



RIVER OAKS WELCOME PACKET

**Prepared by
River Oaks Homeowners Association
And
GNO Property Management, LLC**



NOT TO BE REPRODUCED, DISTRIBUTED OR USED FOR COMMERCIAL PURPOSES

Welcome New Neighbor!

The Board of Directors and residents of River Oaks would like to welcome you and your family to our neighborhood.

River Oaks has about 275 families and many special recreational features for your family's enjoyment. River Oaks residents can enjoy our tennis courts, swimming pool, clubhouse and picnic area for all of your special occasions.

This Welcome Packet contains information that you might find useful. Most of this information you will need can be found on our web site, <http://www.riveroaksestates.org/> This link will you information on the Restrictive Covenants, By-Laws, the Clubhouse and Swimming Pool Regulations, a listing of the various committees and street captains and important telephone numbers. As a new resident, the Restrictive Covenants provide that all homeowners use the same waste collector and recycler which is currently Waste Management. See details at end of packet.

In July 2012, the Property Owners Association hired GNO Property Management, LLC to manage the day to day operations of the subdivision and their introductory letter and services are included with the materials.

Your input and suggestions for making our community one of the best will be greatly appreciated.

We sincerely hope that you and your family will enjoy living in our premiere development and look forward to meeting you at one of our homeowners meetings.

Sincerely,

River Oaks Estates Board of Directors

Directors:

Henry Hunter (985) 630-9300
 Shannon Ober (985) 807-8255
 Jim Rowalt, (985) 867-8305
 Warren Schuster (985) 960-6681
 Eric Short (504) 812-2005
 Tim Wright (985) 231-6787



*"A Wonderful Place to
 Put Down Roots..."*

<http://www.riveroaksestates.org/>

Welcome to GNO Property Management

Dear River Oaks Residents,

Your Association Board of Directors has hired our company to manage the day to day operations of River Oaks and I wanted to give you a brief explanation of what we do and let you know how to contact us.

We will maintain a community directory and the Association records and files, keep up with all maintenance on the property, maintain the Association financials, collect the Association dues, and help prepare the annual budget. Your Board of Directors will remain active in the community; however, we will be responsible for vendor management, obtaining bids for projects and regular maintenance, and making sure the Homeowner Association is run with efficiency. Together, we will keep River Oaks a nice place to live.

You may contact our office throughout the business day at (504) 528-7028, and after hours, in the case of an HOA emergency, you may contact us at (985) 774-1222. Please only contact us after hours in cases of emergency when it pertains to the Association property, not your private property.

DJ Audibert will perform site visits. These visits will include an inspection of the common property and a follow up inspection of any work performed by a third party contractor. If you do not have a copy of the Covenants and Restrictions, please check our website <http://gno.cincwebaxis.com> and register. If you notice a covenant/ architectural violation, please notify covenants@gnoproperty.com. When reporting a violation, it is important that you include the address of the home in violation.

Please remember to submit an Architectural Review Committee(ARC) application form for any exterior modifications to your property. The application form can be obtained from the Association web site www.riveroaksestates.org.

The biannual assessments are due in January and July and will be considered late if received after February 1st and August 1st., respectively, Payments should be made out to River Oaks Owners Association and mailed to GNO Property, LLC Lockbox, P.O. BOX.20687, Tampa, FL 33622-0687. Another option to pay is to visit <http://gno.cincwebaxis.com>.

If you have any questions concerning the management of River Oaks, please feel free to contact our office. We look forward to working with you.

Sincerely,
Robert Phillips, President
DJ Audibert, Property Manager
GNO Property Management, LLC
www.gnoproperty.com

GNO Services

- Manager attends 4 board meetings and 1 annual meeting
- Manager prepares bid specs and solicits bids for community maintenance
- Manager performs site visits every two weeks
- Covenant Enforcement Manager performs covenant site visits every two weeks
- Manager inspects all maintenance work performed in the community
- Manager coordinates all ACC modifications requests
- Manager prepares monthly financial, property, and covenant reports and submits them to the board
- At the request of the board, manager will prepare the end of year report
- Manager will assist the board with the Annual Budget for the Association
- Manager will provide 24 hours emergency service for the residents of the Association
- Management provides Association Management Software (CINC Systems) to help the Associations operate more efficiently
- Management maintains community directory
- Management maintains all community files and records
- Management collects all assessments
- Management, at the direction of the board, engages counsel for delinquencies
- Management utilizes a collection module with CINC Systems- notices sent at 45, 60 and 90 days delinquent
- Management programs and operates gate software for gated/access controlled communities
- Management develops and implements a Hurricane plan for the Association property
- Management provides annual board member training by GNO Staff
- Management provides a quarterly newsletter to the members of the community
- Management provides welcome baskets to new residents in the community
- Speed Trailer is available for rent at a rate of \$10.00 per day



