louisiana Real Estate Disclosure Laws.
- We recommend that you advise your closing officer that you are a member of a mandatory homeowners association. If advised, they should contact the management office prior to closing. Failure to advise them may complicate matters for you and for the new purchaser. It could delay your receipt of proper credit for prepaid assessments. While marketing your home, please make your regular assessment payments and keep your account current.

Coordination between the *Twelve Oaks Homeowners Association, Inc.*, you, and the professionals handling the sale of your home will facilitate a smooth closing. Questions concerning the association and the transfer of ownership may be directed to *Twelve Oaks Homeowners Association, Inc.*, 604 Ashley River Road, Shreveport, Louisiana, 71115 or (318) 797-6968.

TWELVE OAKS HOMEOWNERS ASSOCIATION COMMITTEES

Association Committees are composed of *Twelve Oaks* residents who serve on a voluntary basis. Committee chairpersons are appointed by the Board of Directors and serve for terms as directed by the Board. Committees meet as determined by the individual Committee members. Please contact the Chairperson if you would like to participate.

President – Board of Directors:

- Identify and allocate matters of concern within the community and direct these issues to the attention of the appropriate Board member.
- Oversee Board meetings and guide the actions the Board of Directors in their efforts to identify, manage and resolve community matters.
- Act as the liaison between the community, the developer and builders to insure mutual respect and consideration is maintained.
- Act as the spokesperson for the community in matters which impact Twelve Oaks and surrounding communities.
- Serves as backup to the treasurer to sign checks and also has debit card in their name

Vice President – Board of Directors:

- Identify and address matters related to the Covenants, Conditions and Restrictions which need clarification or modification
- Coordinate the objectives and activities of the By-Laws Committee and communicate these to members of the HOA
- Chairman of the Nominating Committee, shall oversee voting process at the annual meeting
- Notify the HOA of any concerns of violations of the Covenants, Conditions and Restrictions
- Fills in for President when necessary

Treasurer – Board of Directors:

- Provide general oversight of Admin for accounting and cash management functions
- Prepare Annual Budget
- Monitor operating expenses and confirm Admin's bank reconciliation monthly
- Sign checks and maintain debit card in their name
- Monitor financial statements, measure performance against Budget and report to Board
- Assist in the preparation of Annual Homeowners Assessments
- Insure tax returns filed in timely manner and adequate insurance is maintained
- Oversee a Capital Improvements Committee, Define Objective and manage Capex Budget

Secretary – Board of Directors:

- Assist each Board Member with their areas of responsibilities.
- Preparation and distribution of meeting minutes
- Receives voting proxies for annual meeting

Recreation Committee -- Chairman:

- Plan neighborhood parties and other Association events
- Help organize neighborhood clubs or groups
- Work with Membership Chairman on Welcoming new residents

Grounds / Maintenance Committee – Chairman:

- Make recommendations to the Board regarding maintenance and operation of the Gatehouse and all common areas
- Organize Annual “Clean Up Day”
- Consider special recognition awards for “Yard of the Month”
- Coordinate the “Neighborhood Watch” program

Membership Services – Chairman:

- Work with the other committees to publicize Association events and news
- Prepare 12 Oaks Newsletter, including publishing new 12 Oaks homeowners and advertising services that homeowners offer
- Work with Recreation Chairman to welcome all new residents

Architectural Control – Chairman:

- Review of all plans for fences, pools, or additions, for architectural accuracy and compliance to the covenants of the respective community.
- Continuous reporting and monitoring of any sites of non-compliance of covenants in the neighborhood to the Board for review and discussion.
- Recommend, discuss and coordinate matters of non-compliance with the administrative assistant at the Gatehouse so the homeowner can be notified and work with the homeowner so the violation can be brought into compliance as quickly as possible.

Clubhouse and Pool Services - Chairman :

See attached list

TWELVE OAKS HOMEOWNERS ASSOCIATION

SUMMARY OF ASSOCIATION MANAGEMENT DUTIES AND RESPONSIBILITIES

1. MONTHLY FINANCIAL REPORTS:

Prepare the following monthly financial statements:

- a. Bank Account Reconciliation
- b. Copies of Paid Invoices
- c. Delinquency Reports
- d. Schedule of Accounts Payable
- e. Profit and Loss Variance Statement
- f. Balance Sheet
- g. Detailed General Ledger

2. YEAR-END FINANCIAL STATEMENTS, TAX RETURNS AND AUDITS:

Provide the Association's CPA documents for preparation of tax reports and audits.

