



Legendary TIMES

August 2009

Volume 2, Issue 8

Official Newsletter of the Legend Oaks II Homeowners Association

Ask the Board

Q: *How Do I Make a Complaint or Raise an Issue with the HOA?*

A: *From Mary Mendoza,
Board President*

We have had a number of issues raised with how complaints are made and addressed and we wanted to provide our residents with a guide on how to make a complaint.

1. All complaints initially should be made to Real Manage. Real Manage is our management company and they keep our records. It is important that they -- not the board, not the Yahoo group -- get the complaint. If they have it, it enables them -- and thus the board -- to track whether a particular issue is a recurring issue.

2. There are several ways to make a complaint to Real Manage. The one we encourage is through the resident portal. Go to www.realmanage.com; there is a link for the Resident Portal; you will need your payment coupons for your account information in order to sign up. You may also call Real Manage at 219.1927. You will likely be directed to a resident assistant who will take the information and they relay it to the appropriate person at Real Manage for resolution. You probably will not speak to our property manager directly at this point.

3. Be prepared when you make a complaint. You need to provide:

-Your name and address, as well as your contact information

(Continued on Page 3)

“So, where ARE you from?”

by LO2 Resident Priya Ram

This is a question I have encountered all my adult life in the US. If I ever answered that I was from that same city, it always turned into, “And before that?” or “But where are you from originally?”

Many people were genuinely interested to know that I am originally from India. Some classic comebacks I have heard over the years include, “Do people still go around on elephants in India?” “Is it a lot like what is shown on *Slumdog Millionaire*?” and “But you speak good English!” Once I had an employee from a reputable Cable company doing a door-to-door survey tell me, “But you don’t look like an Asian!”

On the sentimental side, most people want to know if we like it here or what we miss the most. Austin is a great place to live especially because it’s a great cosmopolitan town and people are very welcoming. The biggest thing we miss being here are our families since our parents still live in India. We miss celebrating our festivals and family get-togethers. But we are learning that there are many ways to compensate for that; being more open about whom we are and getting involved in our own community. This way, we are a part of everyone else’s life and vice versa. After all, that is the core of a family-structure.

LEGENDARY TIMES

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Ask the Board - (Continued from Cover Page)

-- both phone and email -- so that you may be contacted if more information is needed.

-The specific information on your complaint -- where is it, what is it, how long has it be happening.

If you are complaining about an issue at a particular house, give the house address and what is happening -- for instance the fence on the left side of the home at 600 Smith Street was painted purple last week.

If you are complaining about a common area, you need to be able to describe it. If you are on the Yahoo group, there are maps on the group website that have codes for the various common areas; if you can, use those. If not, then be very specific as to the location. Give the street address of the nearest home to the common area; describe which side of the street the issue is on; be specific about the issue. This is particularly important if you have a complaint about the areas along Escarpment -- we maintain ONLY ONE SIDE OF ESCARPMENT for only a PART of its length, and it is NOT the same side in all places. An example is: the grass in the drainage easement between 600 Smith Street and 602 Smith Street has not been trimmed in 1 month and it is now over 18 inches high; the sign at the entrance to the amenity center parking lot off of Convict Hill has been damaged by graffiti.

4. Unless it is an emergency, please have some patience. We have a long standing process on how we address complaints. We give our residents a reasonable amount of notice to voluntarily come into compliance with our restrictions. Further, the Property Code by law requires us to give a certain amount of notice and opportunity for hearing prior to enforcing our restrictions. We cannot change that requirement and it may very well drag things out for a less than ideal period of time.

5. How long should you wait to see an improvement/get a response? While we would like to say that every complaint is resolved immediately, in reality that will not be the case. How long something takes to resolve will depend upon the situation.