*"A Wonderful Place to
Put Down Roots..."*

River Oaks - Directors & Committees

River Oaks Board of Directors

DIRECTOR	PHONE	EMAIL
Eric Short	(504) 812-2005	Email
Jim Rowalt	(985) 867-8305	Email
Shannon Ober	(985) 807-8255	Email
Henry Hunter	(985) 630-9300	Email
Tim Wright	(504) 231-6787	Email
Warren Schuster	(985) 960-6681	Email

River Oaks Architectural Review

MEMBER	PHONE	EMAIL
Jim Rowalt	(985) 867-8305	Email
Warren Schuster	(985)-960-6681	Email
Patrick Anderson	(504) 251-7407	Email

River Oaks Covenants Review Committee

MEMBER	PHONE	EMAIL
Jim Rowalt	(985) 867-8305	Email

River Oaks Capital/Maintenance/Drainage Committee

MEMBER	PHONE	EMAIL
Bennie Daigle	(504) 214-2551	Email
Eric Short	(985) 892-7933	Email
Lance Lyons	(985) 871-4116	Email
Michael Orlando	(504) 481-5655	Email
Lou Gomez	(985) 705-5001	Email
Jim Rowalt	(985) 867-8305	Email

River Oaks Property Management Company – GNO

GNO	PHONE	EMAIL
D J Audibert-Property Manager	(985) 774-1222	Email
GNO Main Office	(504) 528-7028	Email

For details of the GNO Property Management Services to River Oaks – Click on the link below.

[GNO Introduction Letter and Services](#)

River Oaks Facilities Management

MANAGER	EMAIL	CELL PHONE
Charlotte Boswell	Email	(985) 237-9557

River Oaks Directory

MEMBER	PHONE	EMAIL
Vacant		

River Oaks Newsletter

MEMBER	PHONE	EMAIL
Vacant		

[CLICK HERE FOR NEWSLETTERS](#)

River Oaks Block Captain Coordinators

MEMBER	PHONE	EMAIL
Vacant		<u>Email</u>

[MAP OF BLOCK CAPTAIN AREAS \(Updated 9.6.16\)](#)

[LIST OF BLOCK CAPTAINS \(Updated 5.17.16\)](#)

[BLOCK CAPTAIN DUTIES \(Updated 10.1.16\)](#)

[BLOCK ASSIGNMENT BY ADDRESS \(Updated 9.7.16\)](#)

River Oaks Pool Committee

MEMBER	PHONE	EMAIL
Tim Wright	(504) 231-6787	<u>Email</u>
Charlotte Boswell	(985) 237-9557	<u>Email</u>
Amy Carrick	(504) 339-1953	<u>Email</u>
Shannon Ober	(985) 871-8138	<u>Email</u>
Janet Bray	(985) 875-7639	<u>Email</u>
Keith Couture	(985) 867-3755	<u>Email</u>
Jennifer Meibaum	(985) 871-5356	<u>Email</u>

[Click Here to go to Clubhouse, Pool & Tennis Court Area](#)

Important Phone Numbers

NAME	PHONE
Emergencies	911
Fire Dept. District #4 (non-emergency)	985-626-4394
St. Tammany Sheriff's Office (non-emergency)	985-892-8181
Mandeville Police Department (non-emergency)	985-626-9711
Covington Police Department	985-892-8500
Louisiana State Police	985-893-6250
St Tammany Hospital	985-898-4000
Lakeview Medical Center	985-867-3800
Acadian Ambulance Service	800-259-333
River Oaks Homeowner's Association (GNO)	504-528-7028
Waste Management (See Below and at End)	985-643-7784
St. Tammany Parish Animal Control	985-809-0183

LOCAL LISTINGS AND SERVICES ADDRESSES

Waste Collection and Recycling:

December 12, 2022

Dear River Oaks Property Owner:

