

## Community Contacts

Oak Brook is professionally managed by Goodwin & Company. Should you have any HOA related questions, please don't hesitate to contact our management team via one of the following methods:

- ✓ **Customer Service Team:** Available Monday-Friday, 8:30 AM-5:30 PM. 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).
- ✓ **Compliance Support:** Covenant violation related inquiries can be directed to [compliance@goodwintx.com](mailto:compliance@goodwintx.com).
- ✓ **TownSq App:** Submit a request via our website and/or mobile application.
- ✓ **Kristi Estes, Community Manager:** By phone at 512-922-3748 or via email at [OBomanager@goodwintx.com](mailto:OBomanager@goodwintx.com).

Keep up to date on everything going on at Oak Brook via our community website at [oakbrookroundrock.com](http://oakbrookroundrock.com).

## Architectural

**What types of exterior modifications can I make to my home without requiring approval of the association?**

All exterior modifications or improvements should be approved through the community association's architectural control process. Please complete the [architectural request form](#).

**What's the process for submitting the application? How long does it take to get approval?**

Once the application is submitted it will be reviewed by the Architectural Control Committee (ACC). This committee is tasked by the Board of Directors to review each submission to determine that the request is in compliance with the association's architectural guidelines. A response from the committee may take as many as 30 days from the date of submission. Please ensure that you provide as much information as possible with your application to avoid delays.

**What is the status of my application?**

If you have not heard from the Community Manager or Architectural Review Committee within 30 days from the date of submission, please submit a request via [TownSq](#) or email your Community Manager at [OBomanager@goodwintx.com](mailto:OBomanager@goodwintx.com).

## Board Meetings

### How do I find out when the next Board meeting takes place?

Board Meeting dates and times are typically noticed via the News and Events section of [TownSq](#) and under the community events tab on oakbrookroundrock.com. If you have registered your email address, we will also send meeting details via email in advance of the meeting.

### Where can I find copies of the most recent Meeting Minutes?

*Meeting minutes are posted on the community website at <https://www.oakbrookroundrock.com/association-documents>.*

## Common Areas

### How do I request an access device for the pool?

[Click here](#) to request your access device.

### What does the Association maintain and what am I responsible for maintaining?

The homeowner is responsible for all contents contained within their lot. The association is primarily responsible for all common area maintenance and amenities.

### I need to report a maintenance issue to a common area in the community...

We sincerely appreciate your efforts in alerting our management team of any maintenance issues in your community. Please submit a request via [TownSq](#) and include a picture and as much detail as possible where applicable. You will be able to track the status of your request via TownSq.

You may also report a common area maintenance issue to our Customer Service Department at [info@goodwintx.com](mailto:info@goodwintx.com) or by phone at 855-289-6007.

### How do I get a mailbox key?

Please contact your local United States Postal Center for instructions on obtaining your mailbox key.

## Compliance

### **I just received a violation notice. Who can I talk to about it?**

Covenant violation related inquiries can be directed to our Compliance Department at [compliance@goodwintx.com](mailto:compliance@goodwintx.com). Additional contact information is available on the notice you received.

### **I need to report a compliance issue. How do I submit this report?**

Please submit a request via [TownSq](#) and include a picture and as much detail as possible where applicable. Requests submitted via TownSq are only visible by members of management and the Board of Directors.

### **When does the compliance driver come through our community?**

The schedule will vary, but our compliance drivers typically visit the community on a bi-weekly basis. Spot inspections are also completed.

### **Is there a list of do's and don'ts I can give to my tenant?**

A copy of the community's Covenants, Conditions and Restrictions (CCRs) can be found on the community's website by visiting <https://www.oakbrookroundrock.com/association-documents>.

## Documents

### **Where can I find the governing documents of the association?**

A copy of the community's governing documents can be found on our community's website by visiting <https://www.oakbrookroundrock.com/association-documents>

# Financial

## What is my balance?

You can view your account balance by logging in to [TownSq](#). You may also request your balance by contacting our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at [info@goodwintx.com](mailto:info@goodwintx.com). Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com).

