



**CITY-WIDE QUARTERLY HOA MEETING
SEPTEMBER 26, 2022
SUBMITTED QUESTIONS**

CODE ENFORCEMENT

Are utility trailers, RV's, trucks allowed to be parked on grass in subdivision of one acre lots?

- Residential tracts or lots with square footage of at least one acre shall be exempt from section 9.6 of the city's zoning ordinance, provided that recreational or utility equipment maintained on such lots is registered to temporary or permanent residents of the property on which such equipment is located and that no more than seven pieces of such equipment may be parked or stored on any such tract or lot at any given time. Such equipment must be stored behind the building line.

What can be done about landscapers blowing their cuttings down the sewer lines or blowing them out in the streets to blow back to the curb?

- If Code actually sees them blowing into drain, we can stop and ask them to blow back into yard for immediate correction.

Whose responsibility is it to trim trees that are located on the city's property line at the front of a resident's home?

- If the tree hangs over a sidewalk, (below 8 feet) Code can ask the resident to trim the tree.
- If tree hangs over street, (13.5 or lower), Code will notify HOA and or Public Works.

Can a City tow an abandoned vehicle?

- If a vehicle is on PRIVATE property, Code CAN NOT enter that PRIVATE property, and tow.
- If a vehicle is on the street (streets are handled by PD), the Police Department may be able to tow.

I would like to know what happens with the information that is submitted to See-Click. I have not ever received a follow up answer or response. Is there a secondary process we should be doing?

- When entering the complaint, there is a CHECK required to receive automatic email updates, as work continues. If the complaint was placed in SCF anonymously, there will be NO update.

Inoperative vehicles in driveways?

- A "junk" vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
 - If in DRIVE, PRIVATE PROPERTY, Code will work to have vehicle brought into compliance.
 - IF on STREET, issue belongs to the Police Department.

Vehicles with expired registration parked on the streets or driveways?

- A "junk" vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
 - If in DRIVE, PRIVATE PROPERTY, Code will work to have vehicle brought into compliance.
 - IF on STREET, issue belongs to the Police Department.

Abandon cars with no sticker in the driveway of someone home. What can we do about this situation?

- A "junk" vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
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How to handle abandon vehicles?

- A “junk’ vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
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Junk Cars / Inoperable vehicle in public view. Trailers parked on city streets especially in curves

- A “junk’ vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
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Why are inoperable vehicles allowed to stay in the driveway forever?

- A “junk’ vehicle does not have a current registration sticker, AND, is wrecked, dismantled, partially dismantled, or discarded.
 - If in DRIVE, PRIVATE PROPERTY, Code will work to have vehicle brought into compliance.
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Education on city ordinances/rules/regulations

- MUNICODE.com, Missouri City, has ALL City Code and Ordinances available.

Explain the difference between a City Ordinance and a HOA Rules/CC&Rs and which one the city enforces.

- A State Certified Code Enforcement Officer is licensed to enforce City and State Code. Deed Restrictions are regulated by HOA enforcement.

Does Missouri City have a list of homeowners Law / Rules that are govern by the city?

- NO, HOA rules are NOT GOVERNED by the City.
- A State Certified Code Enforcement Officer is licensed to enforce City and State Code. Deed Restrictions are regulated by HOA enforcement.

Can you discuss some of the frequent ORDINANCE violations (noise, parking, pets, garbage/trash cans and construction w/o a permit) that pertains to homeowners?

- NOISE - handled by PD, unless the issue is at a construction site, between the hours of 10pm to 7am.
- PARKING – Code handles PARKING on grass ONLY on private property, and PD handles all other parking violations.
- PETS – Code has NO authority over pets. Pets are handled by our ANIMAL CONTROL, or PD.
- TRASH CANS – Trash cans must be stored outside public view, and placed no earlier than 6pm, the day prior to pick up date. Cans must be removed by 11:59pm, on pick up date.
- WORK WITHOUT A PERMIT – Work believed to be performed without a permit can be issued a STOP WORK order, and enforced by our Building Department, Building Official.

Can you name a few of the city’s UNENFORCEABLE Homeowners violations/rules?

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Why is the HOA Board responsible for replacing the fence around the homes on the street side of the community, and it's not the responsible of the homeowners?

- That is part of the planning process, and developer.

Can that be changed within the rules of the Bylaws written, to be the responsible of the homeowners just as the responsible of all the other homeowners within the subdivision?

- NOT sure how that issue would be changed, or the process to change it.

How quickly does the city address the matter of tree limbs near power lines?