-For complaints about a neighbor's property: We are confident as a board that Real Manage upon receipt of a complaint sends out a notice letter to the violating residence, if it is about one of our residents. But because of sometimes high volumes of reported complaints, as well as issues identified by inspection, you may not get a letter detailing each step Real Manage has taken to resolve the complaint. However, because of our policy and the law, it may very well be a month to two months before we can take legal action. You should be aware that if we are unable to achieve voluntary compliance, the board will consult with its legal counsel and determine the likelihood of success if we pursued a lawsuit to compel compliance. Part of

(Continued on Page 4)



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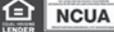


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Ask the Board - (Continued from Page 3)

our assessment of the issue is a documented record (including non-anonymous complaints) regarding the issue. We have generally been able to resolve even our most difficult problems prior to suing one of our residents.

-For complaints about maintenance of a common area: Please do the work to look at the Yahoo group maps (the Landscape committee worked hard on this and we should make use of their work) to make sure it is really an area owned and maintained by the HOA. The various drainage areas and easements around the neighborhood are not all owned by the HOA. A fair number of the complaints are about areas that we don't own and maintain. If it is simply a matter of tall grass, you should give it 10 days to be addressed (drainage areas will be longer; they are not maintained like a yard because they are not yards and thus they will be mowed less frequently). If it is a matter of damage to an amenity, allow a reasonable period of time. Bear in mind that for all but the most minor of repairs, we generally solicit bids to obtain a competitive price and this may take extra time. If the complaint is about graffiti, allow no more than 3 working days for some attempt to be made to remove it. It may not be possible to do so that quickly, but it will certainly be attempted.

6. What to do if you don't see it resolved? Please make a second complaint to Real Manage. Allow a little more time for a response.

If you have received no response, then please ask Real Manage to have Chuck or Wanda call you or email you to address the issue. If you do not receive contact from them within 2 business days, then you should email (not call) the board. Our emails are on the newsletters and on the web page, www.legendoaks2.org. Email is more efficient for the board and allows us to take the documentation you provide and provide direction to Real Manage on what should be done. Provide details in your email, regarding both the substance of your complaint and the process you have followed to date. The board expects that the first point of contact will be Real Manage, but is willing to step in if the issue is not or cannot be addressed by Real Manage.

7. What matters are not Real Manage issues? There are some items that aren't Real Manage issues. For example, if you wish the pool were open longer, or that we opened the pool at a different time, or that we would change the way we landscape, these aren't Real Manage issues. These are issues of HOA policies. The best way to address these is through the appropriate committee (the chairs are listed on the newsletter) and if there isn't a committee, by contacting the board.

Remember: Complaints go first to Real Manage; Provide DETAILS; Provide your contact information; Have some patience.

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Tips from a Neighbor

Girls Empowerment Network, Part 2: WWW.GENAUSTIN.ORG

Two important things you need to know about the upcoming school year if you have middle school or high-school aged daughters.

Your middle school girls can sign up for clubGEN. clubGEN is a research-based peer-led after school program for middle school girls. At clubGEN, trained and employed high school girls lead middle school girls through curriculum proven to prevent high risk behaviors that lead to eating disorders, teen pregnancy, and juvenile delinquency. clubGEN encourages the development of critical thinking skills and academic achievement. Your daughter can sign up at www.genaustin.org.

If you have a daughter who will be a junior or senior in high school, she can apply to be a clubGEN Facilitator. High School Facilitators

Program Overview

clubGEN is led by trained and employed high school girls with support from adult staff and volunteers. clubGEN is held once a week after school Monday through Thursday at Central Texas

middle schools and lasts one to two hours. clubGEN is a year-round program that begins in September and finishes in May, allowing time for girls to build strong, lasting and life-changing relationships.

Facilitators use a variety of techniques to make a lasting impact on the lives of middle school girls and each other. Techniques include mentoring, role playing, games, art activities, group discussion advocacy projects and journaling.

Through the facilitation experience in clubGEN, Facilitators are able to recognize and improve their personal leadership strengths and teamwork abilities. Facilitators are provided comprehensive training and mentoring from teamGEN adults, and hands-on experience leading creative, fun and educational activities.

