



HOA RESOURCES

Many Flower Mound residents live in neighborhoods with homeowner associations. Management of HOA operations can often involve a number of responsibilities that intersect with Town Codes or require working with Town departments. In this HOA Resources packet you will find information from a variety of Town of Flower Mound departments to help your HOA be successful at managing those responsibilities. Much of this information may also be useful for your residents, too. You will find answers to frequently asked questions, tips, and general resources.

Did you know there's a section for Homeowner Association Resources on the Town website?

On the Town website under the "Living" dropdown, select "Homeowner Associations." You'll find a listing of all of the HOAs with contact information; a form to update contact information; and reference information on topics such as short term rentals, stormwater pond management best practices, and more.

How does the Town support HOAs?

Property Standards hosts an annual HOA Leadership Workshop, with trainings on various HOA self-governance topics and legal updates. Watch for the biannual "Flower Mound HOA Update" newsletter. The Town participates in National Night Out and a variety of other neighborhood events—see more in this packet. Town staff are also available to answer questions, deliver presentations at community meetings, or provide educational outreach as requested for your HOA to distribute.

- ◆ Code Enforcement: Top Ten Code Violations, Code Enforcement 101, Meet Your Code Officer at 972.874.6340
- ◆ Police Department: neighborhood safety, crime prevention, internet safety and more at 972.874.3345
- ◆ Environmental Health: pool maintenance, mosquitos, on-site sewage facilities maintenance, water wells at 972.874.6340
- ◆ Customer Relations: trash and recycling questions at 972.874.6001
- ◆ Fire Department: local hazards, warning systems, creating defensible space against wildfires at 972.874.6270
- ◆ Floodplain Manager: managing floodplain on your property, floodplain development at 972.874.6301

Does the Town have a copy of our HOA records?

The Town typically only has the original CCRs for your HOA. Your HOA may have documents filed at the County Clerk's office, to include deed restrictions. Typical HOA governing legal documents include plats, articles of incorporation/certificate of formation, declaration, bylaws, and rules and regulations. You can search for such documents for Denton County online at <http://dentoncounty.com/Departments/County-Clerk.aspx>. A private abstractor may also be able to assist with the search for your HOA's historical documents. The Town will have copies of the planning documents for your subdivision, including plats, site plans, amended site plans, landscape plans, and permits. Older subdivisions may have fewer records available.

How do I know what areas our HOA is responsible for?

In addition to your HOA's records, you can review the plat for your subdivision. You can access the plat for your subdivision at www.dentoncad.com (Property Search>(Your Address)>View Map>View Plat). The plat often assigns responsibility of common areas or certain easements to the HOA. Planning Services and other Town departments can make available the information the Town does have and assist with plat readings. Contact Planning Services email planning@flower-mound.com, or call 972.874.6350.

Can the Town provide legal advice or contractor recommendations?

The Town cannot provide legal advice or recommend contractors. Other Flower Mound HOAs are a good resource for recommendations. Another resource for referrals includes the Community Associations Institute (www.dfwcai.org), which is an international organization dedicated to fostering competent community associations. In addition to referrals, it offers trainings (many online), a quarterly magazine, and hosts an annual expo and trade show.

CODE ENFORCEMENT

Christa Crowe, Property Standards Manager
 Main: 972.874.6340 | Direct: 972.874.6336
 Email: codeenforcement@flower-mound.com

TOP 10 Code Violations:

- ◆ High Grass and Weeds
- ◆ Trash and Debris
- ◆ Signs in the Right of Way
- ◆ Bulk Waste
- ◆ Work Without Permit
- ◆ Property Maintenance
- ◆ Tree Limb Clearance-Sidewalks & Streets
- ◆ Parking Violations
- ◆ Illegal Dumping
- ◆ Junk Vehicles

About Code Enforcement

The Code Enforcement Division actively implements the Town's Code of Ordinances and responds to concerns and complaints regarding a variety of code violations relating to nuisances, property standards, illegal signs and more. Residential and commercial violations are primarily identified via proactive patrolling by the Town's five code officers. In addition, the division also participates in educational and informational programs.

Are complaints anonymous?

Yes. All reports of ordinance violations are anonymous and the reporting person's information is not given out. It is encouraged to leave your contact information so that we can update the complainant.

How do I check the status of a violation or a permit?

Check the status of a recent violation or a permit at <https://etrakit.flower-mound.com>. You can also access this link from the Code Enforcement webpage on the Town website. Call Code Enforcement if you have additional questions about a code case. Call Building Inspections if you have permitting or construction questions.

Does the Town enforce HOA or deed restrictions?

No. The Town can only enforce Town ordinances, not HOA or deed restrictions.