3. COLLECTION OF ASSESSMENTS:

Collect all annual, partial year (pro-rated) and special assessments from the members of the Association. Produce and distribute payment notices to all owners in the association. Mail delinquency notices to any owner in arrears on assessments and perform collection efforts in accordance to the procedures outlined in the Declaration of Covenants, Conditions and Restrictions of Twelve Oaks Homeowners Association, Inc. beginning on page 3, Article III, Section 1 thru Section 9.

4. PAYMENT OF ASSOCIATION EXPENSES:

Make all required disbursements for the Association as evidenced by invoices, written bills, or statements as provided in the approved budget. Coordinate competitive bidding for all single expenditures exceeding \$2,500.

5. UTILITIES:

Monitor usage of utilities for electricity, gas, water, telephone, and adjust to annual budget.

6. ASSISTANCE TO THE BOARD OF DIRECTORS:

Provide administrative support services to the Board as needed and as time allows.

7. ATTENDANCE AT REGULARLY SCHEDULED BOARD MEETINGS:

Attend Regular Board Meetings.

8. EMERGENCIES:

Establish and implement procedures for resolving any emergencies which are the Association's responsibility.

9. INSURANCE:

Coordinate the investigation, negotiation, and settlement of all claims based on damages to the Association's property.

10. ANNUAL ASSOCIATION MEETING:

Attend the annual Meeting of the Association and prepare proxies, and ballots.

11. ESTABLISHMENT OF FILES:

Collect, organize and maintain complete files for the Association of all legal documents, lists of owners, correspondence, community rules, site plans, blueprints, specifications and other documents as the Board deems necessary.

12. BANK ACCOUNT:

Establish and maintain a bank account for the Association's operating and reserve funds in federally insured accounts.

13. REAL ESTATE TAXES:

Arrange for the payment of real estate taxes for the Association's property. Make timely recommendations regarding potential appeals of tax assessments.

14. ASSOCIATION'S ORGANIZATIONAL DOCUMENTS:

Review the Association documents and make recommendations to the Association's attorney for possible changes in the documents to meet the needs of the Association.

15. HOMEOWNERS INFORMATION BOOKLET:

Design and prepare a Homeowner's Information Booklet for the Association members to inform the residents about the benefits and responsibilities of membership in the Association and to aid in the efficient operation of the Association.

16. HOMEOWNER COMMITTEES:

Assist with the establishment of homeowner committees and orientation of committee members to promote homeowner involvement.

TWELVE OAKS HOMEOWNERS ASSOCIATION

Questions Regarding Your Association Committees

1. What is the purpose of the Homeowners Association?

The homeowners association is a non-profit corporation registered with the State of Louisiana and managed by a duly elected Board of Directors. Its purpose is to maintain all common areas and to govern the community in accordance with the provisions of the legal documents: the Declaration of Covenants, Conditions and Restrictions, Bylaws, and Articles of Incorporation. The association is financially supported by all members of the homeowners association and membership is both *automatic and mandatory*.
2. Why have Association Committees?

The purpose of an Association Committee is to carry out a community's ideas on how it wishes to organize and promote itself through the voluntary cooperation of interested members and their Board. Within each Committee, common concerns of the area homeowners are addressed through formal and informal meetings and events. As a whole, the Committees serve to strengthen the bonds between individual households, thus generating a sense of well being, safety and community for those living in *Twelve Oaks*.
3. How are Committees formed?

Committees are formed at the same time a new community is being built, thus establishing an early sense of belonging between homeowners. Each homeowner is encouraged to complete the Committee Membership forms (found in the front pocket of the Homeowner's Association Booklet) and submits them to the Homeowners Association office. Also, at the Annual Homeowners Meetings, committee sign-up sheets are available for interested individuals to sign on, if they have not previously done so. Finally, new Committees may be formed any time that the Association recognizes a need that is not fulfilled by another Committee.
4. What is the Board of Directors' role in Committee involvement?

An Association's Board of Directors is the elected body that has control over the budget for the Association; it also determines who serves on each Committee and for how long. Most Boards allow the Committees to work with minimal supervision; however, final decisions regarding Committee activity and expenditures are set by the Association's Board of Directors.
5. How are the Committees managed and funded?