In clubGEN, Facilitators meet with their younger mentees in small friendly group sessions to exchange ideas and to learn. Facilitators use a non-judgmental, inquiry-based approach to teaching. This promotes a growing mutual trust and provides an opportunity for open exchanges of ideas, deep reflection and self-analysis. The result is strong and powerful messages received by

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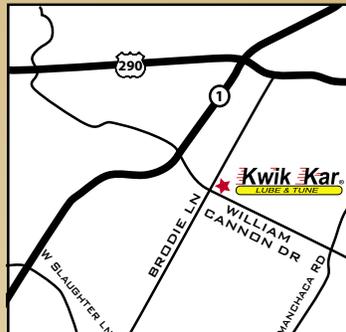
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LEGENDARY TIMES

Tips from a Neighbor - (Continued from Page 5)

both the Facilitators and the middle school girls. The connection in age, identity and experience is strong between middle school girls and their high school mentors. Advice and guidance that might normally be rejected if presented by an adult, is readily accepted in the nurturing and comfortable environment of these peer to peer relationships

Position Requirements

* Position is open to students who will be Juniors and Seniors in Round Rock and Manor High Schools 2009-10; .

* Facilitators must be able to commit to their positions for the entire 2009-10 school year;

* Facilitators must be available a minimum of three days a week after school from Monday through Thursday;

* Facilitators must be available to attend a weekly two hour planning meeting;

* Facilitators must be available to attend monthly four hour trainings on certain Saturdays;

* Facilitators are asked to have reliable transportation to the middle schools, planning meetings and monthly Saturday training;

* Facilitators must have regular access to email for weekly communication regarding clubGEN;

* All Applications must be returned with a letter of reference. (See guidelines)

Position Benefit Highlights

* Earn \$8 per hour;

* Receive a paycheck twice monthly;

* Receive weekly curriculum and facilitation skills training;

* Receive monthly professional development trainings;

* Develop valuable leadership, job and career skills;

* Expand your academic and career networks;

* Work in a team setting with high school girls;

* Create lasting memories and friendships;

* Apply for Anita Benavides Mennucci GENUine Achievement Scholarship.

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LEGENDARY TIMES

Learn What's Going on in Your Community:

Join the Legend Oaks Yahoo Group!

Some topics discussed by your neighbors on the LO Yahoo Group recently:

- Pool Tags • Suspicious People in the Neighborhood
- HOA Rules • Rental Homes in the Neighborhood
- New Business Coming to the Area

Want to be a part of the discussion? Sign up today! **NOTE: Please include your name and address in your request.**

This group is a great way to communicate with your neighbors about local happenings, lost & found items, yard sales, suspicious activity, discuss administrative issues and things to buy, sell, share, and trade. However, if you have a complaint or a suggestion for the board or management, the Yahoo Group will not substitute for official notification. You can use the group to gauge interest and garner support for your suggestion, but formal notification will still have to be made to the board and/or to RealManage.

Learn more at:

<http://groups.yahoo.com/group/legendoaksneighbors/>

Subscribe today: legendoaksneighbors-subscribe@yahoo.com

Group owner: legendoaksneighbors@yahoo.com

HOA Website

Did you know that Legend Oaks 2 has our very own website? This is NOT an advertising site created by a realtor, it's an informational site designed and maintained by one of our residents, Larry Juergens.

The site address is www.legendoaks2.org, and currently contains association information, including contacts with phone numbers and email addresses, links to the PDF versions of the newsletters, and an events calendar and classified section where members can post happenings and items for sale, rent, or trade. Submissions can be made through Larry at larry.juergens@gmail.com.

Please check out the site and send any submissions or suggestions to Larry at the address above.



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OR
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Exp. 11-1-09

Green Tip of the Month: *Did Know You Can Get Free Toilets?*

The Toilet Replacement Program from the City of Austin can help replace up to three toilets per household with new, efficient toilets. To qualify, you must receive your water from the City of Austin or an eligible MUD. The information below is taken from the City of Austin website.