TIPS FOR YOUR RESIDENTS:

- ◆ See additional Code FAQs online at www.flower-mound.com/code
- ◆ Report a code violation online at www.flower-mound.com/code, by emailing codeenforcement@flower-mound.com, or by calling either Environmental Services at 972.874.6340 or Customer Relations at 972.539.SERV (7378)
- ◆ Also on the Code Enforcement webpage are resources like a Home Maintenance Checklist, Tree Contractor List, and information about local assistance programs
- ◆ Always check with Building Inspections (972.874.6355) to see if a permit is needed before performing work on your property

Did You Know?

The Town offers various programs to encourage and assist homeowners in making improvements to their homes, including the Home Improvement Incentive Program and the Residential Rehabilitation Program. Visit the Town's website to learn more at <https://www.flower-mound.com> under the "Living" dropdown.

TIPS FOR YOUR HOA:

- ◆ Obtain required permits, including “screening wall” permits for brick screening wall repair and replacement (be it a panel(s) or column(s)).

Your contractor submits for permit the engineer-sealed design to rebuild panel(s) and/or column(s) that meets current building code (2021). This design will include that the existing footing/foundation can withstand the new panel/column. If footing/foundation must be replaced, include this design as well. Multiple houses grouped in a row can be grouped under one screening wall permit. Submit a copy of the plat or survey with construction locations highlighted, noting the number of panels and columns to be repaired/replaced at each address. After the wall is completed, the contractor uploads a letter on company letterhead signed by the business owner stating the rebuilding of the panel(s) and/or column(s) were constructed per the engineer’s design submitted. The letter should reference the job number from the engineer-sealed design.

- ◆ Maintain detention and retention ponds and drainage easements according to best practices
- ◆ Work in any floodplain area requires Floodplain Manager approval via a free floodplain permit
- ◆ Maintain landscaping in compliance with your approved landscape plans. All landscape changes need to be approved and may require an Amended Site Plan. Contact Planning Services for a copy of your approved landscape plans at 972.874.6350 or planning@flower-mound.com, or to ask about the amended site plan process
- ◆ There are Town codes guiding and restricting the large scale use of aggregates like river rock or decomposed granite. This use is required to be reflected on your approved landscape plan. Contact Code Enforcement or Planning to discuss
- ◆ Monitor irrigation so that it is functional and no overwatering creates standing water, which could allow for mosquito breeding
- ◆ Educate your landscapers to blow leaf clippings back onto the grass (if using blowers), NOT into the street and thus the stormwater system, such is a stormwater violation
- ◆ Maintain visibility easements on street corners so that required visibility is maintained for neighborhood safety
- ◆ Keep your HOA contact information updated with the Town. Check or update your information online at <https://www.flower-mound.com/109/Homeowner-Associations>

SPECIAL EVENTS:

- ◆ Obtain required tent permits, special event permits, and/or temporary food permits as needed for special events. Typical special events include block parties and organized neighborhood runs. See the Special Event Permits webpage on the Town website and contact Environmental Services to learn more at 972.874.6340.
- ◆ Special Event permits are applied for online and should be submitted at least 15 business days prior to the event.
 - ◇ Go to <https://etrakit.flower-mound.com/>
 - ◇ Click on Setup an Account at the top left corner of the page
 - ◇ Complete the Create New Public User Account profile and click Create Account at the bottom
 - ◇ On the Welcome to the Town of Flower Mound online permit submittal webpage, click I agree and Continue
 - ◇ Fill out permit application page steps 1-4
 - ◇ Upload attachments: Site Plan and Certificate of Liability Insurance, and Submit

BUILDING INSPECTIONS

Main: 972.874.6355

Email: buildinginspections@flower-mound.com

What Projects Require Permits in the Town of Flower Mound?

Before starting work on a project at your home or business, always contact Building Inspections to learn if a permit is needed. Depending on the complexity of the work, a permit may need to be submitted to make a final determination as to if a permit is required and if the work meets all requirements. Common projects requiring a permit include: fence repair or replacement, water heater replacement, HVAC replacement, patio covers, decks, re-roofs, and foundation repair. A more comprehensive list and other helpful information can be found on the Building Inspections website at www.flower-mound.com. Often certain work does not require a permit but must meet setback requirements (e.g. small accessory buildings or concrete flatwork)—call Building Inspections and Code Enforcement.

Tips From Building Inspections

- ◆ At the Building Inspections webpage at www.flower-mound.com (Government>Departments>Building Inspections) is a useful FAQ section, tips on selecting a contractor, and permit information packets. Commonly referenced permit information packets include the Fence Information Packet, Shade Structure Requirements, and the Accessory Building Information packet.
- ◆ See also the Residential Permit Guidelines graphic for the best summary of permits needed for residential projects
- ◆ Almost all permits are now submitted electronically via the online system, eTRAKiT
- ◆ Your architectural review committee can visit <https://etrakit.flower-mound.com> and search permits by an address, or street to see who has applied for what permits and what the permit status is. One can also create a contractor login for the etrakit system to see the documents in a permit.

