



Residential Association

Professionally Managed by:
C.I.A. Services, Inc.
18333 Timber Forest Drive
Humble, Texas 77346
Phone: 713-981-9000

CustomerCare@ciaservices.com
www.ciaservices.com

#

Welcome to Cloverdale Residential Association!

There is a lot of important information for you to read in the package. We request you take the time to review it all:

Homeowners Association
Trash Removal Service
Entrance Gate Access
Water and Sewer Service

Homeowners Association

Cloverdale Residential Association (CDRA) is managed by C.I.A. Services, Inc. Their role is to manage the day-to-day operations and business of CDRA. There Community Specialists are available to assist you Monday through Friday from 8:00 am to 8:00 pm. at 713-981-9000 or customercare@ciaservices.com. Their office is open to walk-ins until 6:00 p.m. those same days.

For more information about the CDRA, you can also visit www.ciaservices.com -> Find my Community -> Select Cloverdale. On this site, you will find Community Information, Community Documents, Ask. Request. Submit (gate access and home improvement requests), and so much more. **All community updates will be sent to your registered email address, therefore, please take the time to register your email with the association**, you will find the link on Cloverdale's home page.

You can also use their friendly owner's app, myRedDog. The app is the ultimate platform to enhance your engagement when and how you want. Seamlessly interact with your association, manage your account effortlessly, and conveniently access essential community records (financial reports). Email customercare@ciaservices.com to obtain your login credentials. See the attached flyer for more information.

Trash Removal Service

Trash service is part of your association dues. Currently, the association does not have a traditional trash removal service. Unfortunately, none of the traditional trash companies will enter into a service agreement with Cloverdale until we have at least 40 occupied homes. In the meantime here is some important information about trash service:

- Trash Service is every Friday.
- Place trash at the curb no earlier than 8:00 p.m. Thursday and no later than 9:00 a.m. Friday. Please place trash cans out of public view at all other times.

- Each household is limited to 2 bags of trash or 1 trash can per scheduled service pickup day. Trash must be placed in trash bags regardless if a can is used. If there is loose trash within the can it will not be disposed of.
- Removal of one stack of cardboard boxes will be picked up each week. The cardboard boxes must be broken down and tied to be removed.
- No loose trash, trash in cardboard boxes, furniture, appliances, other containers, etc. will be removed.

Entrance Gate Access

At this time the developer is working with the contractor to get the gates operational. Once the gates are fully operational a monthly gate code will be emailed out to each owner around the 25th of the month. Please register your email address with the association so you don't miss the code. The Association and your neighbors request that you do not freely give out the code.

We are currently working with the gate company to obtain electronic access cards for the gate system. We are also inquiring how to add an RFID (Radio Frequency Identification) reader to the system to assist with seamless entry. Once we have more details regarding the tags and RFID we will email out the information and cost associated.

Gates will be open from 7:00 a.m. to 7:00 p.m. seven days a week until the last home in the community is sold.

Water and Sewer Service

Please see the following pages regarding water and sewer service in Cloverdale.





MyRedDog your new best friend

MyRedDog is the ultimate platform to enhance your engagement when and how you want. Seamlessly interact with your association, manage your account effortlessly, and conveniently access essential community records.

With MyRedDog, empower yourself with a user-friendly interface that brings convenience and connectivity to the heart of your community experience. Stay informed, connected, and in control like never before.



WHAT CAN YOU DO?

-  See your account balance & transactions.
-  Submit & check the status of your home improvement applications.
-  View compliance issues & provide feedback.
-  Easy voting in annual meeting elections.
-  See meeting minutes, financial reports & other community documents.
-  View information on upcoming community events and news.
-  Order amenity access devices.
-  Contact our customer care team.

HOW TO GET THE APP

MyRedDog is a "web app" meaning it can run on any browser on any device. There is nothing to download. Just use the QR code to go to MyRedDog.ciaservices.com and bookmark it for your convenience.

WHY USE MYREDDOG

Whether you are home or on the go, MyRedDog gives you another way to interact with us. And it puts your account and association records at your fingertips.

HOW TO REGISTER

Before you can use MyRedDog, you will need to register. At the bottom of the login page, click "Sign up". You'll need your Comcode, Account Number and PIN. Contact us if you are missing one of those.

WHERE TO GET HELP

The app is very easy to use so have fun exploring. If you need any help, please contact our Customer Care team and we'll be happy to guide you through.

Play App
Demo Video:



Run
MyRedDog:



Houston 713-981-9000



San Antonio 210-490-0000



customercare@ciaservices.com



www.ciaservices.com

Our Customer Care team is available by phone or email,
Monday through Friday from 8 a.m. to 8 p.m.



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Dear New Resident:

Welcome to Cloverdale Residential Association! This package is intended to provide you with information about water and sewer service to your home.

The City of Houston provided one main water meter to the front of the association. Each property within Cloverdale has been equipped with a submeter from that main water meter. This allows each home within the association to be billed for their usage of water and sewer. The Association’s governing documents also address submetering and usage.

In this package, you will find a summary of the policies, procedures, and rates related to the water and sewer service. These policies, procedures, and rates are subject to change at any time. Any other City of Houston fees incurred by an owner will be billed as a pass-through cost on the water bill.

