

**Williamson County Oak Brook Owners Association, Inc**  
c/o Goodwin & Company  
11149 Research Blvd., Suite 100, Austin, TX 78759-5227  
**Call Center (855)-289-6007 fax (512) 346-4873**  
**Kristi.Estes@goodwintx.com**

## **April 2022 Newsletter**

Dear Oak Brook Neighbors,

Welcome to the Oak Brook Owners Association April 2022 Newsletter. The Oak Brook Board of Directors continues to work to maintain and improve our neighborhood for safety, appeal, and value.

### **Pool Status**

Due to a new Williamson County certification requirement for neighborhood pools, many improvements, and modifications to the pool (some costly) have been started and need to be completed before we can open the pool. This includes the cleanup of the vandalism that occurred in February. The Board hopes to open the pool by 5/1, but our opening will depend on the completion of the work.

### **Fountain Project at O'Connor/Morgan Hill Trail Entrance**

Work to install a new pond with multiple fountains and lighting will begin during the week of April 4 and end on May 11. Please be aware that three of the 4 parking spaces will be unavailable during construction.

### **New Documents on our Website**

Two new documents have been posted to our website for your information and guidance:

- **[Roofing Guidance](#)**: This document highlights roofing colors/products that will be quickly approved, and those that will not be approved by our ACC. Please remember that all roof installations must be approved, even if the color is the same as the current roof. Please take note that unapproved roofs with unapproved colors may be subject to pay fees for a one-time variance which will be recorded with the county and will require that the roof be brought into compliance prior to the sale of the home.
- **[Williamson County Oak Brook Owners Association, Inc. CC&R Definitions and Clarifications](#)**: This document is intended to help owners understand the Board of Director (BoD) expectations and interpretations related to certain restrictions listed in Oak Brook's CC&Rs which will be used to provide guidance to the management company to help determine what may constitute enforcement action as called out in the governing documents.

## CC&R's Compliance Reminder

Just a reminder that when we purchased our homes we signed-off that we had reviewed and will comply with the Oak Brook CC&Rs document. We want to highlight one of the key sections of that document to try to avoid non-compliance issues regarding home improvements:

- Alteration or Removal of Improvements (4.13)

CC&R Language: “Any construction, other than normal maintenance, which in any way alters the exterior appearance of any Improvement, or the removal of any Improvement shall be performed only with the prior written approval of the Architectural Committee.”

What this means:

- Any construction or ornamentation that changes the exterior appearance of your home must be approved by the ACC.
- The removal of improvements or existing attributes of the home must be approved by the ACC.

Just a couple of closing reminders:

- The TownSq portal and app ([TownSq.io](https://townsq.io)) is your official member- only tool to access your account information and to communicate with the HOA and management company (besides the phone).
- To expedite Oak Brook residents’ requests and to relieve our Property Manager (Kristi Estes) from having to address common requests, a Customer Service team has been established at Goodwin & Company. Please call the customer service number (see next page) except for emergencies when Kristi should be contacted.

The next HOA Board Meeting will be held on April 18, 2022. Meeting details will be available via TownSq at least 72 hours prior to the meeting.

Oak Brook HOA Board of Directors

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## Goodwin & Company Contact Information

Oakbrook is professionally managed by [Goodwin & Company](#). Here are the various ways you can reach our management team.

- **Customer Service Team**: Available Monday-Friday, 8:30 AM-6:30 PM by phone at 855-289-6007 or [info@goodwintx.com](mailto:info@goodwintx.com). Live Chat is available on Goodwin's website at [www.goodwintx.com](http://www.goodwintx.com).
- **Covenant Compliance Team**: Covenant violation related inquiries or reports can be directed to [compliance@goodwintx.com](mailto:compliance@goodwintx.com). To report a violation, please send an email to [compliance@goodwintx.com](mailto:compliance@goodwintx.com) or submit a request via the [TownSq](#) app or web portal at <https://app.townsq.io/login>.
- **TownSq App**: Submit a request via [TownSq](#), our [website](#), and mobile application (see below).
- **Kristi Estes, Community Manager**: By phone at 512-922-3748. Via email [OBOManager@goodwintx.com](mailto:OBOManager@goodwintx.com). Our community manager aims to respond to homeowner inquiries within 48 hours of receipt of contact. For quicker service, please contact Goodwin's Customer Service Team or submit a request via TownSq to track the status of your issue.