Each Committee is "managed" by its appointed Head or Chair. The Committee Chair position is appointed by the Board of Directors and may be subject to change, as the Board deems necessary. Similarly, the Board must approve funds for the Committees' usage. The annual budget for the Homeowners Association is determined and approved by the Board of Directors. Included within this budget are the funds for Committees to use during the following fiscal year. Committees may request specific funds for projects but ultimately the Board must balance the fiscal needs of the Homeowners Association and its actual income from all sources.

6. How does one become a Committee Head (Chair)?
To become a Committee Chair, simply let your interest be known; only a person who has indicated a desire to hold a given Chair will be appointed. This can be done by marking your interest on the Committee form in the Homeowners Booklet or marking your interest in a Chair on the sign up sheet at the Homeowners Meeting. You may also make your interest known by writing your Board Members directly. Once the Board has reviewed all interest applicants, you will be contacted by a Board member about the position. (In some instances two people may Co-Chair a larger Committee should the size of the committee and its undertakings warrant such.)
7. What are the “Top Four” Committees formed in a new community?
 - (a) Architectural Control Committee
 - (b) Maintenance Committee(including “Yard of the Month”)
 - (c) Publicity Committee(including the Newsletter)
 - (d) Recreation Committee

Initial concerns of a Homeowners Association might include Deed Restrictions as related to homeowners’ improvements (Architectural Committee); its appearance and safety (Maintenance); its ability to intercommunicate (Publicity/Newsletter); and the desire to “get to know the neighbors” (Recreation).

8. How does an Architectural Control Committee operate?
During the initial construction of the homes, and to expedite the plan approval process, the developer will control this important committee. As the neighborhood grows, the Architectural Control Committee will consist of the developer, along with a group of your neighbors who have volunteered to review planned improvements, to insure that residents are in compliance with the Deed Restrictions outlined in your Homeowners Booklet. An ACC generally meets on a regular basis to insure that applications are processed in a timely manner.

TWELVE OAKS HOMEOWNERS ASSOCIATION

Questions/Comments/Issues of Importance

Date: _____

1. Homeowner Name:

2. Homeowner Address:

3.

Daytime Phone Number

Home Phone Number

e-mail address

3. Please explain the issue of importance comment or question so that the matter can be directed to the appropriate Association Chair or Board Member.

5. Would you like a written response to the matter referenced above?

yes no

6. Please complete and submit your questions, comments or issues of importance to the Gatehouse or submit by mail to:

**Twelve Oaks Homeowners Association
604 Ashley River Road
Shreveport, Louisiana 71115**

Office Use Only:

Board Member: _____ Date Given: _____ Date Responded: _____

EMERGENCY CONTACTS

FIRE/POLICE/AMBULANCE	911
POLICE --NON-EMERGENCY	673-7300
FIRE -- NON-EMERGENCY	797-4111
CADDO PARISH SHERIFF	675-2170
MEDICAL EMERGENCY: <i>WILLIS KNIGHTON MEDICAL CENTER</i> <i>8001 YOUREE DRIVE, SHREVEPORT 71115</i>	212-3000
POISON CONTROL CENTER	800-256-9822
24—HOUR PHARMACIES	
CVS DRUGS <i>9194 MANSFIELD ROAD, SHREVEPORT, LA.</i>	687-7272
WALGREEN DRUG STORES <i>9209 MANSFIELD ROAD, SHREVEPORT, LA.</i>	671-0271
LOST CHILD — <i>CONTACT</i> CHILD FIND	800-I AM LOST 800-426-5678
LOUISIANA CALL BEFORE YOU DIG -- <i>ONE CALL</i>	800-272-3020
NATURAL GAS EMERGENCY (<i>ARKLA-CENTERPOINT ENERGY</i>)	800-551-8983
NATIONAL RESPONSE CENTER — (<i>TOXIC CHEMICAL/OIL SPILL</i>)	800-424-8802
CADDO/BOSSIER OFFICE OF HOMELAND SECURITY	425-5351
LOUISIANA DOMESTIC VIOLENCE HOTLINE	888-411-1333
NATIONAL SUICIDE HOTLINE (<i>HOPELINE NETWORK</i>)	800-SUICIDE 800-784-2433
DRUG HELPLINE	800-662-HELP