As per the Tenth Amendment to the Restrictive Covenants, the Board of Directors has selected Waste Management to continue as the sole source provider for waste collection and recycling in the subdivision. The current contract with Waste Management terminates 1/1/23 (5 year contract commencing 1/1/18). GNO Property asked 5 companies to submit tenders for the work and 3 provided bids. Waste Management was the low bidder with a cost of \$22.50 per month which includes recycling and will be billed quarterly in advance to residents. Trash pickup days will be Mondays and Thursdays and Wednesday will be the recycle day. The contract period will be for 5 years beginning January 1, 2023 and will include a Consumer Price Index rider in the contract based on the Water Sewer and Trash index (WST) effective 1/1/24. The WST index is stable and aligns with other utilities.

The current contract specifies that service is limited to 1 96 gallon cart **or** 3 personal garbage cans (not to exceed 35 gal. per container), and 5 loose bags. The new contract will be a **cart content only** limited to the 96 gallon Waste Management or Team Waste cart. All garbage, trash and debris must be in the cart and there will be no pickup of trash at the curb. The rear loading trucks are being replaced by trucks with an automatic sideloading arm (ASL) with only the driver involved in pickup. There will be a short transition period from the rear loading trucks to the

ASL trucks and personal cans will still be picked up during this time. Once the ASL truck begins operating in the subdivision only the 96 gallon cart will be picked up. An additional 96 gallon cart is available to residents for \$5 per month. Recyclable material includes plastic containers, newspaper, tin cans and cardboard. Glass is not included. Recyclables will continue to be picked up by a rear loading truck. They offer a service for bulky and yard waste items using a BAGSTER for a flat rate of \$208.73 per pickup. Waste Management does not provide the BAGSTER.

Waste Management observes 4 holidays: New Year's Day, 4th of July, Thanksgiving and Christmas. If a pickup day falls on a holiday, collection will be the next day. The Waste Management Subscription Service Specifications and a flyer showing the ASL truck are enclosed.

Sincerely,

River Oaks Board of Directors

Henry Hunter, (985) 630-9300
 Shannon Ober (985) 871-8138
 Jim Rowalt, (985) 867-8305
 Eric Short (504) 812-2005
 Warren Schuster (985) 960-6681
 Tim Wright, (985) 234-9864

Enclosure

Waste Management Subscription Service Specifications

Waste Management Customer Service Phone # 985-643-7784 or 1-800-284-2451

River Oaks Property Owners Association has a sole source agreement with Waste Management for environmental waste collections services. If you have any concerns with the service, please call their Customer Service at (985) 643-7784.

Terms of Service: Curbside service is provided twice per week on Mondays and Thursdays. Recycling is collected on Wednesdays.

Holidays: River Oaks residents will be serviced the day following a holiday. Waste Management observes New Year's Day, Thanksgiving Day, and Christmas Day as holidays.

Terms of Collection: Waste Management will provide a 96-gallon garbage can.

- Service is limited to one (1) 96-gallon cart, contents of the 96-gallon cart will be collected only. WM will not collect any waste outside of the cart on your regularly scheduled collections days.
- Garbage must be placed at the curb by 5:00 am or the night before the scheduled day of collection.
- All yard waste must be inside of the 96-gallon cart and WM retains ownership of all issued carts.
- 96-gallon cart weight must not exceed 50 pounds.
- Do not use personal owned garbage cans or carts.
- WM will use new Automated Side

Items that cannot be collected:

- Waste outside of the 96-gallon cart
- Tires and lead acid batteries
- Any and all types of fecal matter (Human or Animal Waste)
- Containers with free liquids such as paint, insecticides, pool chemicals, etc.
- Containers filled with dirt, soil or rocks.
- Concrete, cement, bricks, tile, shingles, sheetrock, auto parts, iron — steel, metal, fencing.
- Construction debris
- White goods (please have your appliance provider or services professional remove the item)

Bulk item collection: WM offers the Bagster for bulky and yard waste collection at a flat rate, see options below. The Bagster holds 3,300 lbs. of waste. River Oaks residents may purchase a Bagster from a local hardware store, amazon.com or directly from WM at thebagster.com.

One (1) Bagster® Bag Flat rates:

First Mixed Waste Load of 3 cubic yards (3,300 lb. weight limit).

PRICE

\$208.73

Additional Bagster® Bags

Each additional Mixed Waste Load collection of 3 cubic yards (3,300 lb. weight limit).