- The CITY has nothing to do with tree limbs around power lines, that is ONLY handled by the POWER company.

Why is it acceptable for a homeowner to consistently repair cars at their home?

- Vehicle cannot be left in a dismantled condition, but can be worked on at the property.

Can the city make home owners cut their trees that are on their neighbors' roof?

- Trees hanging over a neighboring address is a civil matter, handled privately between neighbors. CODE ENFORCEMENT handles trees hanging over a sidewalk 8 feet or lower, and HOA (possibly Public Works) handles trees 13.5 feet or lower, over street.

What can we do about neighbors that are leasing their properties out and the tenants living there are violating all HOA rules and regulations?

- State Certified Code Officers enforce State and a City codes. If a City or State code is being violated, use SEE CLICK FIX to make a complaint. If it is an HOA violation, contact the HOA.

Any HOA related services to the community

- State Certified Code Officers enforce State and a City codes. If a City or State code is being violated, use SEE CLICK FIX to make a complaint. If it is an HOA violation, contact the HOA.

GFL

Is there a way that our townhome community be allowed to have a "heavy trash" day?

- If the community has a front load dumpster to collect the waste- the city determined they would follow the same guidelines as a commercial customer and would need either a roll off dumpster or schedule a heavy bulk pick up for a fee

Are there plans for re-cycling in Missouri City?

- We can offer a front load recycle container if they community has the space
 - **Front Load Dumpster container sizes:**
 - Six Yard Container: 72" – width, 66" – depth, 60" – height
 - Eight Yard Container: 72" – width, 66" – depth, 80" – height



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August 31 was a big move out date for renters. I thought Sept 1 would be a heavy trash date but I may be wrong. We have lots and lots of furniture, mattresses, just lying outside awaiting pickup. GFL picked up one address on Meadowview @ Turtle Creek but that may be because the neighbor called in advance. Is there any way to coordinate heavy trash days on the 1st and 2nd calendar days of the month, especially summertime? This would be a Question for the city as heavy trash days have already been negotiated

- **Bulky/Heavy Waste Guidelines**
 - Limited to 4 bulky items or 5 cubic yards per collection day
 - General household items such as appliances and furniture
 - Remove refrigerant/freon and doors from refrigerators/freezers and place tag on item from a professional
 - No construction debris, hazardous waste, or dead animals

PUBLIC SAFETY

In addition to abandon cars, please address the issue with cars parked on streets more than 72 hours without being moved.

- Vehicles are not allowed to be abandoned on the street. If blocking a roadway, we remove that immediately. If not blocking a roadway, we generally place a 48 hour warning notice on the vehicle to allow the owner to rectify the issue, prior to having the abandoned vehicle removed.

Police patrol has lessened. Why is that so?

- The Missouri City Police Department is patrolling as much as it can with available resources, we are currently experiencing a significant challenge recruiting new personnel to fill our vacancies.

What do officers that patrol through the neighborhood looking for?

- When an officer is on patrol they are looking for anything that appears to be uncommon or unusual for the area they are patrolling.

Cars parked along corners of street, where a fire truck will have issue to enter street.

- As long as the vehicle is lawfully parked there is no authority for the government (the MCPD) to have it moved. In times of an emergency, the government (the MCPD or MCFRS) may do whatever lawful measures are appropriate for a legitimate public safety endeavor, including removing a person's property (a vehicle) to enable an emergency to be rendered safe.

Missouri City's crime at Cartwright and Murphy.

- Is there some crime at this location that someone is aware of and not reporting? This location is the closest large intersection down from the police department.

What about trespassing/soliciting

- Trespassing is still unlawful in the State of Texas, which includes the City of Missouri City. Soliciting in the City of Missouri City is lawful as long as it is done within the perimeters as set for by city ordinance.



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Sex Offenders:

Is it also the responsibility of a Probation Officer to ensure that offenders are registered with the city?

- No, the responsibility to register as a sex offender is the responsibility of the sex offender. The sex offender is required to show proof of registration to their probation officer, if they are still on probation.

Does a Probation Officer keep updates and report to the city the whereabouts of these offenders when they change residents within the city of Missouri City?

- No, probation does not do this, it is the responsibility of the sex offender to have an up-to-date registration, but they are required to show proof of an up-to-date registration to their probation officer, if they are on probation.

PLANNING & DEVELOPMENT SERVICE

Group homes:

Are they “really” registered with the city?