FREE TOILET PROGRAM

The City of Austin offers high-performance HETs (high-efficiency toilets) that use only 1.28 gallons with each flush. These Niagara Ecologic toilets use flapperless technology to ensure great performance and reduce maintenance needs. You can apply to replace up to 3 toilets per home, if your existing toilets were installed before 1996. (This program does not replace 1.6 gpf toilets.) Many of our homes in LO2 were built in 1995 or before.



To participate, complete and submit a Free Toilet Program application form, available on the City of Austin website at: <http://www.ci.austin.tx.us/watercon/downloads/sftoletapp-free.pdf>. The City will mail you a

voucher to pick up your toilets at a local vendor who contracts with us. Standard white round-bowl toilets are FREE. Elongated-bowl ADA-height toilets (17" tall) are available for a charge of \$21.10 + tax per toilet, payable at pick-up. Toilets come with everything you need for installation (wax rings, bolts and seat). Installation is easy for the do-it-yourselfer, or you may apply for a \$60 per toilet rebate if you choose to hire a licensed plumber (see details below). You then forward plumbing receipts by mail or fax (974-6548) or call 974-2199 to let us know you've installed the toilets.

* Click above to download the Free Toilet Program application, or call 974-2199.

TOILET REBATE PROGRAM

The rebate option allows you to choose your toilet from a list of approved models that carry the EPA WaterSense label. You purchase and install the toilets, then send us your completed application (link above) and a copy of your receipt. Eligible customers will receive a rebate of the toilet cost, up to a specified maximum (below).

* Replacing pre-1996 toilets with qualifying HET models -- up to \$200 per toilet

(Continued on Page 10)

We recommend an even higher level
of protection this summer.

Great Hills Baptist Church

Sunday Schedule:

9:30 & 11 am - Bible Life Groups (all ages)

9:30 am - Celebration-Connection
(Worship Choir & Orchestra)

11:00 am - Life-Connection
(Worship Band)

Classes Beginning September 20:

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LEGENDARY TIMES

Green Tip - (Continued from Page 9)

* Replacing 1.6 gpf toilets with qualifying HETs -- up to \$50 per toilet

* Installing HETs in new construction -- up to \$50 per toilet

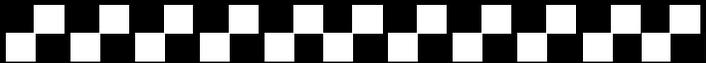
Note: You must submit your application and a detailed purchase receipt within 30 days of purchase or installation. (If you have a receipt showing the date of installation, please submit it along with your application and purchase receipt.) Late applications will not be honored. Rebates for installing 1.6 gallon toilets have been discontinued. For rebates on purchases made before 10/31/2008, please call 974-2199.

Please allow 6 to 8 weeks after processing for your rebate check to be mailed.

INSTALLATION REBATE

You are not required to hire a licensed plumber to install your new toilets. However, participants in the Free Toilet Program* may also apply for a \$60 per toilet installation rebate to help defray the cost of hiring a licensed plumber. To apply, submit your installation receipt showing the plumber's license number, work performed and the installation address. (Plumbers and owners of plumbing companies performing work on their own properties are not eligible for this rebate.)

For more information on the "free toilet" program from the City of Austin, visit <http://www.ci.austin.tx.us/watercon/sftoilet.htm>.



Recipe of the Month





Orange Julius

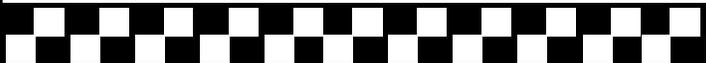
Ingredients

- 1 6 oz. Can Concentrated Orange Juice
- 1 Cup milk
- 1 Cup Water
- 1/2 Cup sugar

Directions

Put in blender container, fill container to top with ice. Process.

If you would like to submit YOUR recipe email it to articles@peelinc.com.





COLIN'S HOPE

Increasing water safety awareness and standards

FACTS YOU NEED TO KNOW ABOUT DROWNING

DROWNING WILL AFFECT YOU OR SOMEONE YOU KNOW

Drowning is the leading cause of unintentional injury-related death in children ages 1-4



Drowning is the 2nd leading cause of unintentional injury-related death ages 1-14.