What is the Building Permit Process?

- ◆ **Step 1 | APPLY:** The person performing the work *applies* for the permit. Most permits are submitted electronically at <https://etrakit.flower-mound.com>.
- ◆ **Step 2| APPROVE:** After review by Building Inspections, if the work meets all requirements, the permit is *approved*.
- ◆ **Step 3| ISSUE:** The permit applicant pays for the approved permit, which is then *issued*. Work can now begin.
- ◆ **Step 4| FINALED** The applicant completes the approved work and schedules inspections as needed according to the permit. When all inspections are complete the permit is *finalized*. Please make sure all permits are finalized or the project may have to be re-permitted. Inspections can be scheduled and the status of a permit can be viewed at <https://etrakit.flower-mound.com>.

NOTE: Property owners are ultimately responsible for all work performed on their property. Contact Building Inspections if you have permitting or construction questions. Also, more intensive permits may have two part fees.



SUBMIT



REVIEW



ISSUE



INSPECT



FIRE SAFETY AND PREVENTION

Jason Bolejack, Fire Marshal

Main: 972.874.6270 | Direct: 972.874.6268

Email: jason.bolejack@flower-mound.com

TIPS FOR YOUR HOA:

- ◆ For gated communities, check gates annually and provide correct access codes and/or keys to the Fire Department.
- ◆ The Town of Flower Mound Fire Department is available for Fire Awareness Days (will bring fire trucks to your event, can schedule free home inspections, etc.).
- ◆ Having a block party or special event? A Tent Permit will be needed from the Fire Department for any tents in excess of 200 square feet or a canopy in excess of 400 square feet. There is a \$100 permit fee. Depending on the nature of the event, you may also need a Special Event permit and/or Temporary Food Permit from Environmental Services (972.874.6340).

TIPS FOR YOUR RESIDENTS:

- ◆ Each residence should have street address numbers a minimum of 3 inches high visible from the street and alley, if applicable (Code of Ordinances Sec 14-301). This greatly assists Police and Fire emergency response.
- ◆ Have a home fire escape plan with a pre-arranged meeting spot outside the home. Learn how to make a fire escape plan online at <https://www.nfpa.org/education>. Practice your plan!
- ◆ Free Home Fire Inspection: The Town of Flower Mound Fire Department will perform a free home inspection to check for any fire hazards. Call 972.874.6270 to schedule.
- ◆ Alert the Town of Flower Mound Fire Department to occupants with special needs in your home that may require special care in the event of an emergency. Special needs would include bedridden occupants, occupants with disabilities, or elderly adults with mobility issues.
- ◆ Sign up for emergency notifications and weather alerts at www.flower-mound.com/emergencynotifications.
- ◆ Replace carbon monoxide detectors every 5-8 years.
- ◆ Replace smoke detectors every 10 years. Your home should have multiple smoke detectors: 1 in hallway outside of bedrooms, 1 in each bedroom, and 1 on each floor of the home.
- ◆ Home maintenance: check your home (including attic) after a lightning strike, and keep chimneys and eaves clear on any debris (e.g. bird nests can catch fire).
- ◆ Fire pits and chimeneas are not to be used during active burn bans. One day of rain doesn't eliminate a burn ban. Check <http://apps.dentoncounty.com/BurnControl/>.
- ◆ Recalls: Regularly check that none of your appliances have been recalled at the U.S. Consumer Product Safety Commission website, <http://www.cpsc.gov/en/Recalls/>.

Did You Know?

- ◆ A fire doubles in size every 2 minutes
- ◆ Most house fires are the result of cooking fires
- ◆ All heating or cooling appliances should be plugged directly into the outlet, not via extension cords
- ◆ Home sprinkler systems are incredibly effective at putting out fires and can be retrofitted in most homes at a moderate cost
- ◆ For a moderate cost one can install a "Knox Box" that allows the Fire Department rapid entry without damaging doors in situations where the occupant may be unable to come to the door. These are particularly helpful with handicapped, elderly or bedridden occupants. These secure key storage vaults are installed on or near the front door of your home and are only accessible to the Fire Department.