- Group homes are not required to be registered with the city. A group home must comply with city regulations pertaining to the use of the property (zoning) and associated permits (fire, as applicable).
- A group home operating in a residential dwelling unit, within a residential zoning district in the city is permitted if it meets the qualifications imposed under the Texas Human Resources Code, Title 8. Rights and Responsibilities of Persons with disabilities Chapter 123. Community Homes for Persons with Disabilities otherwise known as the Community Homes for Persons with Disabilities Act.
- Group homes that do not meet the qualifications of the Community Homes for Persons with Disabilities Act and that are proposed or are operating may require zoning approval as an institution, which requires approval of a SUP, specific use permit.

How does the city keep up with these homes if they are not registered?

- Any property owner, including owners of group homes are required to comply with applicable city codes and regulations. If a group home is found to be operating without applicable permits and does not meet the qualifications imposed under the Community Homes for Persons with Disabilities Act, then enforcement actions will be taken by applicable groups including but not limited to the Fire Marshal's office; Development Services – Planning division; Inspections and Permits division; and Code Enforcement

Is it possible for the city to notify the HOA when a group home does not register?

- Group homes are not required to be registered with the city.

Rent and lease properties, does the city still require a property owner to register their tenants?

- Yes, the City's Code of Ordinances requires that the owner of each rental unit within the city must register such rental unit. Registrations must be renewed annually.

Please address the laws as it pertains to Air B&B in the subdivisions in Missouri City

- The city does not have specific regulations on short term rentals that are different from any other residential rental property. The City's Code of Ordinances requires that the owner of each rental unit within the city must register such rental unit. Registrations must be renewed annually.



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Rooftop solar - city requirements for installations

- The city requires a permit to be issued prior to the construction of solar panels onto a building or structure. A permit application must be submitted with associated plans and specifications complying with the city's adopted building and fire codes. For solar panel installation, plans reviewed include, in part, a site plan and roof plan showing the location of panels to be installed; electrical load calculations in compliance with the adopted electrical and energy codes; structural and mounting details providing compliance with the added weight load on the building or structure and compliance with adopted wind load requirements. For all residential permit plan reviews, the city requires approval by an applicable homeowner's association or property owners' association architectural board or proof that contact has been made with such entity, as applicable.

Why is the HOA Board responsible for replacing the fence around the homes on the street side of the community, and it's not the responsible of the homeowners?

Can that be changed within the rules of the Bylaws written, to be the responsible of the homeowners just as the responsible of all the other homeowners within the subdivision?

- The City of Missouri City Zoning Ordinance provides the requirements for "community fences" or fencing built around the perimeter of a subdivision where adjacent to certain street types as defined by the city's thoroughfare plan. Community fencing standards generally apply to subdivisions constructed after 2003 and the adoption of the community fencing standards. The community fencing standards provides for the use of certain materials, minimum height and other design and construction standards. The community fencing standards provides that where a homeowners association or property owners association exists, it may be responsible for maintenance to provide for consistency in the fence as constructed.

Ultimately a property owner is responsible for the overall maintenance of their property. However, if a property owner repairs or replaces fencing considered to be community fencing, the city cannot require them to replace uniformly with any neighboring fencing, if what they are proposing meets the requirements of the community fencing regulations.

For example, community fencing requirements provides that a community fence be a minimum of 6 feet in height. All fencing subject to the city's fence regulations may not exceed 8 feet in height unless authorized otherwise. An individual property owner would be permitted to install a 7 foot tall community fence along the length of their property even if their adjoining neighbors only have 6 foot tall community fencing.

Working through an HOA or POA to maintain and replace community fencing provides more opportunity to ensure a more uniform fence line and fence materials among all individual property owners.

PUBLIC WORKS

How to fix broken/cracked streets in subdivision and remove circle on Quail Green Ct.

- Please contact Public Works team at (281) 403-8577 with specific location\address. It will be added to the work order list and attended-to based on priority repairs city-wide. Not sure what "remove circle" implies?

Need more do not litter signs posted, fines will apply.

- Please contact Public Works team at (281) 403-8577 with specific location\address. It will be evaluated and signs placed based on need.



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When will the appropriate arrows be placed on the concrete in the medians on FM 1092 (Murphy Road)? It is not clear where a car can turn safely.

- The State (TX DOT) is wrapping-up this project. Please specify the locations. Staff will contact and notify TX DOT, who will then need to place these signs\arrows.

Traffic lights at Cartwright and Murphy. Heading East on Cartwright at Murphy the traffic light is too short; causing traffic back up on Cartwright.

- This is our most congested/busy intersection. The signal timings were optimized here in recent past to operate efficiently. We will take another look.

Streets are not maintained in Newpoint Estates subdivision. It's a safety issue for bike riders.

