



Resident Services FAQs

Homeowners

Q: How much is a Resale Certificate? How do I request a Resale Certificate?

A: Resale Certificates are \$250.00. You may request one and get additional information regarding the perks of a Resale Certificate online at <https://meyerland.net/buying-or-selling-a-meyerland-house/request-a-resale-certificate/>

Q: Signs on School Fences or Property?

A: Contact the campus directly for resolution.

Q: Notice smelly water (sewage)?

A: Please report your complaints and/or concerns to 311 Houston.

Q: Is Street parking allowed?

A: Please review the City of Houston's guidelines here: <https://www.houstontx.gov/parking/violationcodes.html>

Q: Does Meyerland spray during mosquito season?

A: MCIA does not spray for mosquitos. However, the City of Houston does provide additional resources and information regarding prevention and treatment on their website. <https://publichealth.harriscountytexas.gov/Services-Programs/All-Services/Mosquito-Control-Services>

Q: Who do I report noise complaints to?

A: For non-emergent noise complaints, please contact Harris County Precinct 5 Constables at **(281) 463-6666**. The constables are your quickest response, but please call 911 if you have a true emergency or need emergency medical care.

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Q: Who do I contact regarding compliance violations?

A: You are welcome to submit your concerns and/or complaints at: <https://meyerland.net/report-a-concern/>

Q: Are short term rentals allowed in Meyerland?

A: With an uptick in short term rentals such as Airbnb's, VRBO's and/or Vacasa just to name a few. We would like to remind everyone that Meyerland **does not** allow short-term rentals. Rental terms vary by section. To find the specific terms for your section, please review your Deed Restrictions at: <https://meyerland.net/governing-documents/>

Q: Does Meyerland allow Garage or Estate Sales?

A: YES! We do. Please review the policy at: <https://meyerland.net/wp-content/uploads/2021/07/Garage-and-Estate-Sale-Policy-FINAL-FILED-with-file-number.pdf>

Q: Who do I report a street light outage to?

A: The maintenance of streetlights within the City of Houston is CenterPoint Energy. Please report any street light outages, streetlight repair or damages to CenterPoint Energy at **(713) 207-2222 / (800) 332-7143** or visit its website at www.Centerpointenergy.com

Q: Who do I report a water leak or water main issues to?

A: You can report water leaks or similar issues to: <https://www.houstonpublicworks.org/>

Q: What if I need to reach my neighbor but don't have their contact information?

A: Utilize our "Report a Concern or Violation Form and choose the " Contact my neighbor (fencing, tree trimming, parking, etc.) MCIA will forward your inquiry to your neighbor" option.

Q: What do I do when I see that my neighbor has a red tag from the City of Houston and they continue to perform work on the house?

A: **Report the property to 311.**



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Q: Can I get the compliance status of another property?

A: Due to confidentiality, we do not give compliance statuses to anyone but the property owner. This includes but is not limited to: advising whether a notice has been sent, an application is on file for work being done or if we have spoken with the parties.

Q: Will you provide me with updates if I submit a complaint?

A: No. Your complaint is confidential. Our correspondence with the property owner is also confidential.

Q: I received a compliance violation. Can Meyerland recommend a contractor to cure the violation?

A: Unfortunately, MCIA does not have a rolodex of recommended contractors. However, your neighbors do! We strongly recommend that you post on Nextdoor, Facebook or any Meyerland group requesting recommendations.

Q: My neighbor's tree is hanging over my fence, can I trim it?

A: Yes, you can! We have some fantastic resources regarding trees on our website. Please refer to: <https://meyerland.net/2022/09/28/your-trees-and-neighbors-trees/>

Q: There is a neglected pool nearby and I've seen an uptick in mosquitos and rodent activity. Can you please contact the owner?

A: Please report this to 311 Houston. We are happy to send a courtesy notice, however, since we cannot access the backyard we are unable to escalate the violations in an expeditious manner.

Q: Does our Resident Services Coordinator report violations to the City of Houston?

A: Unless the violation is egregious, we thrive on utilizing our time within the association. Should you feel the violation needs reporting to 311, please do so. It only takes a matter or moments to report and follow up on your claim via 311 Houston.

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Q: Why did I receive a violation for “work without approval”?

A: If you did not apply for you exterior modification(s) in advance, you would receive one of these notices. This includes but is not limited to: window replacements, roofing, paint (even if it’s an approvable color), sidewalk or driveway replacement, gutters, new garage door or gate, new front door, etc. Please submit an application, and we will get the compliance notice closed out.