TRAFFIC SAFETY AND CRIME PREVENTION

Justin Hobbs, Community Services Officer
 Main: 972.539.0525 | Direct: 972.539.3345
 Email: justin.hobbs@flower-mound.com

Community Events

- ◆ [Citizen Police Academy](#), held twice annually.
- ◆ [Junior Police Academy](#) (students entering 7th and 8th grade) held twice each summer.
- ◆ [Child Safety Seat Checks](#) 15-20 events per year at various locations.
- ◆ [Coffee with a Cop](#); quarterly at local businesses.
- ◆ [Bike with the Blue](#) Civilian Bike Race, Police Bike Race, 5K, Children's bike ride with Police (Spring)
- ◆ [National Night Out](#) and Open House (Fall)
- ◆ [Red Blue & Que](#) competitive BBQ Tournament (Fall)
- ◆ [Santa Cops](#); gifts for children in need (Winter)
- ◆ To see full schedule, check our website and follow us on [Facebook](#) and [Instagram](#)

TRAFFIC SAFETY TIPS:

- ◆ Most collisions are caused by following too closely and/or failing to yield right of way.
- ◆ Slow down, stay back, and expect other drivers to fail to yield. Protect yourself!
- ◆ Don't text and drive and never drive while impaired by drugs or alcohol.
- ◆ If you see a reckless or possibly impaired driver, call 911 if safe to do so. Important information: location, direction of travel, license plate, vehicle description, and description of driving (failure to maintain lanes, weaving, failure to respond to traffic lights.)

CRIME PREVENTION:

- ◆ Most crime is preventable; don't help criminals by making it easy; Flower Mound is very safe but criminals have cars and will drive here if there are nice things to steal.
- ◆ Lock your car doors EVERY time you are not in your vehicle.
- ◆ Don't leave any items of value visible from outside of your vehicle; the most common items stolen from vehicles in Flower Mound are: sunglasses, purses, laptops and wallets.
- ◆ If you choose to install security cameras, ensure they are operational, you know how to access video, and consider registering them with the Police [Citizen Camera Program](#).
- ◆ If you see something suspicious, call the non-emergency number WHEN you see it.
- ◆ Solicitors are required to have a Town-issued ID; if someone solicits in your neighborhood, ask to see their ID. If they do not have it, call the non-emergency number.
- ◆ When going out of town, utilize the Police [Vacation Watch](#).
- ◆ Consider participating in the Flower Mound [Citizen Police Academy](#).

911 AND COMMUNICATION TIPS:

- ◆ 911 is for emergencies; the police non-emergency number is 972.539.0525.
- ◆ If you accidentally call 911; stay on the line. If you hang up, 911 dispatchers will have to call you back and/or send the police to ensure everything is okay.
- ◆ When calling the Police, it is critical to let them know the address you are calling from. If you do not know the address, advise cross streets, business names, or landmarks.
- ◆ Unfortunately, the Police cannot help with power outages, water service, etc. For after-hours concerns regarding Town services, call 972.539.0525.

**TOWN OF FLOWER
MOUND**

2121 Cross Timbers Road
Flower Mound, TX 75028

**It's Your Call!
972.539.SERV**



FAQs

It's Your Call Program

- ◆ Don't know which Town department to call? Call 972.539.SERV (7368) to submit municipal service and facility repair requests, report code violations, identify community beautification issues, or obtain information about Town of Flower Mound services. Customer Relations can also answer questions about trash and recycling services.

Street Repairs

- ◆ Please contact Public Works at 972.874.6400.

Street Parking Questions or Violations

- ◆ Please contact the Police on the non-emergency police line at 972.539.0525.

Street Light Repair/Issues

- ◆ Street lights are repaired by the company that provides power to your area. You may contact your power company to request repair at the numbers below. Customer Relations would also be glad to take your request at 972.539.SERV (7368). You can also make an online request at <http://www.flower-mound.com/FormCenter/539SERV-5/Street-Light-Repair-Request-50>
- ◆ CoServ: 800.566.2314
- ◆ OnCor Electric Delivery: 888.313.6862

Barking Dogs

- ◆ Animal Services provides 24-hour response to animal-related calls including: barking dogs, animal bites, dangerous or wild animal encounters, and injured animals in the roadway. Monday through Friday from 9 a.m. to 5 p.m. call 972.874.6390. If after-hours, report your concerns to the non-emergency Police line, 972.539.0525. NOTE: All reports of ordinance violations are anonymous and the reporting person's information is not given out.

Questions about Trash or Recycling Services

- ◆ See the "Living" tab at the Town website for useful information on trash removal options (including landfill access), recycling, household hazardous waste, and how to properly dispose of bulk waste.

What is the Town Sidewalk Repair and Replacement Program?

- ◆ Sidewalks are the responsibility of the property owner. The Town's Sidewalk Repair and Replacement Program assists residents in making needed repairs, reducing the cost of repairs, and allowing a 12-month period to reimburse the Town for all costs. If you are interested in participating in this program, contact Public Works at 972.874.6422. If you prefer to use a private contractor to repair or replace a sidewalk, a permit will be required from Building Inspections and the work must meet Town design standards.