- Can you please specify what the safety concern here is? In recent years striping work was completed along the streets here. Public Works staff will perform an evaluation as well.

Newpoint Estates: How do we get the city to repair our road? It is urgent as the road cracks are becoming hazardous for homeowners.

- Public Works will evaluate the streets here. Please also contact Public Works team at (281) 403-8570 with specific location\address.

Is striping and curb repairs on some sort of predetermined schedule or if there is a reporting/request structure to have the work complete? We have several areas within Missouri City that need curb repairs and repainting of curbs and street striping.

- Public Works staff evaluates and performs these services based on need and available funding/resources. During the pandemic, the striping paint was in back order due to supply chain issues. However, in 2022 striping was performed city-wide to reduce the backlog. Please report need for curb repairs, street and curb repainting to Public Works team at (281) 403-8577 with specific location\address.

What resources or programs does Missouri City have regarding feral hogs becoming a nuisance and damaging property?

- The City has an agreement with an independent contractor that recovers these hogs at no cost to our residents. Since this is a free service, response time may be much longer than normally desired for services that the City provides. Unfortunately, the response time to capture these hogs also may range between 2 to 6 weeks. Please contact City's Animal Services at (281) 403-8735 for additional details to discuss your specific concern. If this wildlife recovery time frame is not acceptable, you may need to contact your Home Owners Association or seek an alternate private wildlife contractor.

Dumping off of Fort Bend toll and Fondren

- Unfortunately, this happens at the fringe of our City limits and from what we know it originates from individuals located outside our City limits. We all have a role to play to abate this nuisance. If you see something, please document and report to the City's code enforcement promptly at (281) 403-8560. They will in-turn work with other City departments, including Public Works to remedy the matter.

Beautification in the entire city

- Currently landscaping/beautification work is underway along Texas Pkwy. Other phases of this project have been recently completed. Funding has also been allocated in the 2021 voter approved Bond Program for Beautification Projects along major corridors for future years.



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Who is responsible for cleaning up the medians along Highway 6 between FM1092 and Lake Olympia Parkway? It has been neglected for several years now with lots of unsightly weeds.

- This is a TxDOT right-of-way (ROW) and TXDOT is responsible. Staff will alert TxDOT on this matter.

How do we get sidewalks repaired?

- Please contact Public Works team at (281) 403-8577 with specific location/address. Repair locations are added to the City's work order list and prioritized based on severity of repair and available funding based on the adopted sidewalk policy.

Can public works give us an explanation of how can we get traffic mitigation devices installed in our subdivision. What are the entities that we should be coordinating with to get this done? We are considering speed bumps and radar signs.

- The City's adopted Public Infrastructure Design Manual does not allow for speed bumps/speed humps. This is also a standard adopted by many other progressive cities. The primary reason being; speed humps slows down emergency response time, causes noise, plus wear and tear on vehicles. There are other "traffic calming" devices that can be installed, if there is a valid speeding issue. All traffic control devices (stop signs, etc.) will need to be evaluated and installed by the City on public right-of-ways, only if it warranted. Please direct your concern/need to Public Works at (281) 403-8570 for consideration/evaluation.

How do we get more street lights installed in our neighborhood?

- Our current contract with CenterPoint provides for the ability to add new street lights in residential streets/neighborhood only based on a need upon review and Evaluation by CenterPoint. If you see a need, please call and report to (281) 403-8570 and Public Works staff will facilitate this process. Please note that this does not include major thoroughfares and current sub-divisions that were built without street lights.

Water backflow preventer inspection letters. Incorrect wordings and information after 2 years with BSIONLINETRACKIING.

- This probably came from the MUD (Municipal Utility District) or the Utility Provider in your area. The City does not typically send out this letters. Please contact the entity noted on the letter you received.

CITY SECRETARY

Are the council members aware that they should not show up at our HOA meeting without scheduling with the board?

- Council has been made aware of HOA meetings they are requested to attend at the beginning of each month. They are also given a list of each HOA meetings that they are not required to attend or are waiting on confirmation. Many times residents have asked the councilmember to attend an HOA meeting that may not show as "requested" on their list. At that time we will reach out to the board regarding their request to attend. Sometimes we get an answer that they can attend or can't attend if the agenda is too large and sometimes we don't get an answer back in time for the meeting and the councilmember may choose to fulfill the request of the resident who asked them to attend.

Innovative ways/ideas to Partnership/collaborate with city council

- For any requests of a Councilmember to partner or collaborate with regarding an event or occasion they can forward their requests to our Council Liaison, our City Secretary Department, or reach out directly to the Councilmember.