Cloverdale has a contract with Inframark to manage the water billing service. To establish service a **Service Agreement for Cloverdale Residential Association** must be completed and submitted to:

Inframark
2002 West Grand Parkway North, Suite 100
Katy, TX 77449

Phone: 281-579-4500 Fax: 281-394-4530
Office Hours: 8:00 AM – 5:00 PM Monday- Friday
Email: MUDCustomerService@Inframark.com

Please Make All Payment Payable to Cloverdale Residential Association

RESIDENTIAL WATER

\$1.54	Basic Water Service
\$7.69 / 1000	For every 1,000 gallons

RESIDENTIAL SEWER

\$2.29	Basic Sewer Charge
\$10.51 / 1000	For every 1,000 gallons

A 5% penalty will be assessed if payment is not received after 16 days. This amount is shown in the “AFTER DUE DATE” section on your bill.

What do I need to submit for water service to be connected?

- Complete the **original** Water Service Agreement in its entirety.
 - Signatures must be original or DocuSign.
- Provide one of the following documents:
 - Closing disclosure/ Texas Disclosure/ Settlement Statement/ Deed of trust. Documents must have all parties' signatures, date & address.
 - Management/Listing agreement and W9 - Company name must be on the account, with Tax ID #, and signature.
 - Copy of Lease Agreement or Eviction Notice. Must have all parties' signatures, date & address.
- Copy of Driver's License or State/Government issued identification.
- Submit documents to: startservice@inframark.com.

For same day turn-on requests, please submit documents before 2:00PM.

How do I sign my document(s) electronically?

Free DocuSign Link: <https://www.docusign.com/esignature/sign-documents-free/>

Adobe FILL & SIGN: <https://www.adobe.com/acrobat/online/sign-pdf.html>

Also available as an app for Android and Apple.

How To Create an Online User Account

Please allow 24 hours for the system to recognize your new account.

- Visit www.paymyinframarkbill.com
- Select First Time Sign in
- 15-digit account number:
- Name as it appears on your account:
- Service Address
- Create User ID and password
- Confirm your email address

Payment Options

- **Online**
 - Credit/Debit Card, a convenience fee of 3% of the payment amount
 - Electronic Check, a convenience fee of \$1.00
- **QR Code / InstaPay**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, a convenience fee of \$1.00

- **Over-the-Phone**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Payment Method: Check, a convenience fee of \$1.00
 - English: Select Option 1
 - Spanish: Select Option 2
- **In-Person - Personal Check, Money Order or Cashier's Check**

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Payment Instructions

- **Online**
 - Login to the payment portal website: www.paymyinframarkbill.com
 - Click PAY BILL
 - Enter Amount to Pay and Select Payment Type
 - Payment Method: Credit/Debit Card, Electronic Check
 - Click CONTINUE WITH TRANSACTION
 - Fill in Payment Information and Click SUBMIT PAYMENT
- **By phone:**
 - Please call 281-377-9010. Enter the amount you wish to pay, then select your method of payment. For security purposes, live representatives do not accept payments over the phone.
- **QR Code / InstaPay**
 - Open your QR Reader Application (one can be downloaded to your smart device from the App or Google Play stores)
 - Scan the QR Code
 - Proceed with the Payment Process
 - Payment Method: Credit/Debit Card
- **To enroll in Autopay**
 - Login to the Residential portal at www.paymyinframarkbill.com or call for assistance.

IMPORTANT NOTICE

Posting of Payments

Please note, that the initiated payment date or postmarked payment date is not equivalent to the posted payment date.

The estimated payment posting timetable is below. Final payment posting is dependent on your bank's fund-releasing policy and/or delivery of USPS mail.

- Over-the-Phone, 48-72 hours
- Electronic Checks (check-free payments), minimum 48-72 hours
- Mail-in checks (personal checks or bill pay), minimum 10 days



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Phone: (281) 579-4500 Fax: (281) 394-4530
24-Hour Emergency Response: (281) 398-8211
Email: MUDCustomerService@Inframark.com

How to enroll in Eye on Water for Smart Meter Communities

Each home in the Cloverdale Association is equipped with a smart meter, this allows you to access your water usage data. Once your water account is setup you can follow the below instructions to setup your Eye on Water account:

- Log into <https://eyeonwater.com>
- Click on Create Account link
- Enter the service area zip code
- Enter your account number
- Enter your email address
- Create and confirm a password
- Select: Next
- You will receive a confirmation email from Badger Meter, Inc. Verify your email address by clicking on the link in the confirmation email.

How To Link More Than One Eye on Water Accounts

- Log into <https://eyeonwater.com>
- Click on Link More Accounts
- Enter the service location zip code
- Enter your account number
- Click Next
- If the account displayed belongs to you, click Link Account.
- Repeat steps 2-6 as needed to link additional accounts.

Steps to Create an EyeOnWater Account

1. Enter your service or billing address ZIP/Postal Code.
2. Enter your account number as it appears on your water bill. Don't have a copy of your water bill? Contact your utility.

SAMPLE WATER BILL			
CUSTOMER NAME	SERVICE LOCATION	ACCOUNT NUMBER	
JOHN SMITH	123 MAIN STREET	88888888	
DUE DATE		CURRENT CHARGES	
01/15/2017		\$45.50	

3. Enter and confirm your email address.
4. Create and confirm your password.
5. Read and accept the [Terms of Use](#).
6. Verify your email address in the confirmation email.
7. Enjoy using EyeOnWater!

A Service or Billing ZIP/Postal Code:

Account Number:

B Enter your Account Number

Some utilities use a customer number, others omit hyphens, trailing zeros and non-numeric characters. When in doubt, consult your utility to learn which number to use when creating an EyeOnWater account.

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Already have an account? [Sign in here.](#)