DROWNING CAN STILL OCCUR EVEN IF YOU KNOW HOW TO SWIM

NO ONE is "drown proof" – no matter their level of swimming ability.

Falls, entrapments, and injuries lead to drowning regardless of swimming level.

A majority of people overestimate their own and their child's ability to swim, especially in a panic event.

DROWNING IS QUICK AND SILENT



Drowning occurs in as little as 2 minutes.



Irreversible brain damage occurs in as little as 4 minutes.



Most children are out of sight or missing for less than 5 minutes and usually in the presence of 1 or both parents.



Most children die who are submerged for as little as 6-10 minutes.

Children who drown do not **scream, splash, or struggle**. They silently slip beneath the water, even with adults & lifeguards present.

Welcome New Neighbors!

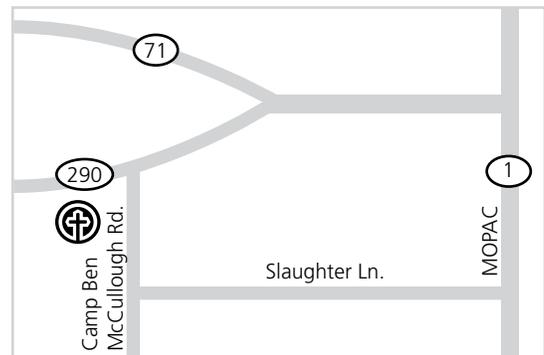
Please say hello to our newest residents who have moved in this year.

Margaret K. Brandes7600 Orrick Dr.....	11/18/2008	Susanne R. Ross6804 Telluride Trl.....	12/16/2008
James E. & Kristen F. Masch7616 Orrick Dr.....	11/21/2008	Mary C. Flinn8101 Billy Bonney Ct	12/17/2008
Jaime F. & Miriam R. Palomo6129 Jumano Ln.....	12/1/2008	Jeffery Ivery6902 Poncha Pass.....	12/30/2008
Paul Brian & Amy Lynn Felix6809 Telluride Trl.....	2/6/2009	Danny Gallant6811 Poncha Pass.....	1/2/2009
Margaret D. Ellis.....8100 Siringo Pass	4/17/2009	John E. Hodges6717 Poncha Pass.....	1/27/2009
Brian E. & Sarah E. Ruh6609 Oasis Dr.....	5/6/2009	Graham Taylor7914 Siringo Pass.....	5/7/2009
Phyllis Viola Gruver6900 Telluride Trl.....	5/21/2009	Ronald Racino7121 Quimper Ln.....	5/22/2009
Carl D. Welder.....6846 La Concha Pass	4/1/2009	Mourad Krifa7912 Siringo Pass.....	6/9/2009
Jennifer Campero & Wilmonda McDevitt	7918 Siringo Pass.....	11/21/2008	
Kelly L. Knott & Jacob T. Houston.....	6838 La Concha Pass.....	3/23/2009	
Venkata N.S. Doddi & Savithri Devi Raja.....	6027 Bel Fay Ln.....	4/13/2009	
Ross A. Brown & Joseph S. Hart.....	6429 Clay Allison Pass	4/24/2009	
Ben D. & Phyllis V. Campbell	7408 Robert Kleburg Ln	4/2/2009	

Announcing New Services at Seton Southwest Hospital!

Open House • Saturday, Aug 29 • 10 a.m. – Noon

Seton Southwest Hospital is proud to continue to bring quality healthcare to the Southwest Austin area with the opening of the new Health Plaza II.



Seton Southwest Hospital
7900 FM 1826 • Austin 78737 • 512-324-9000

New Services:

Adult Rehabilitation & Sports Medicine • Pulmonary Rehabilitation
MRI Imaging Services • Healthy Habits Café and Gift Shop

Come to our Open House, Saturday, August 29 to tour these new facilities and taste samples from Healthy Habits Café.



**Seton Southwest
Hospital**

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