## How do I pay my assessment?

For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

**AOBO – Williamson County Oak Brook**  
c/o Goodwin Processing Center  
PO Box 93447  
Las Vegas, NV 89193-3447

Option 2: TownSq website ([www.townsq.io](http://www.townsq.io)) or mobile application. Your account balance is also available by accessing your TownSq account.

From the web:

- Login to TownSq at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

From the TownSq App:

- From the top of your mobile feed, choose the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

TownSq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1 convenience fee.

Option 3: Bank Bill Pay Service - If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to

the PO Box address referenced above. You will need to note your account number and association code (**AOBO**) in the memo section of your check.

### **Can I pay my assessment with a credit/debit card?**

Yes, credit/debit cards are accepted through TownSq.

From the web:

- Login to TownSq at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you'd like to make a payment on.
- Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

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### **What is my property code?**

Your Property Code is AOBO

### **What is the Management ID?**

6587

### ***When is my assessment due?***

Assessments are due at the beginning of each month.

### **Are there any fees associated with online payments?**

When making credit card payments online, there is a \$1 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1 convenience fee.

### **Why does my account show a negative number?**

A negative number means that you have a credit balance.

### **I received a letter about a past due assessment. Who can I talk to about these fees?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at [info@goodwintx.com](mailto:info@goodwintx.com). Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com).

### **Who can I talk to about setting up a payment plan?**

Contact our team at [delinquencies@goodwintx.com](mailto:delinquencies@goodwintx.com). A member of our team will be happy to assist you however possible.

### **How do I update my Western Alliance payment information?**

To update existing Western Alliance recurring payments, [click here](#).

### **How do I cancel my Western Alliance auto draft?**

To update existing Western Alliance recurring payments, [click here](#).

### **What is my assessment paying for?**

Your community's assessment pays for the operating expenses of the association. This can include utilities, road maintenance, landscaping, amenity maintenance, insurance, etc..

### **Where can I find my account number?**

You can find your account number in your billing statement or coupon book. If you cannot locate your account number, please contact our Customer Service team at 855-289-6007.

## **Owner Information**

### **How do I update my contact information/ mailing address?**

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at [info@goodwintx.com](mailto:info@goodwintx.com). Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com). You can also submit a request through [TownSq](#).

# TownSq

## What is TownSq?

[TownSq](#) is an all-in-one mobile app designed to help you connect, collaborate and stay up to date with your community – any time on any device. TownSq streamlines operations for board members and simplifies community living for homeowners. With TownSq you can:

- ✓ Easily communicate with neighbors, community managers, and board members
- ✓ Manage your account and pay online
- ✓ Get up-to-date community news and events
- ✓ Request and review status of service inquiries
- ✓ Participate in community polls
- ✓ Access community forms and documents
- ✓ And more...

## How do I register for TownSq?

Registering for TownSq is fast and easy. Follow the steps below to get started:

1. Visit <https://app.townsq.io/ais/sign-up>
2. Enter your Account Number and Zip code (Physical property address)
3. Provide your email address and create a password

## I'm getting an error when I try to register for TownSq. Can you help?

Contact our Customer Service team Monday-Friday, 8:00 AM-6:00 PM by phone, 855-289-6007, or via email at [info@goodwintx.com](mailto:info@goodwintx.com). Live Chat is available on our website at [www.goodwintx.com](http://www.goodwintx.com).

## How do I change my email preferences for TownSq notifications?

Once you have logged in to [TownSq](#), you can edit your notification preferences by editing your profile. To edit your profile, click on your name in the top right-hand corner of the TownSq page and a drop down will appear with the “Edit Profile” link.

## How do I submit a request in TownSq?

Once you have logged in to [TownSq](#), click the “Requests” link on the menu bar on the left-hand side of your screen.

## I forgot my TownSq password, how can I reset it?

Visit <https://app.townsq.io/user-recovery> to reset your password.