DISCOUNTED PRICE

\$192.03

Additional Bagster® bags must be picked up at the same time and same address as the first Bagster bag in order to receive the discounted price.

Prices above are subject to applicable local fees and taxes which will be applied during the process of scheduling your bag collection.

Residential Subscription service is billed quarterly, and we now offer the option of billing the resident monthly. Please visit wm.com to make adjustments to your account.

Additional 96-gallon Cart(s) price per unit: \$5.00 per month

A CPI rider is included in the contract based on the Water Sewer and Trash index. The WST index is stable and aligns with developments other utilities.

If service is disrupted for nonpayment of invoices there will be a \$45.00 reinstatement fee. There is a \$40.00 NSF Fee on all returned checks. You must call customer service to cancel, transfer, or make changes in service. The customer service numbers may be found on the top of the first page of this letter, or you may use the live chat at wm.com.

Collection Area Notes:

If scheduling online at wm.com, the price shown is the final price. If scheduling with an agent, a service fee will be applied.

Emergency Listings:

1. Emergency – Ambulance, Fire, Police.....911
2. Fire Department (Fire District 4).....985-624-6394 (for a non-emergency)
3. Police Department (Covington).....985-892-8500 (for a non-emergency)
4. Sheriff's Department (St Tammany)..985-809-8200 (www.stpso.com)
5. Sheriff's Department (St Tammany) **To Report a Crime After Hours: 985-898-2340**
6. Poison Control.....800-222-1222

Hospitals:

1. Lakeview Regional Medical-Center: 985-867-3800 (Fairway Dr., Covington)
2. St. Tammany Parish Hospital: 985-898-4000 (Tyler St., Covington)
3. Louisiana Heart Hospital: 985-690-7500 (64030 Hwy 434, Lacombe, LA)

Government Listings:

1. St. Tammany Parish Tax Assessor 985-809-821 7 (See www.stpgov.org/)
2. Public Works Maintenance Barn: 985-892-1071 (Hurricane sand bags)
3. Libraries.Covington.985-893-6280,.Mandeville (Causeway Branch)..985 -626-9779
4. St. Tammany Parish School Board: 985-646-4900 (www.stpsb.org/)
5. Motor Vehicle Department: 985-624-4445 (Mandeville)
6. Social Security Administration: 866-877-8797 (Covington)
7. St. Tammany Humane Society: 985-892-7387
8. Clerk of Court: 985-809-8700 Voters Registration Columbia St Covington, LA
9. U.S. Post Office: 1 St. Ann Dr. Mandeville 626-7283,
10. U.S. Post Office: 1775 N. Columbia St. Covington 892-2859.
11. St. Tammany Parish Council Representative (District 1): Marty Dean: 985 789-744
12. St. Tammany Animal Services: Lacombe, 985- 809-0813.

Dry Cleaners:

1. Dry Cleaning by Louis: 985-674-4455 (3910 Hwy 22 Mandeville, LA)
2. Premier Cleaners: 985-727-2424 (1461 N. Causeway Blvd. Mandeville, LA)
3. Lee Cleaners: 985-626-9034 (2201 Florida St., Mandeville, LA)

Grocery Stores:

1. Winn Dixie: 619 N. Causeway Mandeville 985-626-5578
2. Fresh Market : 1880 N. Causeway Mandeville 985-674-41A5
3. Rouses: 346 E. Causeway Mandeville 985-727-7515
4. Wal-Mart: 880 N. Hwy 190, Covington, LA. 985-867-8701

Parks and Recreation:

1. Fairview Riverside State Park: 985-845-3318 (Madisonville, LA)
2. Fontainebleau State Park 985-624-4443 (Mandeville, LA)
3. Pelican Park: 985 626-7997

Country Clubs:

1. Covington Country Club (Golf only): 985-892-1900
2. Beau Chene Country Club: 985-845-3571
3. Money Hill Golf and Country Club: 985-892-3300
4. Tchefuncte Country Club: 985-892-0928

Pharmacies:

1. CVS 2915 Hwy 190 Mandeville 985-626-8106
2. Walgreen's 2880 Hwy 190 Mandeville 985-624-3912

Utilities:

1. Cable: Charter Communications 888-821-4559
2. Electricity: Cleco: 800-622-6537 (Please call for Street Lights that are out)
3. Telephone: Bell South New Service: 888-757-6500 Repair: 877-137-2478
4. Gas: Centerpoint Energy 800-477-0177
5. Trash: Waste Management of St Tammany 985-643-7784 (Sole source for trash hauling and recyclables in River Oaks –See end of pages)
6. Water/Sewer: Utilities Inc. of Louisiana 985-893-2135 (Please call for water/sewage problems)

Houses of Worship:

1. First Baptist Church Covington: 892-2149
16333 Highway 1085 Covington, LA
2. First Baptist Church Mandeville, LA: 626-3217
1895 Hwy. 190 Mandeville, LA
3. St. Peter Catholic Church: 892-2422
125 E. 19th Street Covington, LA
4. Mary Queen of Peace Church: 626-6977
1501 W. Causeway Approach, Mandeville, LA
5. St. Anselm Church: 845-7342
306 St. Mary Street, Madisonville, LA
6. Church of God In Christ: 892-
3015 501 W. 286 Ave. Covington,
LA
7. Traditional Episcopal Church: 87 5-9082
832 E. Boston Street Covington, LA
8. St. Michaels Episcopal Church: 626-5781
4499 Sharp Road, Mandeville, LA
9. New Covenant Presbyterian Church (EPC): 626-
4375 4375 Hwy 22 Mandeville, LA
10. Covington Presbyterian (PCUSA), 892-4821
222 S Jefferson, Covington
11. St. Timothy United Methodist Church: 626-5580
335 Asbury Mandeville, LA

Links

St. Tammany Parish

www.stbgov.org

St. Tammany Parish, Louisiana,. The site covers government information for St. Tammany Parish.

Hospitals:

St. Tammany Parish Hospital – Covington

www.stph.org

Lakeview Regional Medical Center – Covington

www.lakeviewregional.com

Local State Parks:

Fountainebleau State Park is located just minutes away on US 190. A live oak alley forms the entrance to this 2,700-acre park on the north shore of Lake Pontchartrain. For more information click on the link below:

www.fontainebleaustatepark.com

Fairview – Riverside State Park is located just minutes away on Highway 22. For more information click on the link below:

www.fairviewriversidestepark.com

Pelican Park and the Castine Center are located just minutes away on US 190. For more information click on the link below:

www.pelicanpark.com

Tammany Trace – Rails to Trail – is a free, scenic 31-mile paved path for biking and jogging shaded by canopies of trees and includes bridges over bayous and is located just minutes away. For more information click on the link below:

www.tammanytrace.org

Tubing the Bogue Chitto River:

www.canoelariver.com

www.tubingboguechitto.com

Mardi Gras Information:

www.mardigras.com

This an informational site to tell you all about Mardi Gras.

New Orleans Jazz Fest

The New Orleans Jazz & Heritage Festival, aka Jazz Fest, is a 2 weekend long cultural feast that is held on the last week-end in April and the first week-end of May.. The music encompasses every style associated with the city and the food is just as diverse and well known.

www.nojazzfest.com

Madisonville Wooden Boat Festival

The annual Madisonville Wooden Boat Festival is held in October and attracts 30,000 or more wooden boat enthusiasts to the banks of the Tchefuncte River. This festival is the main fundraiser for The Lake Ponchartrain Basin Maritime Museum, located on the banks of the Tchefuncte River in

Madisonville, Louisiana. This museum takes you on a historic journey from the Native Americans who discovered the Northshore to present day.

www.Woodenboatfest.org

State and Northshore News Sites:

Northshore To Do: Online Community For The Northshore and Events Facebook

<http://www.usnpl.com/lanews.php> -Find a newspaper in the State of LA

<http://www.usnpl.com/tv/latv.php> – Find a local TV Station

Mandeville City Hall

www.cityofmandeville.com

Covington City Hall

www.covla.com

St Tammany School Board

www.stpsb.org

Schools in our area:

www.pontchartrainelementary.stpsb.org

www.tchefunctemiddle.stpsb.org

www.mandevillejunior.stpsb.org

www.mandevillehigh.stpsb.org

Louisiana Northshore is the official travel website for St. Tammany Parish, Abita Springs, Covington, Slidell, Mandeville, Madisonville, Folsom, and Bush. Info on lodging, attractions, calendar of events

www.louisiananorthshore.com

Louisiana DOTD's Emergency Related Information including Traffic and Hurricanes:

<http://www8.dotd.la.gov/emergency/>



<http://www.riveroaksestates.org/>